

Terms of Reference

Department of Revenue and Customs, Ministry of Finance, Bhutan ADVISOR for STRENGTHENING INFORMATION TECHNOLOGY MANAGEMENT

Background

The Department of Revenue and Customs (DRC) has embarked on a program of implementing a GST based tax reform package. This is the first step in evolving into a modern Tax Administration in order to:

- (i) Increase voluntary tax compliance,
- (iii) Reduce compliance costs,
- (ii) Increase administrative efficiency, and
- (iv) Stabilize tax base erosion for effective domestic revenue mobilization.

To manage the program, an independent GST Project Office has been established under DRC to oversee planning and implementation of the proposed taxation reform.

The envisioned DRC will be a function-based organization, incorporating a risk based evaluation of taxpayers, and integrating its tax operations to allow a “whole of client” view of a taxpayer’s tax situation.

One of the major components of this program is the acquisition and implementation of a new integrated tax administration software(Bhutan Integrated Taxation System-BITS). The DRC has identified that a senior IT advisor should be acquired on a part-time basis to assist the project team to manage this acquisition and implementation.

Objective

The main task is to ensure effective acquisition and implementation of the new tax administration software solution by providing assistance through, contract negotiations, system customization--configuration, implementation, system testing, user training and ensure the project operates according to project procedures and within the approved budget, schedule, and scope.

General responsibilities

The Advisor will be primarily responsible for helping the IT team members and the GST Project Management during acquisition and implementation of BITS.

Specific Tasks

The Advisor will perform the following tasks:

- Mentor and coach the project team in the management of multiple projects with emphasis on attaining business strategies, managing priorities, and issues;
- Assist the project team in providing project leadership and vision; formalizing processes, procedures and quality control; developing and managing the delivery of the tax administration software project plan, managing the contracted IT firm which

- is deploying and configuring the tax administration system, revising and updating the resource plan and project dependencies;
- Assist in the effort to divide the project into manageable tasks;
 - Advise on overall project reporting (progress, issues, costs, etc.); and advise on the managing of the delivery of the project;
 - Anticipate problems and difficult situations and suggest measures to resolve them;
 - Advise the project team in contract variation, contract billing, contract dispute resolution, etc.;
 - Advise on methods to ensure proactive and effective overall project communication at various levels;
 - Provide input and assist with ongoing development as required;
 - Mentor and coach project team members in order to strengthen the capability of the team to manage the expanding IT responsibility. Suggest new IT skills to be added to the team and identify sources for specific IT training/skill development as required.

Duration

The selected applicant will be required to provide services for 80 days spread over a period of one year to be extended based on further requirement and satisfactory performance.

Qualifications requirements

The minimum qualification criteria are as follows:

- Minimum Graduate University degree in Information Technology or Computer Science or equivalent degree in other related fields;
- Possess certification in the project management field or 5+ years of relevant experience as an IT Project Manager;
- Experience of handling a minimum of 3 assignments in the delivery of tax administration software is mandatory.

Further, shortlisting criteria shall include:

- Demonstrated project management competencies including: planning, budget and timeline management, scope management, risk management, timely decision making, effective team building. Please share documents if any, with regard to the same.
- Demonstrated strong communication and leadership skills with the ability to promote collaborative team environments, work well with cross-functional groups and demonstrate cultural awareness. Please share documents if any, with regard to the same.
- Fluency in English is mandatory (oral and written); fluency in *Dzongkha* is a plus.

Payments

Payments will be on a daily wage basis. The foreign consultants will be paid an additional subsistence/per diem for the days worked in Bhutan in addition to the airfare if applicable.

Reporting

The advisor will report to the Director of the DRC, GST Project Manager and submit reports after completion of every assignment.