Secretariat of Kulhudhuffushi City Council

Kulhudhuffushi, Rep of Maldives

TERMS OF REFERENCE (ToR)

Position: Individual Software Development Consultant for Kulhudhuffushi City Council
Duration: 12 Months
Work Mode: Hybrid (Remote and On-site)

1. BACKGROUND

Kulhudhuffushi City Council seeks to engage an experienced IT consultant to support its digital transformation initiatives and strengthen IT operations. The consultant will work both remotely and on-site, collaborating closely with the council's IT team.

The consultant will work in close collaboration with the council's IT team, contributing to both strategic planning and hands-on technical implementation.

2. OBJECTIVES

The consultant will provide technical expertise to develop, maintain, and enhance council software systems, digital platforms, and IT infrastructure, ensuring efficient service delivery and modernization.

3. SCOPE OF WORK

3.1. Application & System Development

- Collaborate with council sections to understand user requirements and translate them into technical specifications.
- Build APIs and microservices to integrate with council portals, databases, and third-party services.
- Write and maintain documentation, including codebase, design, and architecture of all applications developed.
- Software Development
    - Design, develop, and implement custom software solutions for council operations.
    - Address ongoing software development requirements.
- Digitalization Transformation Support

- Assist in implementing and supporting digitalization projects across council functions.
- Recommend and deploy tools to improve efficiency and service delivery.
  - o Website Development & Maintenance
    - Support the further development of the council's official website or oversee website-related contracts.
    - Perform regular updates, content management, and technical maintenance.

  - o Maintenance of Existing Systems
    - Ensure smooth functioning of existing software applications.
    - Troubleshoot and resolve technical issues promptly.
  - o IT Operations Support
    - Contribute to daily IT functions and assist in executing the IT work plan.
    - Provide technical advice and solutions to emerging IT challenges.
  - o Gap Filling
    - Provide expertise in areas where the council lacks in-house capacity.
    - Offer guidance on IT best practices and emerging technologies.
  - o Coordination & Oversights
    - Supervise and monitor the consultancy firm's activities to ensure alignment with council objectives.
    - Review and validate deliverables from the consultancy firm, including the 5-year Digital Transformation and Smart City Roadmap.
    - Provide technical input and ensure recommendations are practical, secure, and compatible with council systems.
    - Report progress and issues related to the consultancy firm's work to the Head of IT and Secretary General.

4. CODE & INFRASTRUCTURE MANAGEMENT

- o All the systems should be developed to be compatible with microservices architecture. In the future, many new components will be added to our organization, so all systems should work independently while still supporting proper integration.
- o Ensure code quality through version control (e.g., Git), automated testing, and CI/CD pipelines.
- o Participate in architectural decisions, data flow optimization, and scalability improvements.
- o Assist in disaster recovery, backup strategies, and data resilience planning.
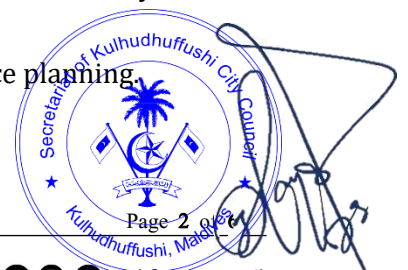
5. MAINTENANCE & SUPPORT

- o Provide technical support for IT staff and user training when rolling out new features.
- o Troubleshoot technical issues with systems in use and ensure timely updates

6. WORK ARRANGEMENT

- o The consultant must work a minimum of two consecutive weeks on-site at Kulhudhuffushi City Council for planning and analysis at the start of the engagement.
- o At least one-fifth (1/5) of workdays must be spent on-site at Kulhudhuffushi City Council, working alongside the IT team.
- o During on-site work, the council will provide workspace and necessary facilities.
- o The consultant must be available for urgent technical issues within reasonable response times
- o Remote work is permitted for the remaining days, with regular virtual communication expected
- o If the consultant is based outside the island, accommodation will be arranged by the council, but food and travel costs will be borne by the consultant.
- o Consultant may travel in and out of the island as needed; on-site work schedule will be agreed upon by both parties.

7. QUALIFICATIONS

- o Applications are allowed from individuals and individuals applying through a business entity.
- o Qualifications and experience will be assessed for the individual, regardless of whether they apply directly or through a business entity.

