



*Ha Tinh PPC*

*Project for strengthening the impact of public administration reform in Ha Tinh province*



*Empowered lives.  
Resilient nations.*

**Annex 2.2.2.1**

**Consultants to review similar OSS/IAOSS software applications developed by central agencies and localities and to provide proposals for new OSS/IAOSS software development**

**1. Background**

Improving quality of public administrative services delivery to the people and organizations through OSS/IAOSS mechanism is one of main objectives of the project for “strengthening the impact of public administration reform in Ha Tinh province” funded by UNDP.

The current OSS/IAOSS mechanism has not operated yet in a modern, high quality and effective manner to the people in Ha Tinh province. One of the main reasons is inadequacy of synchronization between the OSS/IAOSS and the rest of administrative system at the same level and among various line agencies due to lack of inter-integration for information processing and connection.

Ha Tinh province is carrying out steps for development of joint OSS/IAOSS software applications for district and commune levels. For preparation of the joint software development, a consultant group was recruited by the PMU to undertake survey, assessment of current information technology (IT) applications at OSS/IAOSS for purposes of providing inputs information for the software design. Besides, the project is planning to review similar software applications developed and applied by central agencies and localities. Results from the similar software review will provide necessary information in respect of strengths, improvement needs for each software as well lessons learnt during the software development and operation, on these basics, providing proposals for new software development, which is expected to be in line with Ha Tinh's management objectives, characteristics and IT development trends.

In order to achieve planned objectives, the PMU will continue recruiting a consultant group to carry out reviewing the similar software, accordingly, we would like to inform high qualified and experienced consultants in terms of public administration reform, information technology and social survey to apply for providing consultant services in reviewing similar software applications developed and prepared by central government and localities, on these basics, to propose initiatives for development of the new software which would be in line with Ha Tinh's management objectives, characteristics and Information technology development trends.

## **2. Objectives**

It is to select a qualified and experienced consultant group for reviewing similar software developed and applied by central government and localities, and on these basics, to provide proposals for development of a joint OSS/IAOSS software applications at district and commune levels which would be in line with Ha Tinh's management objectives, characteristics and IT development trends.

## **3. Methodology**

A national consultant group is expected to apply the implementation methods of the assignments as below:

- Carrying out survey and actual learning about contents of information management and sharing, technical characteristics of similar software developed and applied by central government and localities.
- Direct discussion and dialogues with leaders and responsible staff of the agencies/organizations in development and operation of OSS/IAOSS software.
- Collection and desk review of documents related to OSS/IAOSS software developed and operated at district and commune level;
- Joining into workshops on sharing experiences from the study tour organized by Ha Tinh PAR PMU to provide information to relevant parties during software development.

## **4. Expected outputs:**

### **4.1 Requirements on the report contents:**

The report from the study tour to review similar software should include at least main contents as the followings:

***a. Results from the similar software review:***

- Solutions for the OSS software;
- Information sharing and management of OSS software;
- Specifications and integration ability of each software;
- Requirements to hardware and connection lines.
- Expenditures for development, deployment and up-scaling;
- Disadvantages, advantages, success lessons learnt and failure lessons of different software, proposals for study and applying from good practices.

***b. Proposals for development of the new software:***

Proposals for contents and specifications of the joint OSS/IAOSS software at district and commune levels in Ha Tinh province should include as the followings:

- Information management and sharing of the joint OSS/IAOSS software in Ha Tinh province.
- An appropriate technology for the software development.
- Functions to meet job requirements according to the Decision to amend Decision No.93/2007 by Prime Minister and Letter No.1725 by Ministry of Information and Technology.
- Requirements to ensure ability of extending and integrating information together with other applications;
- Proposals for hardware infrastructures, connection lines and expenses for development, implementation and up-scaling the software in Ha Tinh province.
- System maintenance and up-grading methods

**4.2 Report language:** Handovered outputs should be both in English and Vietnamese.

**5. Expected locations for the study tour:**

- Locations required for the study tour should be similarly geographic, politic and socio-economic with Ha Tinh province. The OSS application models are already in stable operation and evaluated as effectively to the people,

enterprises and social organizations. After discussions with the consultant group who have carried out survey, assessment of current IT applications in OSS/IAOSS and the people who have many experiences in development of similar software's, the locations for the study tour is expected by Ha Tinh PAR PMU as below:

- Ministry of Home Affairs;
  - Ministry of Information & Communication;
  - Lang Giang district, Bac Giang province;
  - Tu Ky district, Hai Duong province.
- The PMU will organize a joint mission/study tour for 03 consultant groups, including (1) 01 consultant group to review similar OSS/IAOSS software applications; (2) 01 consultant group to review similar software applications on officers, civil servants and public employees management; (3) 01 consultant group to review the civil servants structure models basing on job positions. The joint mission will together work with agencies such as Ministry of Home Affairs, after that, the mission will be divided into smaller groups for the review in different agencies basing on the purposes of each group. Organization of the joint mission can reduce unnecessary expenditures and arrangements of the PMU as well target agencies of the study and this will also help to accelerate the project progress.

