



# TERMS OF REFERENCE (ToR)

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**Position:** Consultant for Kunbuti Portal Phase 2 Implementation, Software Maintenance, and IT Work Plan Execution

**Duration:** 12 Months

**Work Mode:** Hybrid (Remote and On-site)

## 1. BACKGROUND

The Kulhudhuffushi City Council is accelerating its digital transformation to modernize municipal services and internal operations. Central to this effort is the Kunbuti Portal and the execution of the Council's IT Work Plan, aimed at creating a paperless, automated environment. As the Council moves into Phase 2 of the portal's development, there is a critical need for integrated technical expertise to manage software development, ensure system maintenance, and provide essential support for the Council's growing IT infrastructure.

## 2. OBJECTIVES

To engage an individual consultant to lead the implementation of Kunbuti Portal Phase 2, maintain Council software, and execute the IT Work Plan, while providing technical assistance for infrastructure upgrades to ensure a resilient digital foundation for the City Council.

## 3. SCOPE OF WORK

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

### 3.1. Implementation of Kunbuti Portal – Phase 2

The Consultant will be responsible for the successful implementation of Phase 2 of the Kunbuti Portal. This includes, but is not limited to, the following activities:

**Initial Assessment and Requirements (to be completed within the first two (2) weeks of the contract):**

- Review the results, performance, and lessons learned from Phase 1 of the Kunbuti Portal to guide the planning and implementation of Phase 2.



- Collect detailed requirements for Phase 2 by meeting with all relevant Council sections and departments, ensuring that operational, technical, and service delivery needs are clearly identified.
- Work closely with the Citizen Services Monitoring Unit (CSMU) to plan and carry out surveys or other feedback activities to identify problems and challenges faced by citizens when using the Kunbuti Portal.
- Review and analyze feedback from citizens together with CSMU and relevant Council sections and recommend practical system improvements to address the identified issues.

#### **Implementation and Deployment Activities:**

- Implement and configure the services approved for Phase 2, as listed in Annex 1, ensuring they function correctly, are user-friendly, and follow Council procedures.
- Designing, configuring, and deploying new features and modules as defined in Phase 2
- Integrating the portal with existing Council systems and databases, where required
- Ensuring compliance with agreed standards for data security, privacy, and system performance
- Conducting system testing (functional, performance, and user acceptance testing)
- Providing technical documentation, user manuals, and system administration guides
- Training relevant Council staff and end users on new functionalities
- Supporting the portal go-live and post-implementation stabilization

### **3.2. Maintenance of Existing Council Software**

The Consultant shall provide ongoing maintenance and support for the Council's existing software systems, including (but not limited to) HR software, cybersecurity software, and stock and inventory management software, covering the following:

- Routine system monitoring and preventive maintenance
- Troubleshooting, bug fixing, and performance optimization
- Applying updates, patches, and minor enhancements as required
- Ensuring system availability, reliability, and data integrity
- Providing user support and technical assistance to Council staff
- Documenting maintenance activities and system changes

### **3.3. Implementation of the Council's IT Work Plan**

The Consultant will support the execution of the Council's approved IT Work Plan by:

- Reviewing and aligning activities with the Council's strategic ICT objectives

- Planning and implementing assigned IT projects and initiatives
- Providing technical advice on system improvements, upgrades, and new solutions
- Supporting procurement, installation, and configuration of ICT systems and tools (if applicable)
- Recommending improvements to ICT governance, processes, and best practices
- Supporting ICT infrastructure-related works required for implementing the IT Work Plan, including network and server-related tasks.

### 3.4. Website Development & Maintenance

- Support the further development of the council's official website or oversee website-related contracts.
- Work on developing dynamic web pages that support proactive disclosure requirements, enable effective implementation of OGP commitments, and strengthen overall information dissemination. This includes building integrated portals to facilitate public participation, enhance transparency, and improve accessibility to key services and data.
- Perform regular updates, content management, and technical maintenance.

### 3.5. Coordination & Oversight

- 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

- Ensure code quality through version control (e.g., Git), automated testing, and CI/CD pipelines.
- Participate in architectural decisions, data flow optimization, and scalability improvements.
- Assist in disaster recovery, backup strategies, and data resilience planning.

