



**MINISTRY OF NATIONAL PLANNING HOUSING AND INFRASTRUCTURE
MALE', REPUBLIC OF MALDIVES**

Iulaan Number: (IUL)471-CDS3/471/2023/301

TERMS OF REFERENCE

**MAINTENANCE & SUPPORT SERVICE
FOR STRATA, HOUSING PROPERTY INFORMATION SYSTEM
& TENANCY PORTAL**

1. GENERAL INFORMATION AND BACKGROUND

The Ministry of National Planning, Housing, and Infrastructure (MNPHI) has undertaken the development of several housing-related online portals intended to facilitate public access to various services within specified timeframes. These portals include the Strata Management Portal, Housing Property Information System and Tenancy Portal.

In order to ensure the effective functioning and maintenance of the aforementioned housing-related portals, the Ministry seeks a competent entity to assume responsibility for their management. This party will be entrusted with the task of establishing an efficient pathway for citizens to avail themselves of the services offered by the Ministry's portals.

2. SCOPE OF WORK

1. Bug Fixes and Issue Resolution: Identify, reproduce, and diagnose software defects or issues reported by users. Develop and implement solutions to address identified bugs and issues promptly.
2. Manage and maintain Microsoft Azure cloud hosting.
3. Ensure availability, performance, and security of the cloud hosted applications.
4. Ensure database backups are taken accordingly.
5. Ensure resource consistency in resource configuration of cloud hosting.
6. Cloud hosting cost management
7. Troubleshoot Efaas, DNR API and domain related issues.
8. Bringing enhancements to existing applications. Ensure enhancements are developed and structured to optimize system performance. In developing the enhancements, consult with both internal and external users including senior officials of Ministry to ensure enhancements are in line with policy, procedures and meet legal/regulatory requirements.
9. Design and develop the enhancements in a manner that facilitate optimization of end users experience.
10. Maintenance and support service of the applications including bug fixing.
11. Check and diagnose system error logs.
12. Improve the performance of existing functions which are accessed frequently.
13. Analyze traffic from both Google analytics and Microsoft Azure



14. System Reports and Data analytics
15. Documentation: Maintain comprehensive documentation of the software's architecture, codebase, and configuration settings
16. Admin application user trainings
17. Existing system upgrade for better user experience

3. **TIMEFRAME**

The maintenance work shall be carried out within a 12 (Twelve) month period from the date of contracting and in line with the scope of the work.

4. **QUALIFICATION AND EXPERIENCE**

The Bidder must have housing related project experience in software development and management – developers who have experience in working on software projects related to housing and real estate industry will be considered will be added advantage. This may include previous involvement in developing, maintaining, or enhancing software solutions for real estate management, property listings, housing database, or real estate.

In addition to the above requirement, the contractor shall prepare a qualified team and a lead developer to manage the contract.

The proposed team shall have members with following qualifications:

1. Developers shall have a degree in Software Engineering with a minimum of 5 years' experience.
2. Demonstrate fluency in using Microsoft ASP.Net C#, MS SQL, and other Microsoft .NET platform and/or UX and UI development frameworks including VueJs
3. The developers should be well versed with the Microsoft azure platform for hosting databases as well as local instances of Microsoft SQL databases.
4. Familiarity with Microsoft azure blob storage and Cosmos DB
5. Demonstrate experience in enterprise level software development.
6. Good documentation skills
7. Ability to work in a team.
8. Familiarity with Microsoft Azure and Google cloud platform.



5. EVALUATION OF THE PROPOSALS

Technical evaluation will be done based on the following criteria:

Category	Marks Allocated %	Evaluation Criteria
a) Academic Qualification of Lead developer	30 %	Lead Developer: Academic qualification (30 marks), <ul style="list-style-type: none"> - Master's Degree: 20 - Bachelor's Degree: 10 Total marks: 30 Notes: - Bidder shall submit qualification certificates.
b) Price	30 %	Formula below to be used to; $\text{Lowest price} / \text{price on proposal} \times \text{percentage} = \text{Total \% in price}$
c) Experience of the Team	40 %	Maximum number of portal related reference letters submitted / number of reference letters shared with proposal x percentage = Total % in experience of the team. <ul style="list-style-type: none"> - Reference letters must include details of work / projects completed. - A maximum of 5 experience letters would be considered. - Reference letters related to Land, housing or property management portals or similar developments will be only considered.
Total	100%	

6. FEE PROPOSAL AND PAYMENTS

The Bidder is expected to include the lump sum fee to carry out the tasks specified on the TOR on their proposal as per ANNEXTURE 3 of the TOR, in a monthly basis and overall, for 12 months total figure must be stated in both writing and in figure, and any proposal which has unclear statements, may be rejected.

The bidder may be required to perform additional work to determine the soundness, safety, and resiliency, and in such cases, additional works will be negotiated and billed separately. No additional charges will be paid by MNPHI for the tasks specified in scope of work.



7. REPORTING ARRANGEMENTS

The bidder will work under the overall guidance and direct supervision of the MNPHI team. As the project will be time constrained, the bidder is to provide monthly updates on the progress of the project. The outcomes mentioned in the scope of works are designed to be achieved on monthly basis and bidder is expected to submit detail work sheet every month.

8. CONTENTS OF PROPOSAL

1. Cover letter
2. Details of Team Member with role as per ANNEXURE 1 (Additional details to be attached as Annexure, including CVs of Team members, work experience letters in relevant field, and academic qualification details)
3. Price proposal as per the ANNEXTURE 2
4. Tentative work plan (clearly defining monthly tasks)
5. Letter of completion/Reference letters or similar assignments performed in past 5 years.

