

## **Telangana Municipal Development Project**

### **Transitional Project Management Unit(PMU) Proposal**

#### **1. BACKGROUND**

1.1 The Telangana Municipal Development Project (TMDP) is being implemented by Government of Telangana (GoT) with support from World Bank. The project development objective is to help improve high-priority urban services in ULBs of TS, and the capacity of ULBs to develop and manage urban services. The office of the Commissioner & Director of Municipal Administration (CDMA), Government of Telangana has initiated the process to provide good governance and improve physical and social infrastructure for the well-being of citizens with a thrust to address the needs of the urban sector through an integrated approach for sustainable local economic and urban development.

#### **2. Project Development Objective:**

The objective of the Telangana Municipal Development Project is to help improve urban services in Telangana, and the capacity of urban local bodies (ULBs) of Telangana to sustain and expand urban services. The Project consists of three technical assistance and one investment components.

- State Level Policy and Institutional Development support aims at improving the state's policy and institutional framework to support service delivery and capacity building by ULBs
- Municipal capacity enhancement aims at enhancing the financial and technical capacity and operating systems of all ULBs
- Urban Infrastructure Investment to finance sustainable, high-priority investments identified by ULBs to improve urban services or operational efficiency and
- Project management technical assistance aims at ensuring the quality of subproject preparation, implementation and monitoring.

#### **3. Project Description:**

The Telangana Municipal Development Project is a US \$ 125 million project being implemented by GoTS with support from World Bank.

The World Bank is supporting GoTS reform and development with an assistance program focused on removing infrastructure bottlenecks in Telangana and improving

the performance of existing institutions and systems for strong performance and results. The TMDP is major aspect of World Bank's assistance to Telangana to address the vital gaps and weaknesses in urban services and institutions, which is a growing concern with rapid urbanization.

The program also aims to improve the delivery of urban services through investments in capacity building or institutional strengthening and urban infrastructure. The programme will support improvements in the financial, technical, and management capacities of all ULBs of Telangana through TA and as a condition for infrastructure financing.

One of the components under the credit is use of information and communication technology which aims to accelerating the use of information and communication technology to bring about a paradigm shift resulting in effective governance, efficient government performance, and targeted development outcomes for citizens and transport accountability mechanism in the urban local bodies of the state.

#### **4. Objective of Project Management Unit (PMU):**

The board objective to set up a Project Monitoring Unit is for conceptualizing, planning guiding and monitoring of the application solution implementation and carry out additional activities required for completion of overall intent of the project for a period of **1 (One)** year in all the urban local bodies of Telangana .

For the purpose of conceptualizing the state level solution the selected PMU is required to perform the following broader activities.

- Undertake an as óis study of the business process of the Municipalities in the state
- Conduct BPR and provide recommendation for reform;
- Develop a plan for convergence of all the activities performed by municipalities and the municipal corporations in the state
- Assess technical requirements for state level solution
- Develop a request for proposal for an integrated state level software solution that will be floated to select a system integrator as per World Bank norms by working closely with the consultant already working on the same
- Bid Management for selection of System Integrator

- End-to-end programme monitoring and management with a clear set of deliverables
- Change Management process at ULB level with documentation
- Design and develop training modules for ULB different tiers of staff.
- Plan for capacity building at ULB level and create capacities at ULB level
- Synchronization of various stakeholders for implementation
- Continuous evaluation and feedback on the system establishment.
- Updation of Revenue Database in GIS Base Plans
- Integration of land registry which covers total information of a property with reference to its Geospatial Information, structure, tax, registration details with GIS Base Plans and CDMA Data base.

The Terms of Reference (ToR) outlined in this document is for **Project Management Unit (PMU)** for planning, implementation and monitoring, including general day-to-day support for all activities for implementation of e-governance in urban local bodies of Telangana, capacity building in ULBs & integration of land registry to GIS Base Plans. The outputs expected at the completion of the consulting service are a strengthened system able to implement the project successfully.

The PMU shall be headed by a Project Manager with three (3) experts viz., e-Gov Expert, Capacity Building Expert & GIS Expert.

##### **5. Project Manager(E-governance Expert )**

**a. No. of posts:** One

##### **b. Qualifications & Experience**

- Hold a recognized university degree in BE/M Tech/MCA/MBA
- Should hold Project Management Certificate like PMP/Prince 2
- Have at least 10 years experience in working as Technical expert on ICT projects
- Demonstrate experience a similar position as assigned under this contract
- Should have handled at least 2 ULB consulting projects.
- Understanding of e-Government strategy and applications, experience in IT led Business Process Re-engineering projects.
- Have knowledge and experience of appropriate hardware and software solution application
- Have experience of design on e-Government and Portal architecture standards

- Have good communication skills and drafting reports abilities, and
- Have very good command of English and Fluency in Telugu is an added advantage

**Roles and Responsibilities:**

- Drive the implementation of e-governance and other ICT project in all the ULBs
- Develop and establish suitable program monitoring framework for the implementation of the project under guidance from CDMA
- Assist in procurement of required material/services for various e-Governance project at C&DMA
- Oversee the functioning of team and ensure that it is able to suitably meet the requirements of the CDMA in implementation of the project.
- Responsible for supporting CDMA in designing general technical activities of the project plan;
- Assist the CDMA in identifying the needs of the sub project by drafting or reviewing as the case may be the Technical Specifications for all contract under the project;
- Assist the CDMA in the tendering phase of the project, acting as technical advisor or member in the evaluation committee. This activity will encompass assistance in providing or reviewing technical answer to the bidders, assistance in providing clarifications to the Bank and other project stake holders (as needed), preparation of evaluation statements, assistance in the evaluation, and assistance in the elaboration or revision of the evaluation reports.