## 5. MAINTENANCE & SUPPORT

- Provide technical support for IT staff and user training when rolling out new features.

- Troubleshoot technical issues with systems in use and ensure timely updates

## 6. WORK ARRANGEMENT

- 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.
- ~~○ The consultant must spend a minimum of six hours per week on-site at Kulhudhuffushi City Council, working alongside the IT team.~~
- The consultant must be available to respond to urgent technical issues within reasonable response times.
- ~~○ The consultant may work remotely inside or outside the island as needed; the on-site work schedule will be agreed upon by both parties.~~
- The Consultant shall be required to work on-site upon request, for a maximum of six (6) hours per week. The on-site work schedule will be agreed upon by both parties.

## 7. QUALIFICATIONS

- Applications are accepted from individuals as well as individuals applying through a business entity.
- Qualifications and experience will be assessed based on the individual, regardless of whether the application is submitted directly or through a business entity.
- Demonstrated hands-on experience in relevant software development technologies must be supported by verifiable evidence of prior work. Applicants may submit publicly accessible code repositories (such as GitHub or equivalent platforms) or other documentation to substantiate their technical experience.

### 7.1. Educational Qualifications

- **Mandatory:**
  - A minimum of a Diploma in Information Technology, Software Engineering, Computer Science, or a related field, with at least ten (10) years of professional experience working in the IT field.
  - **OR** a Bachelor's degree in information technology, Software Engineering, Computer Science, or a related field, with at least eight (8) years of professional experience working in the IT field.
  - In addition to the minimum academic qualifications, the Consultant shall demonstrate hands-on experience working on software development projects utilizing technologies such as Laravel, Vue.js, Node.js, and React Native, or equivalent frameworks.

- Relevant professional certifications from recognized IT vendors or accredited institutions shall be considered an added advantage.
- Note: Applicants must submit documents to verify the required educational qualifications and work experience mentioned above.
- **Disqualification Criteria:**
  - Applicants without a minimum Diploma in Information Technology, Software Engineering, Computer Science, or a related field
  - Applicants without at least 8 years of professional experience in the IT field.

## 7.2. Professional Experience

- Experience: At least 8 years of proven experience in software development.
- Experience with microservices architecture, API development, and cloud technologies.
- Experience with database management systems.
- 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:
- Detailed Proposal outlining:
  - How the consultant will support the council.
  - Expected outcomes and approach.
  - Portfolio of Previous Work (software development, IT projects).
- Experience Letters from previous engagements.
- Educational Qualifications.
- Financial Proposal:
  - Monthly fee.
  - Total cost for 12 months.

## 9. 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
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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	20%	<b>20 points</b> awarded if the consultant has a minimum Diploma in Information Technology, Software Engineering, Computer Science, or a related field.
Professional Certifications	10%	<b>10 points</b> awarded if the consultant has a minimum of 2 professional certifications in areas such as cloud computing, systems administration, networking, cybersecurity, or related IT disciplines (e.g., Google, Microsoft, or equivalent)

## 10. 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.

## 11. DELIVERABLES

The Consultant shall be responsible for delivering the following outputs during the contract period.

No.	Deliverable	Description	Timeline/ Frequency
1	Phase 1 Review Report	Report summarizing outcomes, performance, challenges, and lessons learned from Kunbuti Portal Phase 1, with recommendations for Phase 2.	Within first 2 weeks
2	Phase 2 Requirements & Assessment Report	Consolidated functional, technical, and service delivery requirements gathered from all relevant Council sections and departments.	Within first 2 weeks
3	Citizen Feedback & Survey Report	Report prepared with CSMU summarizing citizen survey results, identified issues, challenges, and service gaps in the portal.	Within first 2 weeks

