



Terms of Reference (TOR) for the Design and Development of Kulhudhuffushi City Council's Service Portal

1. BACKGROUND

Kulhudhuffushi, the lively capital island of the HDh Atoll, stands as the beacon of development in the northern region. Its significance transcends its borders, as neighboring atolls rely on Kulhudhuffushi for essential services ranging from healthcare to commerce. As the sole urban center in this expansive area, the Kulhudhuffushi City Council carries the responsibility of providing for a considerable population.

Committed to enhancing citizen engagement and streamlining operations, the Kulhudhuffushi City Council (KCC) is undergoing a digital transformation. Our mission is clear: to deliver seamless services and foster stronger connections with our constituents. To achieve this, we are transitioning all our services to an accessible online platform, ensuring that every citizen can avail themselves of our offerings with ease and convenience.

2. OBJECTIVE

The objective of this project is to establish an efficient and user-friendly **Service Portal** for the Kulhudhuffushi City Council. The portal will serve as a centralized platform to provide essential services to citizens, enhance citizen engagement, and streamline administrative operations.

3. SCOPE OF WORKS

The scope of work for this project encompasses the following, although it is not limited to these items:

3.1. Needs Assessment:

- 3.1.1. Conduct a comprehensive analysis of the existing services provided by the Kulhudhuffushi City Council.
- 3.1.2. Identify pain points, gaps, and opportunities for improvement.
- 3.1.3. Collect only the necessary information for the required services (minimizing redundancy).
- 3.1.4. Create flowcharts illustrating the service processes.
- 3.1.5. Develop an importance-risk matrix documentation for all services.
- 3.1.6. Avoid redundant data collection from citizens or businesses unless updates are necessary.
- 3.1.7. Implement a mechanism to correct only the required information in case of issues during the application or review process, rather than rejecting the entire request.
- 3.1.8. Allow end users to edit submitted requests if the process was not initiated by the council.





3.2. Form Translation:

- 3.2.1. Translate all existing forms to English. (Use proper and professional terminology)

3.3. Platform Development:

- 3.3.1. Design, develop, and implement a web-based service portal that caters to the diverse needs of citizens.
- 3.3.2. Ensure accessibility, responsiveness, and security.
- 3.3.3. Dual language (Dhivehi & English) for option entire portal

3.4. User Experience (UX) Design:

- 3.4.1. Create an intuitive and user-friendly interface.
- 3.4.2. Prioritize ease of navigation, clear information presentation, and efficient service request processes.
- 3.4.3. Categorize all forms based on relevance.
- 3.4.4. Present categories with relevant infographics.
- 3.4.5. Animate KCC logo and display it on Service Portal Landing Page.
- 3.4.6. Provide both light and dark modes for the entire portal.
- 3.4.7. Implement dynamic forms that adapt based on user input to collect only required information.
- 3.4.8. Enforce proper validation rules as requested by the council for form inputs.

3.5. Permit Generation:

- 3.5.1. Generate permits issued by the council within the provided system upon approval.
- 3.5.2. Council staff should have the capability to customize permit designs within the system to suit their specific needs.

3.6. Booking:

- 3.6.1. End users should be able to book leasing places based on availability set by the council without requiring council staff intervention.

3.7. Authentication and Authorization:

- 3.7.1. Integrate Efaas (Electronic Identity for Authentication and Authorization Services) for secure login mechanisms.
- 3.7.2. Define roles and permissions for citizens and council staff.

3.8. Feedback Mechanism:

- 3.8.1. Include features that allow citizens to:
 - 3.8.1.1. Provide feedback on services.





- 3.8.1.2. Report issues encountered.
- 3.8.1.3. Suggest improvements to enhance the portal.

3.9. Payment Gateway Integration:

- 3.9.1. Integrate with a secure payment gateway (such as BML Payment Gateway) for online transactions.
- 3.9.2. Enable seamless payment processing for services offered through the portal.

3.10. Streamlined Service Delivery:

- 3.10.1. Allow end users to track all stages of the application process.
- 3.10.2. O365 mail integration using Microsoft graph API to send email notifications.
- 3.10.3. Send SMS notifications to end users upon completion of their applications.
- 3.10.4. Simplify service request submission, payment processing, and status tracking.

3.11. Improved Communication:

- 3.11.1. Announcement's page.
- 3.11.2. Contact us page

3.12. Permission-Based Dynamic Dashboard

- 3.12.1. Develop a dynamic dashboard that adapts based on user roles and permissions.
- 3.12.2. Ensure that specific users have access to relevant features and data based on their assigned roles.
- 3.12.3. Implement role-based filtering and display of information within the dashboard.

3.13. Testing and Deployment:

- 3.13.1. Conduct rigorous testing.
- 3.13.2. Deploy the portal on a provided hosting platform.

3.14. Portal Design and Development:

- 3.14.1. Design and develop a user-friendly and secure online portal accessible across various devices.
- 3.14.2. Dynamic Service Workflow Creation: Admin users should be able create workflows for existing services and have the flexibility to design new workflows for any future services with a GUI interface.
- 3.14.3. Flexible Team Assignment and Handover: Allow for the allocation of sections or teams to tasks within the workflow, enabling efficient distribution of work responsibilities using a GUI interface.

3.15. Training:

- 3.15.1. Training must be conducted for the council staff.
- 3.15.2. Training for IT staff for site administration.