Monitor progress of technical activities against the project implementation plan, monitoring indicators and produce operational manuals including reporting as necessary

**6. Urban Planner/ Management Expert**

**a. No. of posts:** One

**b. Qualifications & Experience:**

- Urban Planner/ Management Expert, with strong background in project management with 7-10 yrs. in a managerial position
- Senior engineers with at least 7-10 yrs. experience in a managerial position can also be considered
- Experience in working with large scale urban development projects /programmes
- Experience in urban reform and capacity building programmes for ULBs

**c. Role and responsibilities:** The Team Leader shall support CDMA in:

- i. Overall coordination , project management, and technical support.
- ii. Provide technical and handholding support to ULBs in the implementation of e-Gov project including change management.
- ii. Provide technical and handholding support to ULBs in the preparation of Capacity Building plan its implementation and monitoring.
- iii. Provide technical and handholding support to ULBs in the integration of land registry to GIS Base Plans including revenue updation.
- iv. Any other related activities as decided by the CDMA.

## **7. Capacity building/Institutional Strengthening Specialist**

**a. No. of posts:** One

### **b. Qualifications & Experience**

- Advanced university degree in the development field ( urban development or social development)
- 5-7 yrs experience in training and capacity building, as well as competence in urban sector issues in India
- Knowledge of adult learning methodology and capacity building experience within the urban sector, including experience in areas such as capacity assessment, curricula development, course organization, problem-based (and not only content-based) training, and training impact evaluations
- Computer literacy (word processing, presentation).
- Ability to work in a high pressure, ethnically diverse, political setting.
- Knowledge and experience of government systems and procedures

**c. Role and responsibilities :**The Specialist shall support CDMA to:

- i. Prepare State capacity building strategy and Capacity Building(CB) plan
- ii. Advise ULBs on matters relating to CB activities and their effective implementation;
- iii. Provide technical support to ULBs and to prepare Capacity Needs Assessment
- iv. Develop performance indicators and monitoring mechanism to monitor and evaluate the CB activities at State as well as ULB level
- v. Design and develop training modules on CB in consultations with other specialists in the team
- vi. Any other related activities as decided by the CDMA

## **8. GIS Expert**

**a. No. of posts:** One

## **b. Qualifications & Experience**

- Master's Degree in Urban Planning / M.Tech (Civil) / M.Tech GIS & Remote sensing / M.Sc (Earth Sciences) /M.A /M.Sc Geography/ M.C.A.
- 5 to 7 years' of experience with working knowledge in Urban GIS application and should have undertaken minimum of similar tasks in Municipal / Urban development Authority in GIS domain is desirable.
- Professionalism ô skills that indicate capability to analyze and organize different tasks; Capacities for strategic thinking and planning.
- Planning, coordinating and organizing ô Ability to establish priorities and to plan and coordinate work; ability to effectively coordinate a multi-stakeholder project;
- Communications - Excellent communication skills and effective interpersonal and negotiation skills, proven through successful interactions with senior government officials, business executives etc.
- Teamwork and respect for diversity ô Ability to lead, manage and motivate project staff and consultants and other stakeholders to achieve results
- Commitment and diligence ô Committed to and diligently working towards achieving results.

## **Roles and Responsibilities:**

- Ensure the technical coordination of the project activities.
- Ensure overall daily management of the project.
- Supervise and coordinate the Land Registry and Revenue Updation work of agency /firm .
- Supervise and co-ordinate project activities, in line with project outputs and outcomes, and in close collaboration with agency /firm
- Assist Review committee in mobilizing all project inputs in accordance with world bank procedures;
- Ensure smooth implementation of the project in accordance with the project work plans and World Bank procedures.
- Undertaking any other activities that may be assigned by CDMA and the Review Committee. Advice to the local body for updation and validation of GIS data and work closely with concerned ULB officials in data updation
- Work closely with System Integrator in providing advisory support to local bodies for collating spatial and non-spatial information.

- Encourage use of GIS in planning functions. Publish the GIS data in the web for enabling the ULB to view/update the data. SPOC (Single point of contact) administering GIS privileges for the ULB updation.

## **9. GENERAL TERMS & CONDITIONS**

- The consultant under take to perform the services with the highest standards of professional and ethical competence and integrity.
- The consultant shall not , during the term of this contract and within two years after expiration, disclose any proprietary or confidential information relating to the service, this contract or the client's business or operations without the prior written consent of the client.

## **10. Administrative Information**

- **Remuneration :** The remuneration for each of the consultant for the services rendered at rate per man months spent will be decided at the time of the interview.
- **Reimbursable :** The reimbursable for each of the consultant for the services rendered at rate per man months spent will be decided at the time of the interview.
- **Payment Schedule:** The consultants will be paid fees on monthly basis
- **Duration of the Assignment:** One year. Renewable on mutual consent.

## **11. Review and Monitoring:**

The consultant will be primarily accountable to CDMA. Who will be the nodal agency for administration, monitoring and review of consultant work. The consultant will work on day to day basis under the guidance of CDMA.