Republic of the Union of Myanmar

Independent Consulting Services for Software and Portal Maintenance, Hardware and Network Administration

Terms of Reference
C 3.3.5

A.   Background

1.   The Government of the Republic of the Union of Myanmar (Government) has since 2013 embarked on a broad and wide-ranging suite of sectoral reforms. In support of these reforms, the World Bank financed a project under a credit from the International Development Association (World Bank Project) which provided for a wide range of support to the Government.

2.   The ICT sector in Myanmar has undergone rapid and fundamental changes in the past five years. Notable among the achievements are (a) the introduction of competitive ICT and telecommunications services through the licensing of new operators, (b) the elaboration of a new law in 2013, along with regulations, that enabled the first wave of reforms, (c) the establishment of an independent regulatory function for the telecommunications sector, and (d) a revision of the 2013 law (the draft revised telecommunications bill and a bill establishing the independent regulator are completed but have not been adopted by the Government). The Economic Policy of the Republic of the Union of Myanmar was launched on 29th July 2016, which outlines 12-point policy ranging from the privatization of some state-owned enterprises to the development of infrastructures including electrification facilities and ports to implementing an ID card system, the Digital Government Strategy and the e-Government System. Also, the Myanmar ICT Development Master Plans (2005-2030) and Myanmar e-Governance Master Plan (2016) include areas of Cyber Security, e-Commerce and e-Government.

3.   The World Bank Project has the following four components:

Component 1: Creating an Enabling Environment for Connectivity
Component 2: Extending Connectivity to Rural Areas
Component 3: Enabling E-Government Foundations
Component 4: Project Implementation Support

Under Component 3: Enabling E-Government Foundations, a flagship project of Myanmar Government, namely Design, Development, Configuration, Hardware Supply, Installation and Maintenance for the Myanmar National Portal is under implementation by Ministry of Transport and Communications (MoTC). In addition to this, several e-Government activities have been planned by MoTC to strengthen existing e-Government projects such as Government Personnel Management System (GPMS) and Electronic Data Management System (EDMS) etc. as well as for future.

B.   Objectives

4.   The objectives of this ToR is to hire resources to support MoTC to undertake the following tasks as part of the engagement over a one year time period:

     i.   Software and portal maintenance - Support to existing software and web portal administration and maintenance activities, design changes; report technical errors, inconsistencies or anomalies; co-ordination; and manage feedback given by users

     ii.   Hardware and Network Administration - Support to administration and maintenance activities of hardware, system software and network infrastructure; and strengthen IT infrastructure by implementing new technologies

C.   Activities

5.   The resources will support MoTC to undertake the following tasks:

Software and Portal maintenance
- Perform software and portal system administration
- Suggest and perform routine maintenance tasks and improvements
- Support to create new user accounts and manage existing accounts for softwares and portal
- Report technical errors, inconsistencies or anomalies to MoTC
- Suggest design changes and perform regular software patch updates
- Co-ordination with suppliers/ vendors and manage feedback given by users
- Preparation of various status reports and documents

Hardware and Network Administration
- Perform provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related network infrastructure
- Suggest latest tools and processes to MoTC regarding Hardware and network administration
- Strengthen IT infrastructure by implementing new technologies
- Engage in regular network troubleshooting activities and resolve network connectivity issues
- Co-ordination with suppliers/vendors
- Preparation of various status reports and documents.

D.   Manpower Resource Requirement

6.   This assignment is designed to have five local Myanmar manpower resources for one year from the date of signing the agreement between the client and the resources. The resources will be paid on monthly basis by MoTC based on their attendance.

E.   Administrative Arrangements

7.   The resource will work in close with the Director of e-Government Department under ITCSD. Office space will be provided for the resources at the e-Government Department's office, S12

Exchange in Nay Pyi Taw. The resources shall treat all documents and communications under this engagement confidentially. The resources shall also be able to travel.

F.   Minimum qualifications and experience

8. Qualifications and Experience

Post Title: IT Assistant – [5 person]
Duration of Assignment: 1 Year
Primary Reporting Authority: Project Manager, ITCSD

The resources will be responsible for provisioning, configuration, installation, maintenance and troubleshooting of computer hardware, software, portals, networks, printers and scanners; strengthening IT infrastructure by implementing new technologies; co-ordination with suppliers/vendors; and preparation of various reports and documents.

Functional Responsibilities

The individual resource has to undertake responsibilities out of following as per requirement and profile:

- Can work Day Shift / Night Shift as per requirement
- Suggest and perform software and portal system administration maintenance tasks and improvements
- Support to create new user accounts and manage existing accounts for software and portal
- Suggest design changes and perform regular software patch updates
- Experience in computer system software, hardware and network's architecture, technologies, security, configuration, installation, administration and should be able to
  - Respond to breakdowns and investigate, diagnose and solve system software and network and hardware faults.
  - Repair IT related equipment replacing parts or suggest for outside repairing service if required.
  - Check computer network and electrical safety and maintaining records of software licenses.
  - Maintain all information data of system, back up and store in a safe place, making it easy to recover in any emergency case.
  - Configure computer networks
  - Setting up computer security and performance measures
  - Strengthen IT infrastructure by implementing new technologies
  - Suggest latest tools and processes to MoTC regarding Hardware and network administration
- Analyze future requirements, prepare network and system upgrade plan
- Monthly/Quarterly/Annual Monitoring, Performance and Activity Report

- Presentations/Reports/Letters as asked by Director, ITCSD from time to time
- Co-ordination with suppliers/ vendors and manage feedback given by users
- Perform other related duties as assigned by the authority

Educational Qualification
- Graduate with degree or diploma in Information system, Computer system, Information technology, Business IT, Computer science or other relevant academic backgrounds
- Relevant certification such as ITIL, MCSE, CCNA, A+ & Hardware maintenance etc. preferable

Knowledge and Skill
- Excellent writing and editing skills in English and Myanmar
- Personal integrity, sense of responsibility, problem solving mindset, ability to work in team and having interpersonal skills
- Willing to work at Nay Pyi Taw for an extended period of time.

Working Experience
- Minimum 2 years of working experience in the related field of IT.

Selection Criteria

Qualified candidates will be short-listed based on their curriculum vitae.
A panel comprising of representatives from ITCSD will interview all short-listed candidates.