

WORLD BANK AIDED ASSAM STATE PUBLIC FINANCE INSTITUTIONAL REFORMS PROJECT (ASPIRe)

TERMS OF REFERENCE (ToR) FOR HIRING OF 3 NUMBERS OF IT PERSONNEL

The Government of Assam has received financing from the International Bank for Reconstruction and Development (IBRD) towards the cost of "Assam State Public Finance Institutional Reforms project (ASPIRe Project). A Special Purpose Vehicle (SPV) in the form of a Society named, Assam Society for Comprehensive Financial Management Systems (AS-CFMS) has been created for this purpose, within which a Project Management Unit has been created.

The Project Director (PD), ASPIRe, intends to hire IT personnel for assisting Excise Department in day to day IT support activities under CoE (Commissionerate of Excise). Accordingly, this TOR has been framed for the positions of IT persons. The Project Director, ASCFMS seeks interested and qualified professionals to apply.

Detailed scope of work:

The IT persons will perform the following duties & responsibilities: -

A. System Engineer (Hardware and other IT infrastructure Support)

- Resolve network connectivity problems by raising ticket to concerned vendor.
- Installing / configuring software on the clients (including remote clients Desktop/Laptop)
- Installing / configuring hardware as per requirement of Department.
- Updating Antivirus Patch in Desktops/laptop and make policies as required.
- Updating virus signatures at all desktops/laptops on a regular basis.
- Performance monitoring and implementing configuration changes to improve performance.

- PC Hardware maintenance and troubleshooting like system display problem, Mother board, HDD etc.
- Installation, configuration, restoration and Troubleshooting of OS like Windows XP, Windows 7, Windows 8.1, Windows 10 etc.
- Installation of drivers of Printers, Scanners and configuring and troubleshooting them.
- Configuration, installation and troubleshooting of various Antiviruses such as Sophos, Trend Micro etc. Providing Technical support and troubleshoot problems relating to accessibility of applications at HO as well as Remote Locations.
- Installation of various software's such as DSC, emSigner, Java and troubleshoot port issues to troubleshoot the portal related issue.
- Organize conference room for officers meetings.
- Preventive Maintenance of all computer peripheral devices at HO.
- Asset Management of all the devices located in all locations.
- I/O Box Installation for LAN connection, and preparing LAN cables.
- Record all IMACs (installation, move, add, change) within sites.
- For all desktops/assets installed in sites, the system engineer has to maintain details of Software installed, IP address, MAC address etc.

B. System Engineer (Application and Database Support related activities)

- To perform testing of the new software in the UAT environment and to study the various documentations (user manual, Software Design Documents, Hardware infrastructure implementation, Database design documents etc.) related to new software.
- IT manpower should provide all levels of support as far as software is concerned. They should gather new requirements (if any) from the Licensees, Department and co-ordinate with SI on a day to day basis for timely implementation of the changes in the software.
- IT manpower should provide first level of support to Licensees and Department as far as usage of the system is concerned. They should support all the future

enhancements and monitor and document day to day changes done in the software and Database (if any).

- They should provide training as and when required to Excise Officials and various licensees on features of the system.
- They should regularly monitor the Helpdesk system developed by SI for receiving complaints from Licensees and take update from SI on non resolution of issues and report the same to Department officials. They should submit weekly report on number of issues reported by licensees, pending, closed etc. If a particular software issue reported by licensee requires change in software/Database, they should prepare CR(Change Request) document based on the discussion held with SI and Department and take approval from Department and submit to SI for early implementation of the same. IT team along with Dept PIU members should test the software changes in the UAT environment and only after successful testing the changes should be deployed in excise portal after approval from Department.
- They should study the Database design of the new software and should generate customized reports from Database as and when required by the Department. They should verify the data in the new system with the data captured as DB level and report to PIU technical members if any discrepancies are found. They should verify the database backups in the Test environment once in a month provided the PIU technical members and submit report on the verification. They should be able to install and use open source tools for doing preliminary data analysis on datasets in the Staging environment which would be provided by the PIU technical member.

Supervision and Performance Evaluation:

The IT personnel will report directly to the Project Director (PD), ASCFMS Project and will work closely with the PIU members of the Commissionerate of Excise. Senior most PIU member will be responsible for reviewing the performance of the personnel.

Minimum Qualification and Experience:

A. System Engineer(Hardware and other IT infrastructure Support) (1)

I.EducationalQualification:Diploma in Computer Science or Bachelor Degree having Computer Diploma. Certificate in computer hardware and networking is must.

II. Experience:4 years of working experience as hardware system engineer.

B. System Engineer(Application and Database Support related activities) (2)

I. Educational Qualification : MCA or BE/B. Tech in Computer Science

II. Experience :4 years of working experience in PHP/Java, Oracle/Postgres.

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.

Remuneration and Payment Terms:

- The remuneration would be around Rs.35,000 per month.
- The IT manpowerwill be eligible for annual paid Leave of 12 (twelve) working days, excluding 2 (two) days of restricted holidays. Leave of absence for more than total 14 (fourteen) working days in a year will be treated as leave without pay. Nevertheless, casual leave of more than 5 working days at a stretch will not be granted. However, in exceptional circumstances the SPD, AS-CFMS Society may relax this condition.

Facilities to be provided by the client

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

Selection Criteria

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

Step I: Short Listing of Application

- i. Application according to the format & within stipulated time.
- ii. Basic educational qualification.
- iii. Past experience of handling similar types of project.
- iv. Years of experience.

Step II: Written test

- i. In case of receipt of higher number of applications, fixed duration written test will be conducted for writing skills

Step III: Final Interview

Application Process:

Candidates need to submit their application in the designated format along with testimonials. Candidates need to submit their application on or before **21st February 2022** through e-mail at careeraspire@outlook.com & Submission of Hard Copy of application is not required.

Terms of Engagement:

- I. The appointment of IT personnel will be purely on contract basis for a period of one year. 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.
- II. The successful candidates will have to sign a contractual agreement in the prescribed format.
- III. The contract shall not confer any right or claim of extension/absorption in the department at any point of time whatsoever.
- IV. Date of interview will be informed via email to the shortlisted candidates. The department reserves the right to cancel/postpone the appointment if so required.
- V. No TA, DA or expenses of any kind will be paid for attending the interview.

- VI. Inability to produce any of the required documents at the time of interview will render the application ineligible for the selection.
- VII. Canvassing in any form will result in disqualification and legal action.
- VIII. Applications received after last date fixed for receipt of applications through mail or post will not be entertained.
- IX. Only short listed candidates will be called for the interview and Finance Department will not bear any of the costs incurred by the applicant(s) towards preparation, submission of his/her application or attending the viva voce.