



TERMS OF REFERENCE (ToR)

Position: Individual IT Infrastructure Development Consultant

Location: Workstation at Kulhudhuffushi City Council

Duration: 12 Months (Full-time)

Working Hours: 8 hours/day, 5 days/week (On-site)

Reporting To: Head of IT Unit

1. BACKGROUND

Kulhudhuffushi City Council (KCC) is implementing a strategic digital transformation plan to modernize internal services, improve operational resilience, and enhance citizen engagement. The Council's IT infrastructure currently faces gaps in licensing, security, backup systems, and network optimization. Additionally, KCC is in the process of launching a digital services portal, establishing a call center, and integrate AI-powered tools for governance and meeting management. To achieve these objectives, KCC seeks to hire an experienced IT Consultant to lead infrastructure upgrades and lay the foundation for digitalization.

2. OBJECTIVES

The consultant will:

- Upgrade and optimize KCC's IT infrastructure (servers, networks, CCTV, UPS, surge protection).
- Establish systems and mechanisms for digitalization of internal services.
- Set up infrastructure for Council Call Center.
- Implement sound and microphone systems and other equipment for council meetings and live streaming.
- Ensure compliance with licensing and cybersecurity standards.
- Support IT team capacity building and knowledge transfer.
- Support procurement of necessary IT hardware and tools



3. SCOPE OF WORK

The consultant will work closely with the Head of IT and IT team to:

3.1. Infrastructure Upgrade & Integration

- Upgrade Servers to meet the future needs of the council.
- Implement automated daily backups with offsite/cloud redundancy.
- Optimize network architecture, including fiber backbone expansion and leased-line cost reduction.
- Enhance CCTV systems footage retention and integrate monitoring tools.
- Install surge protection and upgrade UPS for critical systems.
- Link fingerprint attendance machines across mosques, library, and other sites into a centralized system.
- Consolidate internet connections at library, harbor office, and other sites to reduce costs.

3.2. Maintenance & Operational Support

- Provide ongoing maintenance for IT equipment such as printers, VoIP phone systems, and other hardware.
- Troubleshoot and resolve technical issues promptly.

3.3. Digitalization & Software Support

- Assist in deploying case management and ERP modules.
- Support rollout of internal digital tools and integration with Kunbuti portal.

3.4. Collaboration & Knowledge Transfer

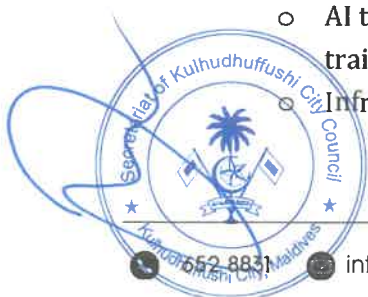
- Work closely with the retainer IT firm and council IT staff for smooth implementation.
- Train staff on new systems and provide documentation.

3.5. Procurement & Documentation Support

- Develop information sheets and bid documents for IT-related procurements.
- Assist the procurement team in sourcing necessary infrastructure.
- Support evaluation of bids and provide technical input during procurement processes.

4. DELIVERABLES & TIMELINE

- Infrastructure audit, licensing compliance, server and network upgrades.
- Backup automation, CCTV enhancement, attendance system integration, call center setup.
- AI tools deployment, sound system setup, procurement documentation, final training and handover.
- Infrastructure for livestreaming of council meetings



- Establishment of council server and upgrading of network, wifi and phone systems

5. QUALIFICATIONS

- Applications are allowed from individuals and individuals applying through a business entity.
- Qualifications and experience will be assessed for the individual, regardless of whether they apply directly or through a business entity.
- Mandatory:
 - Minimum Diploma in IT or a related field.
 - Minimum 4 years of professional experience working in the IT field in salaried full-time position(s) (experience in IT infrastructure management is preferred).
 - Expertise in server administration, network optimization, and VoIP systems.
 - Note: Applicants must submit documents to verify the required educational qualifications and work experience mentioned above.
- Disqualification Criteria:
 - Applicants without a minimum Diploma in IT or a related field.
 - Applicants without at least 4 years of professional experience in the IT field in salaried full-time positions.
 - Applicants lacking expertise in server administration, network optimization, and VoIP systems.
- Required Documents:
 - CV
 - Experience letters
 - References



6. EVALUATION CRITERIA

- When assessing educational qualifications and work experience, only individual attributes will be considered, even if submitted through a business entity.
- Proposals will be evaluated based on the following weighted criteria:

Criteria	Weight	Scoring Method
Financial Proposal	100%	$(\text{Lowest Bid} \div \text{Candidate's Price}) \times 100$ <i>The lowest price submission will be used as baseline and receive full 100 points</i>

7. REPORTING & DOCUMENTATION

- Consultant must submit a monthly report including, summary of work completed and milestones achieved, detailed timesheet with hours logged per task/project, challenges encountered and solutions implemented, Plans and targets for the upcoming month.
- Reports will be reviewed and approved by the Head of IT and Secretary General before payment processing.

8. WORKING CONDITIONS

- Consultant will work physically at Kulhudhuffushi City Council workstation.
- Provided with workstation, laptop, internet, and necessary facilities.
- The consultant is expected to meet agreed targets and deliverables in addition to regular working hours.
- The consultant must wear the official council uniform or formal office attire as prescribed by CSC regulations. The uniform will be provided by the council.
- The consultant will be entitled to 10 emergency leave days and 15 sick leave days with prior approval during the 12-month period. However, monthly targets must still be met.

9. INTELLECTUAL PROPERTY & CONFIDENTIALITY

9.1. Intellectual Property Rights

- All infrastructure designs, configurations, documentation, technical diagrams, and related materials developed during this engagement shall remain the exclusive property of Kulhudhuffushi City Council (KCC).
- The consultant shall transfer all rights to these materials to KCC upon completion or termination of the contract.
- The consultant may not reuse or share any part of the work for other projects without prior written consent from KCC.



9.2. Confidentiality

- The consultant must maintain strict confidentiality regarding all council data, network architecture, security configurations, and operational details during and after the engagement.
- A Non-Disclosure Agreement (NDA) will be signed before commencement of work.
- The consultant shall comply with all applicable data security and privacy regulations and ensure no unauthorized disclosure of sensitive information.

10. PAYMENT TERMS

- Consultant will be paid monthly upon successful delivery of agreed targets and deliverables for that month.
- Targets will be set at the beginning of each month.
- Consistent failure to meet targets may result in contract review or termination with 30 days' notice.

