

Terms of Reference: Recruitment of Three Technical Support Personnel

Project/ Organisation:	Assam State Public Finance Institutional Reforms (ASPIRe) Assam Society for Comprehensive Financial Management System (AS- CFMS), Finance Department, Government of Assam
Project Category:	IT enhancements in public financial management
Type of Contract:	Individual Contract
Languages Required:	English and Assamese
Expected Duration of Assignment:	11 Months which will be extended based on satisfactory performance and deliverables

Background:

Finance Department is implementing Assam State Public Finance Institutional Reforms (ASPIRe) with World Bank funding of \$44 million USD (Rs. 274cr. Approx.). The key components of the project include Strengthening Public Finance Framework & Strengthening Capacity and Governance by implementation of Treasury Reforms, Improving Efficiency of tax administration, providing effective tax payer's services by reforms in business processes and information systems in Revenue Generating Departments.

The Directorate of Accounts and Treasury (DoAT), also under the Finance Department is responsible for all treasury operations, i.e. exercising control over budget execution- payments and receipts, stamps management, monthly financial reporting to the AG(A&E) etc. Government of Assam has 83 treasuries /sub-treasuries and disconnected to the central server located at DoAT, Kar Bhawan. There are approx. 8500 DDO's who submit bills to the treasuries/ sub-treasuries. The operations of DoAT are automated to an extent, with the functioning of Comprehensive Treasury Management Information System (CTMIS) application of DoAT developed in 2005, which is now 17 years old and is being maintained & incrementally upgraded by an in-house team. CTMIS system's development, & up

gradation have been in a phased manner over the last 17 years which needs major updates & modifications.

1. Objective of the Assignment:

The Project Director, ASPIRe, intends to hire **Technical Support Personnel** for carrying out certain upgrades in the existing CTMIS software, under DOAT to cope up with the changes & challenges faced in the IT field while delivering the services to the stakeholders by the treasuries. Accordingly, this TOR has been framed for the positions of **Technical Support Personnel**. The Project Director, ASPIRe, is seeking interested and qualified professionals to apply.

1.1. Detailed scope of work:

The **Technical Support Personnel** under the guidance of Director, Accounts & Treasuries will perform following duties & responsibilities: -

- To study the existing CTMIS and its architecture and the enhancements already developed.
- To deliver the modules for integration with external IT systems, as per the timelines.
- To document the activities including codes and methodologies and to get it signed by the competent authority.
- To look after the software support, maintenance and development at work.
- To attend the issues of Citizens and Government Offices through Phone Calls, Call logs etc.
- To deliver any other activities as assigned by supervisor or authorities at any point of time.

2. Supervision and Performance Evaluation:

2.1. The **Technical Support Personnel** will report directly to the Project Director, ASPIRe Project and will work closely with System Administrator of Director of Accounts

& Treasuries. The System Administrator will be responsible for reviewing the performance of the personnel and State Project Director will approve their deliverables. The details & timelines for the deliverables are as follows:

2.2. Deliverables

- Operational Support in CTMIS application.
- Operational activities, on-boarding of Department/ULB and Banks in GRAS and Payment modes.
- Operational Support activities related to PFMS and DBT.
- Operational Support related to Memorandum of Errors (MoE) Module for GST-RBI integration.
- Operational Support activities related to RBI e-Kuber for Receipts and regular Payments(Salary/Non Salary, FoC, Non FoC, Pension, Orunodoietc).
- Operational Support related to different modules (Unmarried Daughter, Companionate Family pension etc.) of Pension application DPIS.
- Operational activities of Call-Logs and user queries by Treasuries, DDOs and Departments.
- Operational activities related to NPS registration and Contribution of employees through integration with NSDL.
- Operational support activities of ATISIS portal for implementation of the “Assam Tea Industries Special Incentive Scheme, 2020”.
- Operational support activities of AMFIRS portal for implementation of the “Assam Microfinance Incentive and Relief Scheme, 2021”.
- Operational support related to the Kritagyata portal for Pension disbursement.
- Operational support related to DIDS related activities such as UAT, On-boarding of Schemes as well as operational support & maintenance after handover from System Integrator (SI).
- Operation support related to all the State DBT Schemes such as Orunodoi, Re-SVAYEM, Abhinandan etc.

2.3 Qualification Requirements:

- Education: Minimum Bachelor in Engineering in Computer Science/IT or MCA or a closely related field from any recognized university or college, as a regularly enrolled student (excluding studies in distance education mode).
- Excellent knowledge of written and spoken English and Assamese and should have advanced knowledge of Office Management, proficiency in MS Office Applications (like Word, Excel, Power Point, MS Project etc.) including email.
- Strong interpersonal relations, communication and team-work skills

2.4 Experience and Skill Set Requirements

- At least three years of experience, with more than one year of experience in a similar role
- Age: Not more than 30 years.
- Prior experience in handling a team and managing grievances of customers / beneficiaries.

