Terms of Reference for Hiring an IT Business Analyst

Background

The GovTech Agency, in line with the 13th Five-Year Plan, is committed to promoting digital governance by rethinking public service delivery, revolutionizing government operations, and implementing intelligent governance practices. As part of this transformative exercise, GovTech will drive digital initiatives as a centralized Whole of Government effort, moving away from the previous siloed and decentralized ICT approach.

This initiative aims to enhance efficiency and citizen satisfaction through technology-driven solutions, reduce operational costs, and optimize processes. It will also boost data-driven decision-making, citizen engagement, and open data initiatives. Collectively, these efforts are designed to modernize governance practices, elevate service delivery standards, and empower citizens by fostering trust and confidence in digital governance.

To achieve these goals, the agency will hire 3 IT Business Analysts responsible for developing business process reengineering strategies and software requirements specifications. The procurement of Consulting Service (Firms Selection) and this hiring process will adhere to Bhutan's Procurement Rules and Regulations (PRR) 2023, ensuring transparency, fairness, and competitiveness. The consulting firm shall have one or more Business Analysts whereas selection of the Business Analyst will be done individually.

1. Objective

The primary objective of hiring IT Business Analysts is to collaborate with various government agencies to streamline processes, enhance operational efficiency, identify requirements, and improve service delivery through digital solutions. The selected IT Business Analyst will work closely with stakeholders to understand their needs, analyze existing workflows, explore possibilities of data interoperability and integration, and propose IT solutions that align with the strategic goals of the agencies.

The selected firm must be knowledgeable of the IT systems of the agencies. He/she will have in-depth knowledge of the challenges faced by the agencies and will know the similar challenges faced by the systems in the region. The firm will work closely with relevant officials from GovTech, stakeholders, and Government agencies.

2. Overall Task:

The IT Business Analyst shall be responsible for the following tasks:

2.1. Requirement gathering and analysis:
  2.1.1. Defining project scope.
  2.1.2. Gather business requirements through meetings, interviews, and workshops.
  2.1.3. Identify data to analyze business needs and opportunities.
  2.1.4. Document and analyze business processes and workflows.
  2.1.5. Identify areas for process improvement and automation.
2.1.6. Identify gaps between current systems and agency requirements, if any.

2.2. Solution Design
  2.2.1. Develop detailed functional and technical specifications based on the requirements.
  2.2.2. Develop Test Cases.
  2.2.3. Develop a prototype for the proposed solution.
  2.2.4. Document and communicate changes to stakeholders.
  2.2.5. Ensure requirements are clear and concise.
  2.2.6. Collaborate with Digital Service Development (DSD) to design digital solutions.

2.3. Business Process Reengineering
  2.3.1. Identify and analyze business processes, and recommend improvements to increase efficiency and effectiveness.
  2.3.2. Work with stakeholders to streamline processes and reduce redundancies.

2.4. Compliance and Standards
  2.4.1. Ensure that IT solutions comply with the relevant industry regulations and standards.

3. Deliverables

The IT Business Analyst is expected to deliver the following but not limited to:

3.1. Business Requirements Document (BRD): Capturing the business requirements of the project, highlighting the stakeholders' needs and the desired outcomes; 3.2. Functional Requirements Specification (FRS): Detailing the functionality required to meet the stakeholders' requirements. It includes specifications on
    what the system should do and also provides use cases and user stories

documents;

3.3. Technical Requirements Document (TRD): Describes the technical specifications and infrastructure requirements needed to support the project; 3.4. Non-functional requirement specification (NFRs): Defines how a system should behave. These aspects include performance, security, usability, reliability, and scalability.

3.5. Process Flow Diagram: Visual representations of business processes, showing the sequence of steps and their interactions.

3.6. Gap Analysis Document: Identifying the difference between the current state and the desired future state, and the steps needed to bridge the gap. 3.7. Develop Requirement Traceability Matrix for respective BRD.