4	Phase 2 Implementation Plan	Detailed plan outlining scope, priority services, system improvements, milestones, and timelines for Phase 2 implementation.	Within first 2 weeks
5	Implemented Phase 2 Services	Fully configured and operational Kunbuti Portal services listed in Annex 1, aligned with Council processes.	As per approved plan
6	New & Enhanced Portal Features	Designed, developed, and deployed new features and modules approved under Phase 2, including future services introduced during the contract period.	Ongoing
7	System Integration Outputs	Completed integrations between the Kunbuti Portal and existing Council systems and databases, where required.	As required
8	Tested & Stabilized System	Completed functional, performance, and user acceptance testing (UAT), with documented results and resolved issues.	Prior to go-live
9	Technical Documentation & Manuals	System architecture documentation, technical manuals, system administration guides, and end-user manuals.	As features are delivered
10	Training Sessions & Materials	Training delivered to Council staff and end users, including training materials and attendance records.	As required
11	Go-Live & Post-Implementation Support	Support during portal deployment and stabilization, including issue resolution after go-live.	Post-deployment
12	Software Maintenance Logs	Records of maintenance, updates, bug fixes, and support provided for existing Council software systems.	Monthly
13	IT Work Plan Implementation Outputs	Completed tasks and milestones under the Council's approved IT Work Plan.	Throughout contract
14	Monthly Progress Reports	Monthly report covering completed work, deliverables achieved, challenges, solutions, timesheets, and plans for the next month.	Monthly

## 12. INTELLECTUAL PROPERTY & CONFIDENTIALITY

### 12.1. Intellectual Property Rights

- All software, code, documentation, designs, and systems developed during this engagement shall be the exclusive property of Kulhudhuffushi City Council
- The consultant agrees to transfer all intellectual property rights upon completion or termination of the contract

- The consultant may showcase completed work in their portfolio with prior written consent from the council

## **12.2. Confidentiality**

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

## **13. 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.

## 14.ANNEX 1

Department	Forms/Features
General Admin	<ol style="list-style-type: none"> <li>1. Mortuary request</li> <li>2. Mashi Kulhi Platform rent form</li> <li>3. Galadhun Park rent form</li> <li>4. Boaziyaaraiy rent form</li> <li>5. Row house rent form</li> <li>6. Streetlight report form redesign</li> </ol>
Finance	<ol style="list-style-type: none"> <li>7. Agreements auto fee calculation feature</li> </ol>
BD	<ol style="list-style-type: none"> <li>8. Agreement management feature</li> <li>9. Form - Masakkaiytherinnaa geveshi masakkiykuraa faraiy thakuge dhaftharu</li> <li>10. Form - Business Registry</li> <li>11. Form - Expatriate Registry</li> <li>12. Form - Homestay and Guesthouse Registry</li> <li>13. Tourist/Visitor Registry for Homestays and Guesthouses</li> <li>14. Sea Vessel Registry</li> <li>15. Traditional Medicine Practitioners Registry</li> </ol>
Sports and Civic	<ol style="list-style-type: none"> <li>15. Gym form automation (reflect payment updates with door access software)</li> </ol>
Library	<ol style="list-style-type: none"> <li>16. Library items rental form <ul style="list-style-type: none"> <li>- Pressure Sprayer Rental</li> <li>- Bicycle Rental</li> </ul> </li> <li>17. Manashub Management System</li> </ol>
Municipal	<ol style="list-style-type: none"> <li>18. Document Request Form</li> <li>19. General Request Form</li> <li>20. Permit fee and board fee amount to be calculated automatically through portal and edit feature is also important.</li> <li>21. Fix concluded option for “application return to applicant” after giving a period</li> <li>22. Add application number to permits</li> <li>23. Add Household details (Owner, Id, plot details, Address)</li> <li>24. Allowable building height</li> <li>25. Searchable Kulhudhuffushi Chart</li> <li>26. Property registration and building related applications downloadable list (include applied house details and owner details)</li> <li>27. Public nuisance reporting (categories to different section)</li> <li>28 A feature to edit comments without step back.</li> <li>29. Drawing approval form (new features to add)</li> </ol>
Other	<ol style="list-style-type: none"> <li>30. Feature for SOE/Company profile management</li> <li>31. Correct existing permit issues</li> <li>32. Fix existing issues in current application forms</li> <li>33. Fix formats of downloadable application forms</li> <li>34. Mobile App</li> </ol>