

Terms Of Reference: Recruitment of Four Technical Support Personnel for State Project Procurement Portal (SPPP) Cell under the World Bank funded ASPIRe project

Project/ Organization	Assam State Public Finance Institutional Reforms (ASPIRe) /Assam Society for Comprehensive Financial Management System(AS-CFMS), Finance Department, Government of Assam
Project Category	Technical Support Staff – SPPP Cell
No.	4
Experience	1-3 years
Type of Contract :	Individual Contract
Expected Duration of Assignment :	Till the end of the project i.e. September 2022 or the extended period if any to 1 year from the date of signing the contract, whichever is later.

Background:

Finance Department is implementing Assam State Public Finance Institutional Reforms (ASPIRe) with World Bank funding of \$44 million USD (Rs. 274 cr. Approx.). One of the key components of the project is Strengthening Public Procurement Framework and scaling up e-procurement.

As a part of the Project Monitoring Unit (PMU) of ASPIRe Project under the Finance Department State Public Procurement Portal is being developed as mandated in the Assam Public Procurement Act and Rules.

1. Objective of the Assignment:

The Project Director (PD), ASPIRe, intends to hire Technical Support Staff for SPPP Cell to provide technical and procedural support to all the users of State Public Procurement Portal for the Govt. of Assam. He/ She will also be responsible for handling the Help Line number of SPPP Cell, visiting different Departments (if required) or remaining in the SPPP Cell to provide procedural support to the users of State Public Procurement Portal. Accordingly, this TOR has been framed for the aforesaid position. The Project Director, AS-CFMS, is seeking interested and qualified professionals to apply.

1.1. Detailed scope of work:

The Technical Support Staff for SPPP Cell under the guidance of Project Manager, SPPP, will perform following duties & responsibilities: -

- i) Monitoring daily published tenders for identification of any issues.
- ii) Providing training to the users related to SPPP.
- iii) Handling e-Procurement Helpline numbers and provides remote support.
- iv) Preparing different kinds of Reports.
- v) Preparing different kind of Templates (Excel Based) for e-Procurement Portal

- vi) Follow up with the departments about their pending online activities by maintaining weekly report, sending email reminders and tele calling.
- vii) Maintaining strict timing SPPP Cell and providing support during that period and remote support during holidays (if required).
- viii) Maintaining different kinds of records.
- ix) Any other activities assigned by the Project Director/Addl. Project Director/ SPPP Project Manager.

2. Supervision and Performance Evaluation:

- 2.1. The incumbent will report to the Project Manager, SPPP and the Project Director /the Additional Project Director will approve their deliverables.

3. Minimum Qualification and Experience:

The incumbent is required to possess:

3.1. Basic Education Qualification: BE/B. Tech/MCA

3.2. Experience: Minimum 1 year of experience related to

3.2.1. Any software or Portal related support,

Or,

3.2.2. Helpdesk support/ Support related to any project implementation

3.3. Other qualities or Requirements:

- i. Good knowledge of MS office (at least Word, Excel and PowerPoint), Operating system, basic idea of installing different types of software;
- ii. Willingness and ability to work effectively under pressure and ability to multitask;
- iii. Willingness and ability to work in a team;
- iv. Excellent interpersonal skills, strong verbal communication skills in English, Assamese (preferable), Hindi and written communication skills in English, Training skills;

3.4. Preferable Requirements:

- i. Basic Understanding of Government structures, procedures, rules, regulations and Public Procurement;
- ii. Experience in any Government IT implementation related Project;

4. Period of the Assignment / Services:

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

5. Remuneration and Payment Terms:

5.1. 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 the performance) of the HR Manual, initial base remuneration would be negotiated during interview based on experience and last pay drawn.

5.2. Leave Provision: As per HR manual.

6. Facilities to be provided by the PMU

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 along with computer, printer, computer/office consumables, and internet access.

7. Selection Criteria (Total Marks = 40)

The selection committee will select any candidates for the positions by following way:

Step I: Short Listing of the Applications (Min 4 out of 5 marks)

- i) Application according to the given format
- ii) Basic Education Qualification
- iii) Year of Experience
- iv) Knowledge of Microsoft Tools (Self Declaration)

Step II: Online Test (Min 3 out of 5 marks, in case of large number of candidates)

Fixed duration online test will be conducted for

- i) Verification against Sl. No. (iv) Of Step I (3 marks).
- ii) Written communication skill (2 marks)

Step III: Final Interview (30 marks for each panelist)

- i) Appearance and Attitude (10 marks)
- ii) Communication Skill (10 marks)
- iii) Cross verification of Step II (10 marks)

8. How to apply

Candidates are requested to apply in application format provided with this ToR within 30 days of the advertisement. Scanned copy of application form along with other relevant documents should be mailed to careeraspire@outlook.com

No hard copies will be accepted.

9. Period of the Assignment/ Services:

The assignment will be before a period of one year and maybe extended if necessary and based on satisfactory performance. The appointment of IT personnel would be on a 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 canceled at any time without assigning any reason thereof.

10. Facilities to be provided by the client

10.1. Give access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary.

10.2. Provide sitting space in the server room along with computer, printer, computer/office consumables, and internet access.

11. Terms of Engagement:

- a. The appointment of **Technical Support Personnel** will be purely on contract basis.
- b. The service may be renewed solely based on performance, output and desired conducts. Society 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.