3.8. Record change request and impact analysis document.

4. Reporting Requirements

The IT Business Analyst (BA) shall operate under the supervision of the Chief of the Digital Service Transformation (DST) Division, GovTech Agency. He/she is responsible for providing:

4.1. Weekly/Daily Status Reports: Provide updates on project progress, milestones achieved, and any issues or risks; and

4.2. Monthly Status Reports: Summarize the project's overall status, key accomplishments, and next steps.

5. Qualifications, Skills, and Criteria

The IT Business Analyst should possess the following qualifications:

5.1. Mandatory

5.1.1. Bachelor's Degree in Computer Science, Information Technology, Business Administration, Management Information Systems or a relevant field;

5.1.2. At least 5 years of experience as a Business Analyst in IT projects; 5.1.3. Good understanding of Software development life cycle (SDLC) and Agile methodologies;

5.1.4. Experienced in requirements gathering, documentation, and process analysis;

5.1.5. Proficient in both written and spoken English;

5.1.6. Excellent communication and interpersonal skills;

5.1.7. Experienced with modeling tools (such as UML, BPMN);

5.1.8. Test Case Development Skills;

5.1.9. User Stories and Use Case Development;

5.1.10. Prototyping skills; and

5.1.11. Skills to develop a Solution Architect.

5.2. Preferred
      5.2.1. Strong project management and stakeholder management skills;
      5.2.2. Relevant training and certifications; and
      5.2.3. Design Thinking and Service Design knowledge.

5.3. Selection Criteria
      The consulting firm's BA shall be selected based on the following criteria (A firm proposing more than one Business Analyst (BA) should submit the following documents separately, including a sample template of the Business Requirements Document (BRD) and a prototype):

stage 1:

SN	Area	Weightage	Remarks
1	Relevant qualifications and experiences	30%	The candidate shall submit a Curriculum Vitae (CV) along with academic certificates and/or transcripts; proof of work experience and completed projects; and relevant training and certificates.

2 Level of understanding of the scope of work and methodology proposed	**The candidate shall submit a BRD, with the Technical Proposal based on any one commonly availed citizen service.** 20%

2nd stage

SN	Area	Weightage	Remarks

1	Competency and behavioral-based interview onsite at GovTech	50%	For a comprehensive evaluation of candidates' technical, and soft skills and experience an interview will be conducted at GovTech; The interview date will be communicated to the candidate.
			The candidate will be given 2 hours to prepare BRD on a provided topic. Following this, they will have 1 hour to translate the BRD to prototype. Finally, the candidate will be given 30 minutes to present both the BRD and Prototype.

6. Length and Time Frame of the Assignment

The duration of this engagement is tentatively expected to be three months, starting from the date of contract signing.

7. Any other Information(s)

7.1. Application Process

The consulting firm's BA shall submit the Standard Request for Proposal along with a CV, academic certificate/transcripts, proof of relevant work experience, certificates of training and Technical Proposal based on the format prescribed in the Standard Request for Proposals, Procurement of consulting services (Selection Under Fixed Budget),PRR, 2023. For any queries or clarifications, please contact the Procurement Division at 17757906 or tcheki@tech.gov.bt.

7.2. Payment Schedule

7.2.1. The Consulting firm having one or more BAs, the payment to the **firm** will be done based on the qualification/experience as per following:

i. BA having more than 10 years of experience shall be paid a monthly rate of Nu.200,000.

Ii. And a monthly rate of Nu.150,000 shall be paid to the BAs with 5 to 10 years of experience.

7.3. Terms and Conditions

7.3.1. Contractual Arrangements: The firm shall be hired under a Selection Under Fixed Budget

7.3.2. Project Duration: Each BRD project duration shall be agreed based on the defined project scope and upon approval by the project committee. The committee shall comprise the Director of the Department of Digital Transformation, a member from the Enterprise Architecture team, and a relevant official.

7.3.3. Confidentiality: All information and documents related to this assignment are confidential and should not be disclosed without prior authorization from the GovTech Agency.

7.3.4. Technical Evaluation (100%): A consultant must achieve a minimum technical score of 80% to qualify.

7.3.5. Engagement: The firms shall engage with the agency until the completion of the Business Requirements Document (BRD) specified by the GovTech.

7.3.6. Compliance with PRR 2023: The entire procurement process and the performance of the firm shall comply with the PRR 2023 of Bhutan.

7.4. Contract Termination

The contract shall be terminated on the following two terms:

7.4.1. Delay of more than 10 days from the agreed timeline; or

7.4.2. Quality of BRD (Should be approved by Architecture and Project Review Group)

If the contract is terminated, the firm shall be blacklisted for three years, and a penalty of 0.1% per day for each day of delay in the delivery of the BRD shall be charged as per the PRR 2023.