4. DELIVERABLES:

4.1. Needs Assessment Documentation:

- 4.1.1. Comprehensive analysis report on existing services.
- 4.1.2. Flowcharts and importance-risk matrix for services.
- 4.1.3. Form Translation and Platform Development.

4.2. Translated forms in English with professional terminology.

- 4.2.1. All English translated forms

4.3. User Experience (UX) Design and Permit Generation:

- 4.3.1. Intuitive interface with light and dark modes.
- 4.3.2. Dynamic forms and proper validation rules.
- 4.3.3. Functionality for generating permits within the system.

4.4. Booking System and Authentication/Authorization Integration:

- 4.4.1. Self-service booking for leasing places.
- 4.4.2. Integration of Efaas for secure login.
- 4.4.3. Defined roles and permissions for users.

4.5. Feedback Mechanism and Payment Gateway Integration:

- 4.5.1. Features for citizen feedback, issue reporting, and suggestions.
- 4.5.2. Integration with a secure payment gateway for online transactions.

4.6. Streamlined Service Delivery, Improved Communication, and Permission-Based Dynamic Dashboard:

- 4.6.1. End-user tracking and SMS & O365 email notifications.
- 4.6.2. Simplified service request submission and tracking.
- 4.6.3. Announcements page for council updates.
- 4.6.4. GUI Permit designer and Permit Generation.
- 4.6.5. Dynamic dashboard tailored to user roles and permissions.

4.7. Testing, Deployment, and Training:

- 4.7.1. Rigorous testing and deployment on provided hosting platform.
- 4.7.2. Staff training on portal usage and administration, including IT staff.

5. ROLES AND RESPONSIBILITIES

5.1. Developer

- 5.1.1. Provide a schedule for work completion.
- 5.1.2. Communicate complications while developing the portal.
- 5.1.3. Provide all the deliverables as per the schedule.
- 5.1.4. Attend meetings upon request.





5.1.5. The consultancy firm should conduct two mandatory physical site visits as part of this consultancy. Two key members of the team should participate in these site visits, and each visit should be conducted for a minimum of three nights. The visits are to be held during the inception and deployment stages, with dates to be finalized as the work progresses. All costs and logistics associated with these site visits should be borne by the consultancy firm.

5.2. Kulhudhuffushi City Council (KCC)

- 5.2.1. KCC will provide licenses necessary for the proposed solution.
- 5.2.2. KCC will provide the hosting space necessary for the proposed solution.
- 5.2.3. KCC will schedule meetings with all sections upon request.

6. TECHNICAL REQUIREMENTS

- 6.2. The Portal should be developed by using PHP and MYSQL for the server side (Laravel preferred) for back-end.
- 6.3. Front-end using JAVASCRIPT, HTML, and CSS for the client side (Additional languages / frameworks / scripting languages can be used)
- 6.4. The portal should be hosted in KCC provided hosting environment with the ownership of it@kulhudhuffushicity.gov.mv

7. TERMINATION OF CONTRACT

If the KCC deems the developer's services necessary beyond the initial service period and with mutual consent, the agreement's service duration may be extended.

In the case of contractor being unable to complete and provide the deliverables (as stated in Deliverables), within the stipulated time frame, fines will be calculated and applied on payments as stated in the Public Finance Act and Public Finance Regulation.

Should total fines charged exceed 15% of total contract value, KCC holds the right to terminate the contract from that date.

Furthermore, KCC holds the right to terminate the contract, should the contractor be unable to complete and provide the deliverables (as stated in Deliverables), within the stipulated time frame, relating to more than 2 successive months.

8. MANDATORY QUALIFICATIONS AND EXPERTISE FOR ALL OF THE TEAM MEMBERS

- 8.1. Provide CV along with the certification.
- 8.2. Include Team leader name and Developers with their roles.





9. DURATION

- 9.1. The duration of the project should not be more than 180 Days starting from the date of signing of the agreement.
- 9.2. The duration exceeding 180 days will result in disqualification.
- 9.3. The maintenance period of the website is 1 year starting from the date of completion of the project without any additional cost.
- 9.4. If the Councils deems the developer's services necessary beyond the initial service period and with mutual consent, the agreement's service duration may be extended.

10. EVALUATION PROCESS

#	Details	Weightage
1	Financial Proposal (Marks will be given based on ratio)	80%
2	Experience (Marks will be given based on ratio)	5%
3	Duration	15%

- 10.1. The proposal with the lowest total price will serve as the benchmark, receiving a maximum score of 80 for the financial evaluation. Other proposals will be graded relative to this benchmark.
- 10.2. Only the experience documents relevant to this project, as mentioned in the section on Experience in this TOR, specifically valued over MVR 35,000.00 (Thirty-Five Thousand Rufiyaa), and projects with a completion date not older than 5 years from the date of submission, will be considered for evaluation.
- 10.3. The experience documents should clearly state that the project was successfully completed, the nature of the project, start date, completion date of the project and without any fine.
- 10.4. Each eligible experience document holds 1 mark for up to a maximum of 5 experience documents for which the maximum marks of 5 will be given.
- 10.5. The proposal with the lowest duration will serve as the benchmark, receiving a maximum score of 15 for the duration. Other proposals will be graded relative to this benchmark.



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Secretariat of Kulhudhuffushi City Council
Kulhudhuffushi, Rep. of Maldives



Annex 1

Council all services forms - Dhivehi

Forms Link: <https://shorturl.at/fyzDE>

