

**Leveraging ICT for Growth, Employment and Governance Project**  
**Bangladesh Computer Council (BCC)**  
**Information and Communication Technology Division**  
**Ministry of Posts, Telecommunications and Information Technology**  
**ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207,**  
**Bangladesh**

**Terms of Reference**  
**For**  
**Investment Help Desk Specialist– National**  
**(Contract Package # AF-S36B)**

**November 2017**

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**1. Back Ground**

Bangladesh Computer Council (BCC), an organization of Information & Communication Technology Division, Ministry of Posts, Telecommunications and Information Technology has received additional financing from the World Bank toward the cost of the Leveraging ICT for Growth, Employment and Governance (LICT) Project (IDA credit no.: 5911-BD) and intends to apply part of the proceeds for payment of services related to Consultancy for Investment Help Desk Specialist.

The project consists of three components: (i) IT/ITES Industry Development, (ii) E-Government and (iii) Project Management Support.

The project development objectives are to: (i) Catalyze the growth of Bangladesh's IT/ITES industry for employment creation and export diversification; and (ii) Strengthen IT/ITES facilities, policies, standard and guidelines for public sector modernization.

**2. Objective of the Assignment**

The objective of the consultancy is to provide quality support to BCC to facilitate the process of investment by Foreign Investors brought in through the IT/ITES Promotion and CEO Outreach Programs. The Consultant will maintain liaison with the BIDA, RJSC, Bangladesh Bank, and any other Government body involved in the FDI process and help the Foreign Investors set up operations in Bangladesh by facilitating the process. The Consultant will also support existing Foreign Investors in IT in facilitating communication with the different Government Bodies for scaling up. The Consultant will also assist in the set up of a Digital Promotion Agency that will take over the above-mentioned activities in a larger scale beyond the LICT project.

**3. Scope of Services**

The Specialist will function as the main liaison person, and point of contact for IT/ITES investment stakeholders in BCC. He/she be responsible for the following:

- Maintaining an email address, phone number, social media and web presence dedicated to Foreign Investment Help purpose; in case of information required from other organization collect the information and share with the requestor. Proactively promote Foreign Investment Help Desk (FIH) email and phone to potential investors, foreign offices in Bangladesh, Bangladeshi embassies overseas and different business bodies;
- Connect potential foreign investor with the relevant government bodies in Bangladesh and maintain liaison between them. Follow up with the potential foreign investors who request information and support them throughout the process of investment in Bangladesh;

- Post investments follow up to ensure that the operations are going smooth. In case of complications work with government bodies and potential foreign investors to make sure that the issues are addressed quickly;
- Facilitate arrangement of seminars, meetings and other events for potential foreign investors with the stakeholders. Facilitating arrival documentations like visa, invitation letter etc;
- Identify issues that are hampering foreign investment and report those issues to the authority.
- Document the Investment process and suggest process simplification steps
- Work on the official process to establish a Digital Promotion Agency under BCC that will take over the activities of LICT project related to Industry Promotion and Foreign Investment facilitation.
- Provide services, within respective field of responsibility and competence, if needed and requested by the project implementation unit;

#### **4. Qualifications & Experience**

- At least a master's degree in related discipline.
- Minimum 8 years working experience; of which at least 5 years' of related experience.
- Experience in working with the Government of Bangladesh.
- Experience with Business Process re-engineering or simplification will be appreciated.
- Excellent communication and writing skills; with high fluency in English and Bangla, both written and spoken.
- Strong administrative and analytic skill.
- Ability to establish and maintain good working relationship to facilitate work goals.
- Demonstrated results oriented approach to work.

#### **5. Reporting Arrangements**

The Investment Specialist will assist and report to the Project Director, under the general supervision and guidance of the Project Team Leader.

#### **6. Duration of the Assignment:**

The duration of the assignment will be about 18 months and may extend subject to satisfactory performance of the Specialist & Project Extension.

#### **7. Facilities to be provided by the Client:**

Project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment.

#### **8. Reporting requirements/deliverable:**

The Investment Specialist will need the following reporting requirements/deliverables, but not limited to:

- Monthly work plan and progress report;
- Yearly;
- Any other Report, as required.