7.1. Educational Qualifications

- o Minimum: Bachelor's degree in Software Engineering, Computer Science, Information Technology, or a related field
- o Preferred: Master's degree or professional certifications in relevant technologies
- o Note: Applicants must submit documents to verify the required educational qualifications and work experience mentioned above.

7.2. Professional Experience

- o Experience: At least 8 years of proven experience in software development.
- o Experience with microservices architecture, API development, and cloud technologies.
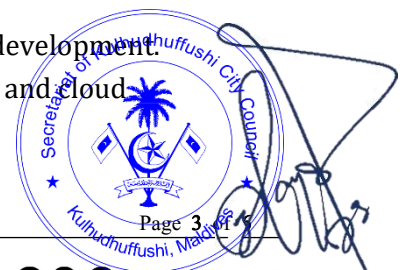
o Experience with database management systems.
o Past Work: Demonstrated experience in developing enterprise-level software solutions (to be proven by submission of experience letters and portfolio).

## 8. PROPOSAL SUBMISSION REQUIREMENTS

Interested bidders must submit:
o Detailed Proposal outlining:
- How the consultant will support the council.
- Expected outcomes and approach.
- Portfolio of Previous Work (software development, IT projects).
o Experience Letters from previous engagements.
o Educational Qualifications.
o Financial Proposal:
- Monthly fee.
- Total cost for 12 months.

Note: Detailed information on existing software systems and gaps will be provided to shortlisted bidders upon request. Relevant documents and initiatives will be attached to this ToR.

9. EVALUATION CRITERIA

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

Criteria	Weight	Scoring Method
Financial Proposal	70%	(Lowest Bid ÷ Candidate's Price) × 70 *The lowest price submission will be used as baseline and receive full 70 points*
Educational Qualifications	10%	**10 points** awarded if the consultant has a minimum Bachelor's degree in Software Engineering, Computer Science, Information Technology, or related field.
Work Experience	20%	**20 points** awarded if the consultant has a minimum of 8 years of experience in software development, API development, system architecture, web/mobile development, or related IT fields
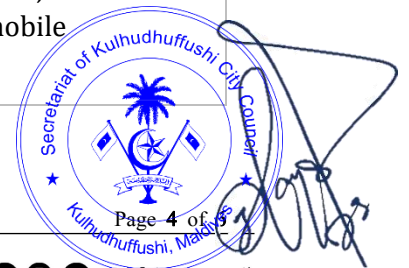
		Experience will be verified through experience letters and portfolio

10.REPORTING & DOCUMENTATION

- o 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.
- o Reports will be reviewed and approved by the Head of IT and Secretary General before payment processing.

11.DELIVERABLES

11.1. Internal Digitization

- o Fully digitized internal operations for key council functions covering all departments.
- o Development and deployment of custom software solutions to replace manual processes.
- o Integration of existing systems into a unified digital platform using APIs and microservices.

11.2. Website Development & Maintenance

- o Regular technical maintenance and security updates.
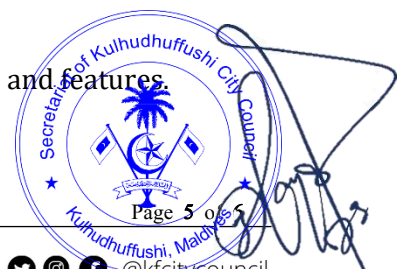
11.3. System Documentation

- o Comprehensive documentation for all developed systems, including:
  - System architecture diagrams.
  - Data flow charts.
  - API specifications.
  - User manuals and technical guides.

11.4. IT Infrastructure & Code Management

- o Version-controlled code repositories with CI/CD pipelines.
- o Disaster recovery and backup strategy documentation.
- o Scalable architecture for future expansion.

11.5. Training & Support

- o Conduct user training sessions for council staff on new systems and features.
- o Provide technical support during rollout and post-deployment.

12. INTELLECTUAL PROPERTY & CONFIDENTIALITY

12.1. Intellectual Property Rights

- o All software, code, documentation, designs, and systems developed during this engagement shall be the exclusive property of Kulhudhuffushi City Council
- o The consultant agrees to transfer all intellectual property rights upon completion or termination of the contract
- o The consultant may showcase completed work in their portfolio with prior written consent from the council

12.2. Confidentiality

- o The consultant must maintain strict confidentiality regarding all council data, systems, and operations.
- o A Non-Disclosure Agreement (NDA) will be signed before commencement of work
- o Data security and privacy regulations must be adhered to at all times.

13. PAYMENT TERMS

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