<div align="center">**REQUEST FOR EXPRESSION OF INTEREST**</div>

MYANMAR: Telecommunications Sector Reform Project
Credit Number: MM-5353
C 3.3.5: Independent Consulting Services for Software and Portal Maintenance, Hardware and Network Administration

The Government of the Union of Myanmar has received financing from the World Bank toward the cost of the "Telecommunications Sector Reform Project" and intends to apply part of the proceeds for consulting services.

The Government of Myanmar is keen to use ICT to deliver e-Government services to its constituents, enhance competitiveness and attract investors, and for making the Government more accountable, responsive and transparent.

The hiring of Independent Consultant (5 persons) aims 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

The Independent Consultant ("Consultant") based on their profile and work experience will carry out tasks among the following:

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

B. Hardware and Network Administration
(i) Perform provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related network infrastructure
(ii) Suggest latest tools and processes to MoTC regarding Hardware and network administration

(iii) Strengthen IT infrastructure by implementing new technologies

(iv) Engage in regular network troubleshooting activities and resolve network connectivity issues

(v) Co-ordination with suppliers/vendors

(vi) Preparation of various status reports and documents.

The working office will be at Information Technology and Cyber Security Department, Ministry of Transport and Communications (MoTC), Nay Pyi Taw.

The MoTC now invites eligible Consultant to indicate their interest in providing the services for Software and Portal Maintenance, Hardware and Network Administration. The interested Consultant is requested to submit their curriculum vitae demonstrating that they have the required qualifications and relevant experience to perform the task to the address mentioned below by **September 3, 2018**.

The Consultant that shall be hired to provide the services shall possess the minimum requirement and experience:

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.

The Consultant should be familiar with World Bank procurement practices and procedures and will be selected based on experience and capacity in carrying out this type of work.

The attention of interested Consultant is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers* dated January 2011 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

The Consultant will be short-listed based on their curriculum vitae. A panel comprising of representatives from ITCSD will interview all short-listed candidates in accordance with the "Selection of Individual Consultants" method set out in the Consultant Guidelines.

After the interview the top five among the shortlisted consultants shall be selected and will be invited for contract negotiation.

Further information can be obtained at the address below during office hours **09:30** to **16:30** hours and www.motc.gov.mm.

Expression of interest and curriculum vitae must be delivered in both Soft and Hard copies to the address below (in person, or by mail, or by e-mail) on or before **16:30** hours of **September 3, 2018**. The curriculum vitae and other supporting qualification documents (such as Education Qualification, proof of working experience etc.), in original, should be presented and one copy of each should be submitted at the time of interview.

The Consultant should bear any expense during the selection process and will not be reimbursed by MoTC.

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