## 6. Expected activities, timing and results

The selected consultants will work closely and coordinate with the Ha Tinh PAR PMU to carry out relevant activities and provide anticipated outputs as below:

No.	Activities	Expected outputs	Time	Completion portion	Responsibility
6.1	Development of plan for the study tour	- Plan for the study tour completed and approved by the PMU	October 2013	5%	CG 1, CG 2, 3
6.2	Study tour on OSS/IAOSS developed and	- Information on deployment, specifications, content management, strengths, improvement needs of each	October 2013	30%	CG 1, CG 2, 3

	applied by central governments and localities	software collected and analyzed			
6.3	Report on the study tour drafted	Report on the study tour should at least consist contents as described in Item 4.1	November 2013	45%	<b>CG 1, CG 2, 3</b>
6.4	Joining into workshop on sharing experiences from the study tour to relevant parties	- Information on deployment, specifications, content management, strengths, improvement needs of each software shared with relevant parties.	November 2013	5%	<b>CG 1, CG 2, 3</b>
6.4	Completion of report on the study tour	Report on the study tour finalized basing on comments from relevant parties	November 2013	15%	<b>CG 1, CG 2, 3</b>
<b>Total</b>				<b>100%</b>	

## 7. Timing

It is estimated that the study tour will be deployed during October to November 2013. Total working time for 03 consultants is maximum 62 working days, in which time for consultant 1 is 21 working days, consultant 2 is 25 working days and consultant 3 is 16 working days.

## 8. Place

At locations suggested for the study tour and the PMU office, Ha Tinh DoHA and other places as required.

## 9. Consultant composition and assignments

A national consultant group consisting of 03 members shall assist the PMU in reviewing similar software developed and applied by central agencies and localities, and on these basis, providing proposals for development of a joint OSS/IAOSS software applications at district and commune levels which would be in line with Ha Tinh's management objectives, characteristics and Information technology development trends.

### **9.1 Consultant 1 (Expertise in public administrative reform and government management):**

- Be main responsible for developing plan for the study tour to the consultant group
- Be responsible for studying and reporting on information management and sharing of OSS/IAOSS software developed and applied by central agencies and localities.
- Suggesting requirements on information management and sharing of the OSS/IAOSS software of Ha Tinh province.
- Participating into workshops organized by the PMU on sharing results from the study tour to provide information to relevant parties during software development.

### **9.2 Consultant 2 (Expertise in Information Technology)**

- Coordinating with consultant 1 in development of the study tour plan for the consultant group.
- Being responsible for studying and reporting on specifications of OSS/IAOSS software developed and applied by central agencies and localities.
- Proposing requirements on specifications of the OSS/IAOSS software of Ha Tinh province.
- Joining into workshops organized by the PMU on sharing results from the study tour to provide information to relevant parties during software development.

### **9.3. Consultant 3 (Expertise in Social survey)**

- Coordinating with consultant 1 in development of the study tour plan for the consultant group.
- Being responsible for collecting documents related to OSS/IAOSS software developed and operated at district and commune level.
- Supporting consultant 1 and consultant 3 in study and reporting on the results of the study tour to OSS/IAOSS developed and applied by central government and localities, on these basics, providing proposals for development of joint OSS/IAOSS software applications at district and commune level in Ha Tinh province.

- Joining into workshops organized by the PMU on sharing results from the study tour to provide information to relevant parties during software development.

## **10. Requirements on consultant's qualification and experiences**

### **10.1 Consultant No.1**

- Having university degree or above (preferably post graduate as master degree, doctorate) in law, public administration, economics, development studies, management, or other related majors;
- Having at least 5-10 years of experiences about government management, personnel and civil servants management, public administration reform in Vietnam;
- Having similar consulting contracts is preferred;
- Ability to work independently and team working management;
- Sound research methodologies, reporting and presentation skills;
- Capable of using English and proficient internet exploring, email and office software applications (Word, Excel, PowerPoint ...).

### **10.2 Consultant 2:**

- Having university degree or above in Information Technology;
- Having at least 3-7 years of experiences about information technology management, Government management, public administration reform;
- Having similar consulting contracts is preferred;
- Ability to work independently and team-working;
- Good studying methods, reporting skills;
- Capable of using English, proficient internet exploring, email and office software applications (Word, Excel, PowerPoint ...).

### **10.3 Consultant No. 3**

- Having a university degree or above in sociology, development studies or other related majors;
- Having at least 3-7 years of experiences about social survey, community development, government management and public administrative reform;
- Having similar consulting contracts is preferred;
- Ability to work independently and team-working;

- Good studying methods, reporting skills;
- Capable of using English, proficient internet exploring, email and office software applications (Word, Excel, PowerPoint ...).

### **11. Management**

National consultant group will carry assignments under supervision by National Project Director and Project Manager and coordinate closely with the PMU's officers during the project implementation. Consultants will be responsible for reporting results from implemented assignments to the Project Director and Manager as scheduled.

### **12. Administrative support and reference documents**

The PMU will be responsible for arranging working plan and logistic activities for the study tour.

### **13. Remuneration and payments**

- Remuneration shall be paid basing on the consultant's qualification and working experiences and in compliance with the United Nation's Cost Norms applied in Vietnam.
- Other expenditures such as travel, per diem and accommodation shall be paid according to the UN's Cost Norms applied in Vietnam.
  - o Terms of payment:
    - 100% of total contract value will be paid upon:
      - + Completion of activities described in item 6 – Expected activities, time and results.
      - + Submission of report from the study tour and upon approval by NPD.
      - + Contract liquidation.
      - + Request of payment confirmed by NPD.