

مفمك كپٹل
MFMC CAPITAL

TERMS OF REFERENCE

IT Specialist

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MFMC Capital Pvt Ltd.

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1. Background

The Maldives Fund Management Corporation (MFMC) is a 100% state-owned company, with a mandate of fulfilling national development goals through increased private sector investment and addressing limitations in the local financial system. The company seeks to support sustainable economic transformation via innovative capital market solutions catering to the financing needs of the Maldivian economy while embracing social and environmental responsibilities.

The European Union is providing EUR 2 million as grant aid for the project 'EU Support for a Resilient Recovery of SME Tourism Industry in the Maldives'. The overall objective of the project is to enable the Maldives to create a more resilient and diversified economy by enabling tourism sector SMEs to recover from the COVID-19 crisis. In addition to a EUR 1,400,000 direct transfer component, the project will also provide EUR 600,000 towards technical assistance which will be directed to training programs for beneficiaries aimed at improving business operations, financial management, sustainable waste management, and creating access to international markets. Furthermore, the technical assistance component will also support the set-up of an Online Travel Agent (OTA) system which will act as a strategically important tool that is expected to play a crucial role in retaining value created by the industry and promoting the growth of tourism-related SMEs.

2. Scope of Services

MFMC is seeking qualified candidates to contribute to the development and implementation of an Online Travel Agency (OTA).

The proposed OTA system is expected to be completed by a sub-contractor which will incorporate other features such as a booking engine, reservation management, mid-office, dynamic product offerings, content management system, secure payment gateway, Finance management, backed with modern-day essentials such as Artificial Intelligence /Machine Learning.

The project will be delineated into two main components where the first component is for three months which involves research, development, and implementation of the OTA. The second component is for an additional duration of three months and involves liaising with the development team to provide necessary assistance, ensuring the development and implementation of the OTA:

3. Overall Responsibility

IT Specialist will perform the following duties and responsibilities:

- Provide high-quality IT support in implementing project activities.
- Research and design work related to identifying product and process requirements related to OTA development.
- Coordinate with developers and relevant project stakeholders effectively throughout the project duration.
- Assist in verifying and evaluating development objectives and providing timely updates on project progress.
- Support the team in project monitoring and evaluation requirements, including the preparation of progress reports to donors in a timely fashion.
- Address any system failure/troubleshooting of the OTA.
- Support further developments and updates of the OTA system to meet data needs.
- Develop training modules and disseminate required content regarding familiarizing and using OTA and relevant services
- Ensure data security for the OTA by carrying out routine troubleshooting and modifications.
- Product component/module testing and implementation
- Propose new changes upon discussion of the system component testing and implementation
- Provide assistance as needed to ensure the availability of the backup arrangements for the OTA
- Any other related tasks as assigned by Project Director.

3.1. Scope of Work during the first 2 months of the contract:

- Assisting in the development and implementation of the OTA
- Collaborating with other consultants and regularly liaising with the product developers
- Assisting in creating progress reports on a monthly to be presented to the project steering committee

3.2. Scope of Work during the last 2 months of the contract:

- Conducting diagnostics and identifying bugs in the system
- Work with the development team in assisting to fix any issues that may arise with the OTA

4. Competencies of the IT Specialist

A firm can apply for the tender and nominate a person from the firm, however, the firm's experience will not count towards the individual's experience. The consultant shall have key personnel with the following minimum qualifications and experiences:

PERSONNEL	QUALIFICATIONS AND EXPERIENCES
1. IT Specialist	<ul style="list-style-type: none"> • The applicant must hold a bachelor's degree in Information Technology, or a related field and must demonstrate a good command of knowledge in the areas of project management and coordination • Minimum 5 years of experience in a related field (booking engines, Online Travel Agency, Tourism industry). • Expertise in design, implementation, and optimization of ICT processes • Experience in Software Development Life Cycle (SDLC), Project Management & Web Development • Familiarity with information security practices and procedures • Detail-oriented and well-organized, with the ability to exercise sound judgment. • Relevant working experience in project management, and/or implementation of development projects or related work for a donor organization or NGO • Prior experience working and/or learning in a remote environment • Fluency in spoken and written English.

5. Reporting

The Expert is expected to work closely with the MFMC, and other stakeholders in all projects related matters and will report directly to the Managing Director or his designate while conducting the assignment.

6. Evaluation Criteria

The EOIs submitted by the consultants will be evaluated based on the criteria below.

Minimum Requirement	
A bachelor's degree in Information Technology, or a related field and must demonstrate a good command of knowledge in the areas of project management and coordination	50
Minimum 5 years of experience in a related field (booking engines, Online Travel Agency, Tourism industry).	35
Additional Qualifications (for applicable fields)	
Demonstrate that he/she has successfully undertaken similar mandates	15

7. Fees

- Consultancy fee will be negotiated and agreed with the successful applicant.
- Payment will be made based on monthly input as outlined in the contract and upon receipt and approval of the monthly report, monthly statement of input/ timesheet, and invoice for the input provided during that month.
- For field visits: Return air ticket (economy) to and from an approved DSA for that destination as established by the Government of Maldives.

8. Application process

All interested and qualified candidates should submit their applications which should include the following:

1. Letter of Expression of Interest
2. A copy of the National ID card of the Consultant
3. Detailed and updated Curriculum Vitae
4. Academic certificates, supporting documents/ reference letters of previous/relevant assignments carried out by the Consultant.