Additional Information required;

6. Corporate profile (including project portfolios)
7. Business Registration certificate.
8. Business profile document issued from Ministry of Economic Development
9. Goods and Services Tax Registration Certificates
10. Tax Clearance from Maldives Inland Revenue Authority (MIRA) obtained recently (Not exceeding 2 months from date of announcement)

9. PRE-BID MEETING & CLARIFICATIONS

For further information, please attend the information session held at the Ministry of National Planning, Housing, and Infrastructure (MNPHI) on **13 September 2023 at 10:00 AM** or email to the following address **before 17TH September 2023 (Sunday) 12:00pm**.

Ministry of National Planning, Housing, and Infrastructure

Email: bidsecretariates@planning.gov.mv

Phone: + (960) 4004 746, + (960) 4004 747

10. SUBMISSION OF PROPOSAL

Proposals must be delivered in sealed envelopes titled “Maintenance & Support Service for Strata, Housing Property Information System & Tenancy Portal” together with the submitting party’s name and address to the address below, on **18th September 2023 at 10:00 AM** local time.



Electronic submission is not permitted. Late proposals will be rejected. Proposals will be opened in the presence of proponents' representatives who choose to be present at the address below at the time of proposal opening.

Housing Department,
Ministry of National Planning, Housing, and Infrastructure
Ameenee Magu,
Maafannu, Male' 20392, Maldives
Tel: 4004700
Email: bidsecretariates@planning.gov.mv



ANNEXURE 1

Issue Management and Resolution

1. Introduction

This document outlines the overview of maintenance and support services to be provided by the selected contractor and sets out the standard operating procedure and related Service level agreements (SLAs) regarding issue resolution in online portals.

The objective of this document is to ensure that all users have a clear understanding of the procedures that need to be followed to report an issue that arises in operation of the System and how these issues will be resolved by the contractor and the SLAs associated with each stage of this process.

Service requests should be tracked, monitored, and managed to ensure consistent and reliable service.

2. Responsibilities

2.1 Client

- Raise their issues/faults to the contractor's support team via the agreed upon issue management system or Email as quickly as possible.
- Set appropriate priority level for issue/fault.
- Check for updates on the issue from the issue management system or email using the provided Ticket Number.

2.2 Contractor

- The contractor will make qualified personnel available to the Client by telephone, email and / or web access for the reporting and resolution of issues with the Application.
- Assign support staff(s) as quickly as possible to any issue raised by a client.
- Investigated the reported issue and provided an estimated completion date for the issue reported.
- Regularly update the status of the issue and communicate via email (or otherwise) to the Client whenever any change occurs to the status of the issue or when any comment is added to the issue by an IS.
- Provide a solution to the issue as quickly as possible.

3. Life cycle of an Issue

3.1 Issue lodging

- Lodge issues using the agreed upon Issue management system or email.
- Each issue will have a unique ticket number generated by the issue management system or provided to you after sending the issue via email.



- Any reported issue must contain the following information:
 - Username
 - Contact Number
 - Email
 - Issue Identified Date and time.
 - Problem description
 - Issue effected Module.
 - No of users effected (Single user, Some users, All users)
 - Severity of the issue
 - Full Screen shot of the problem (if available), with the URL clearly displayed.

3.2 Status of the problem

The ticket may have the following mentioned ticket status depending upon the stage of progress on the ticket. The Support team will assign an “Open” status when the issue is newly created and communicate with the Client.

Ticket Status	Description
Open	The initial status when the ticket is created
In Progress	The ticket is being actively worked on by the assignee. The Maintainer moves the ticket into “In progress” status when initially viewing the ticket. Each time the ticket is reviewed by the Maintainer, they will enter a comment to inform the user of the status even if no additional progress has been made.
Waiting for User	Additional information is needed from the User. The status will be changed to “Waiting for User” if no significant troubleshooting can be done without more information from the user.
Waiting for Support	A customer indicated the ticket is waiting on the Maintainer. The status will be changed to “Waiting for Support” when a User responds/comments on the ticket.
Duplicate	Duplicate tickets can be created by a variety of reasons and the ticket with the most information is usually the item that is kept
Bug Entered	The support ticket has been addressed but a software update is needed to fully resolve the issue. A bug has been created that describes the fix needed and assigned to the development team.
Enhancement Entered	The support ticket has been addressed and it represents an improvement to an existing feature or completely new functionality. A development team has been created that describes the change desired and assigned to the development team.
Customer Time Out	If after 2 weeks (10 business days) of no response from the User, the Service Desk team may close the ticket as resolved with the status of Customer Time Out
Resolved	An issue moved to resolved in the following scenario, see the “Resolving tickets” section below for more details: The issue has been addressed by the support team and is no longer a problem for the User. Wait for confirmation from the customer before resolving the ticket.



	After 10 business days of no response from the customer.
Decline	The ticket is moved to “Decline” if the ticket is deemed not valid, not related to the system, or will not be addressed for variety of reasons.

3.4 Service Level Agreement based on priority level

The general support will be from 8:00 a.m. to 5:00 pm Sunday to Thursday excluding public holidays. Based on the below mentioned priority levels the contractor should provide adequate support in line with the times provided.

Priority Level	Time to respond (in Hours)	Time to resolve (in Hours)
High	1	4
Medium	2	15
Low	5	20



ANNEXURE 2

Details of proposed team (This forms a part of proposal)

Role (Specialty Area/Team Leader/Team Members)	Name	Academic and Professional Qualification (Certificate are required to be presented)	Work Experience (Certificates/Reference Letter are required to be presented)
Lead Developer			



ANNEXTURE 3
Price for the service

Price:	<i>Amount (MVR) Per Month</i>	<i>GST (MVR)</i>	<i>Total for 12 Months (MVR)</i>
Price for Service
Price for Service in words.