

**TERMS OF REFERENCE**  
**for**  
**Individual Consultant- Project Officer(Information Technology)**  
**Social Protection Project (SPP)**  
**Welfare Benefits Board (WBB)**  
**Ministry of Finance, Economic Stabilization & National Policies (MoF)**

## **1. BACKGROUND**

**1.1 The Project.** The Social Protection Project (P178973), approved by the World Bank (WB) Executive Board, supports the Government of Sri Lanka (GoSL) in implementing key reforms that will increase efficiency and effectiveness of spending and improving the responsiveness of the social protection system. The Project Development Objective of the Project is to support Sri Lanka in providing better targeted income and livelihoods opportunities to the poor and vulnerable.

**1.2 Project Components and Funding.** The total value of the Project is US\$200 million. The first component of the Project is allocated with \$185 million to streamline and finance the new country welfare benefit payment Aswesuma. The second component is allocated with US\$7 million to pilot an economic inclusion program – which will be Sri Lanka’s first comprehensive “Economic Inclusion Pilot” – using global experience, and the third component of US\$8 million is to strengthen the government’s capacity to deliver the social protection programs.

## **2. OBJECTIVE OF THE ASSIGNMENT**

The objective of the assignment is to provide Information Technology support to WBB with the guidance of Information Technology Specialist (ITS) of the PMT in WBB in carrying out IT related task to fulfill the requirements of the above project.

## **3. SCOPE OF WORK**

- Provide technical support and assist WBB at PC/workstation support, network troubleshooting with installations and upgrades of software and applications.
- Manage system users and document important information relevant to the users by maintain confidentiality with regards to the information being processed, stored or accessed by the network.
- Bring to the attention of IT management if any documentation is out of date or needs revision in a timely manner.
- Keep system documentation maintain backups of the system including databases in a proactive manner.
- The ability to work individually and collaborate within the PMT including WBB staff
- Strong communication skills.
- Assist WBB to achieve all operational activities in a timely manner.
- Assist WBB to arrange operational Meeting with the different levels island wide and keep documentations.
- Assist WBB in maintaining an effective documentation process, information and recording for document keeping.
- Support WBB in developing an action plan to strengthen transparency and accountability in system operation and implementation process.

- Assist the WBB to prepare regular implementation status reports as required by the Project Steering Committee, WBB and WB; and support other project related activities as may be assigned by ITS/Deputy Project Director.

#### **4. REPORTING OBLIGATION**

The Individual Consultant (IT) will report directly to the Addl. Commissioner (Operation) of the WBB and will work closely with other WBB/PMT staff.

#### **5. DURATION OF THE ASSIGNMENT**

This is a full-time work assignment at PMT of WBB. The services of the Individual Consultant (IT) are required for a period of 1 year with a possible extension for up to the Project duration. The project officer services shall be subject to annual performance evaluation based on performance indicators specified below. Performance evaluation shall be the basis for extension or termination of the services. Facilities such as office space, intercom telephone facilities, personal computers, printing facilities, Internet access and stationery will be provided.

#### **6. PERFORMANCE INDICATORS**

The following performance indicators shall be used for performance assessment:

- Positive progress and good performance of the entrusted in IT operation activities, as per system implementation plan;
- Timely production of data driven reports through the system with proper evidence;
- Positive evaluation of performance by Social Protection Project WB during prior and ex-post review;
- Timely monitoring, tracking and follow-up of the system implementation plan;
- Keep regular system backup and maintain databases backup in proper procedure;
- Efficient team work and coordination of system implementation activities;
- Support in implementing the capacity building agenda related to system; and
- Communicate and regularly update system users including other stakeholders with proper documentation.

#### **7. CONFIDENTIALITY AND CONFLICT OF INTEREST**

The Project officer (IT) undertakes to comply with WBB's and WB's policies and rules with regard to corrupt and fraudulent practices, conflict of interest and confidentiality. The Project officer (IT) shall maintain confidentiality on all sensitive information obtained during the assignment and shall not publish wholly or in part the findings or such information, without the prior written consent of the WBB. Any draft reports and other documents produced by the Project officer (IT) will be discussed and cleared with the ITS before their final issue. A non-disclosure agreement (NDA) will be signed between the WBB and the selected candidate to be attached to the contract.

## **8. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- Bachelor's degree in Information and Communication Technology/ Computer Science/ Computer Engineering which is recognized by the University Grant Commission of Sri Lanka.
- A minimum of three year experience in the relevant field to the post
- A past similar assignment of same level and nature in a government or International Financial Institution project is highly desirable;
- Knowledge of and experience with application of WB procurement procedures is required;
- A recognized degree in Information and Communication Technology or relevant fields, and intermediate to advanced knowledge of PHP, MySQL, MySQL native JSON, Laravel Framework, Linux Server Management, Project Management
- Excellent report writing and good command of both spoken and written English and Sinhala is required.

## **9. METHOD OF PROCUREMENT**

The procurement method is (Individual consultant selection method) in line with the World Bank Procurement procedures.