3. Remuneration and Payment Terms

3.1 The remuneration would be as per Level L2 and Grade A(CTP Monthly Rs. 35,000.00 to Rs. 51,500.00 and have the provision of enhancement up to 23% at the time of renewal on the basis of performance) of the HR Manual, initial base remuneration would be negotiated during interview based on experience and last pay drawn.

3.2 Leave Provision: As per HR manual.

4. How to apply

Candidates are requested to apply in application format provided with this ToR on or before 27th April 2022. Scanned copy of application form along with other relevant documents should be mailed to careeraspire@outlook.com

No hard copies will be accepted.

5. **Period of the Assignment/ Services:**

The assignment will be for a period of one year and may be extended if necessary and based on satisfactory performance. The appointment of IT personnel would be full time basis and they would not be permitted to take up any other assignment during the period. The appointment is of a temporary (non-official) nature and the appointment can be cancelled at any time without assigning any reason thereof.

6. **Facilities to be provided by the client**

- 6.1. Give access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary.
- 6.2. Provide sitting space in the server room along with computer, printer, computer/office consumables, and internet access.

7. **Terms of Engagement:**

- a. The appointment of **Technical Support Personnel** will be purely on contract basis for a period of one year.
- b. The service may be renewed solely based on performance, output and desired conducts. Department has a right to end the contract at any point of time with a prior notice of one month.
- c. The successful candidates will have to sign a contractual agreement in the prescribed format.
- d. The contract shall not confer any right or claim of extension/ absorption in the department at any point of time whatsoever.

APPLICATION FORM FOR THE POSITION OF.....

1. Full Name of the candidate(In Block Letters):
2. Father's/Husband' s Name :
3. Mother's Name :
4. Gender:
5. Maritial Status :
6. Nationality :
7. Permanent Postal Address (attach a copy of evidence):
8. Police Station:
9. Current Address:
10. Mobile No.:
11. Mobile No. (WhatsApp messenger) :
12. Email ID :
13. Passport No. (If available):
14. Date of Birth (attach a copy of evidence)(dd/mm/yyyy):
15. Age (As on 1stJuly'2021) : ____ Years ____ month(s)
16. Current Designation:
17. Current Employer's Full Address with contact email and phone number:
18. Educational Qualification (attach copies of certificates):

Paste Recent Passport Photo

Sl.	Examination	Subject	Year of Passing	Name of College	Name Board/ University	Class/ Percentage of marks obtained
1.	Graduation					
2.	Post graduation					
3.	Others (if any)					

19. Training details relevant to the position applied (attach copies of certificates):

Sl.	Title of the Training program	Duration of Training	Training organized by
1.			
2.			
3.			

20. Total Professional Experience : ____ Years ____ month(s)

21. Details of Professional Experience (Starting from latest **)(attach copies of experience certificates):

Sl.	Designation	Organization	From (mm/yyyy)	To (mm/yyyy)	Last net salary drawn (per annum)	Summary of Services provided

** Attach latest salary certificate.

22. Write a brief note describing why would like to be associated with us : (Maximum 250 words)

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23. Languages proficiency:(please tick √)

Sl.	Language	Read	Write	Speak

24. Computer proficiency:

Sl.	Program/Software/Applications	Excellent	Good	Average

25. Names and Addresses of twopersons from whom we may seek reference about you:

(The two persons must not be related to you and must have interacted with you for more than 2 years in a Professional and/or academic capacity during the last 5 years)

Sl	Name of the person & designation (if any)	Address	Phone no	E-mail id
1.				
2.				

26. Have you ever been discharged or forced to resign from any position? (If yes furnish details)

<p>Declaration: I certify that the statements made by me in this application are true, complete and correct to the best of my knowledge and belief. Permission is hereby given to the AS-CFMS to make such investigations as are necessary on the information given above. I understand that any misrepresentation or fraudulence or material omission made herein or in any other document requested by AS-CFMS would render dismissal and termination of my candidature/ service/contract apart from other penal action as per the law.</p>	
<p>Date : _____ Place : _____</p>	<p>Signature of the Candidate</p>

IMPORTANT Notes:

1. Candidates shall complete this application in not more than 8 pages **strictly** as per the above format, along with self-attested copies of testimonials/certificates (not more than 12 pages), evidencing that he/she is qualified to perform the services. **The complete application (only in PDF format) along with certificates/testimonials shall not be more than 20 (twenty) pages or else the application may not be considered.**
2. **While self-attested copies of all the relevant certificates/testimonials needs to be submitted along with the application (only in PDF format).**
3. **Candidates are to note that applications without self attested copies of certificates/testimonials relating to Educational Qualifications shall be rejected.**