

REQUESTS FOR PROPOSALS

Development of an Online Membership Portal for the Scout Association of Maldives

Introduction

The Scout Association of Maldives (hereafter “the Association”) is registered in the Government of Maldives and a Non-Governmental Organization under the Associations Act (1/2003). Scouting’s mission is to contribute to the education of young people through a value system based on the Scout Promise and Law. Through Scouting, we are building a better world where people are self-fulfilled as individuals and play a constructive role in society. The purpose of the Scout Movement is to contribute to the development of young people in achieving their full physical, intellectual, emotional, social, and spiritual potentials as individuals, as responsible citizens, and as members of their local, national, and international communities.

The Association is an entirely volunteer-supported organization with a membership of over 13,000 - of which most members are young people under the age of 18. The association ensures delivery of educational opportunities to its youth members supported by adult volunteers within scout groups. Currently, there are over 100 scout groups registered with the Association - most of which are based in schools and few in community-setting.

The organs of the Association include the National Scout Assembly, National Scout Council, Scout Executive Committee, Scout Youth Council, Scout Fund, Compliance / Disciplinary Committee and Committees of the National Scout Council. The Governance body of the Association is the National Scout Assembly which elects the National Scout Council led by the President of the Association and the Management body of the Association is the Scout Executive Committee led by Chief Commissioner. The management comprises of the Chief Commissioner, Deputy Chief Commissioners and National Commissioners. Management is supported by the National Headquarters (Staff), Headquarter Commissioners (including Atoll Commissioners).

The Association has been a member of the World Organization of the Scout Movement since 23 July 1990 and is the only Scout organization in the Republic of Maldives with a mandate to develop and support Scouting and facilitate contacts with other NSOs and the World Organization.

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Background

The Association has a rich history and tradition of fostering personal development, leadership, and community engagement among young people in the country. For decades, Scout Groups have played

a vital role in nurturing the skills and values of our youth, preparing them to be responsible citizens and future leaders. However, despite our enduring commitment to these principles, the administrative aspects of running Scout Groups and managing the overall membership of the Scout Movement have become a significant hindrance to our progress and effectiveness.

Several challenges and limitations have been identified within the current operational framework of the Association:

1. **Manual Administrative Work:** A substantial portion of our resources and time is consumed by manual administrative tasks, including membership registration, renewal, collecting national scout census, managing, and tracking implementation of the Scout Youth Programme and the management of Adults in Scouting. This manual workload not only places a burden on our volunteers but also introduces the potential for errors and inefficiencies.
2. **Inefficiency:** The inefficiencies resulting from paper-based record-keeping, and excel file documentation, communication challenges, and fragmented data management hinder our ability to provide a seamless and engaging experience for our members and volunteers.
3. **Member Engagement:** Maintaining consistent and meaningful engagement among our members, leaders, and volunteers is essential for the vitality of the scout movement. The current infrastructure does not fully support effective communication and collaboration.

Recognizing these challenges, the Association has undertaken a strategic initiative to leverage technology and innovation to revitalize and strengthen the Association. The vision is to harness the power of digital tools to automate administrative processes, promote membership growth, enhance operational efficiency, and foster deeper member engagement.

Scope

To realize this vision, we are embarking on the development of a purpose-built membership management portal. This portal will serve as a central hub for all our Scout Groups and Members, providing them with the tools and resources needed to streamline operations, communicate effectively, and support the holistic development of our youth.

The introduction of this membership management portal aligns with our commitment to embracing modern solutions while preserving the core values and traditions that define the scout movement. It is our belief that by investing in technology, we can empower our volunteers and leaders to focus more on mentorship, leadership development, and community engagement, ultimately ensuring that the scout movement remains vibrant, relevant, and accessible to all young people in our country.

The Association is seeking proposals from qualified and experienced developers and firms to design, develop, and implement a purpose-built membership management portal. The portal is intended to streamline administrative tasks, enhance membership engagement, and support the overall development of the scout movement in the country.

The selected party must evaluate the existing manual processes currently followed and provide a detailed process design and strategy (i.e SAD diagrams) outlining the current process & the recommended automated process, before the development stage of this project begins.

The portal should have the following features:

Technical Requirements.

- User friendly and responsive design:
 - The portal must have a user-friendly interface that is intuitive for both administrators and members.
 - It should be responsive and mobile-friendly to ensure accessibility on various devices.
- Modern and Minimalistic design
 - The design of the portal should be modern, clean, and minimalistic to provide a visually appealing and consistent user experience.
- High Bandwidth
 - The portal must be able to handle a large amount of bandwidth to accommodate the over 13,000 active members of the Association.
 - Adequate bandwidth and server resources should be allocated to ensure smooth performance even during peak usage.
- Cloud Hosting Service
 - We recommend hosting the portal on a server provided by the us on DigitalOcean, in consultation with the developer's recommendations.
 - Hosting on DigitalOcean should include the selection of an appropriate server size, configuration, and region to ensure optimal performance and scalability.
 - The developer should work closely with the Association to set up and maintain the hosting environment, including server security and backups.
- Testing and Production Environments
 - The portal should provide both staging and production environments for development and deployment purposes.
 - Staging Environment: This environment will be used for testing updates, new features, and changes at various development stages. It should be separate from the production environment to prevent disruptions to member services.
 - Production Environment: The live production environment should host the operational portal and ensure uninterrupted service to members. It should be configured for high availability and reliability (as mentioned in the 3rd point of the Technical Requirements).
 - Proper version control and Release management processes should be implemented to promote changes from the staging environment to the production environment while minimizing risks and downtime.
 - The Association and the development team should collaborate closely to manage and monitor these environments effectively.
- Development Platform and Version Control
 - The portal should be developed using a PHP framework.
 - GitHub will be used as the primary version control system, and the Association's organization repository should be established to maintain the source code securely.



- GitHub Actions will be implemented to enable continuous integration (CI) and continuous deployment (CD) workflows. This will ensure that code changes are automatically tested and deployed to both the staging and production servers.
- The CI/CD pipeline should include automated testing procedures to validate the integrity and functionality of the code.
- Before updates are deployed to the production server, an admin from the Association should review and approve the changes made on the staging site.
- Security and Compliance
 - The portal must prioritize security, adhering to the latest industry standards and best practices.
 - Payment and membership registration/management components must meet security requirements for payment processing.
 - Regular security audits and updates should be conducted to address vulnerabilities and ensure data protection (Source code).
- Payment Integration
 - The portal should support secure online payment processing for membership dues, donations, and other financial transactions.
 - Integration with local Maldivian payment gateways and encryption of sensitive payment data is essential.
- Scalability and Performance
 - The architecture of the portal should be designed with scalability in mind, allowing it to handle future growth in membership and features effortlessly.
 - The system should be optimized for performance to ensure fast response times and seamless user interactions.
 - Load balancing mechanisms, server auto-scaling, and caching strategies should be implemented to distribute traffic evenly and maintain responsiveness during high-demand periods.
 - Regular performance monitoring and optimization should be conducted to identify and address any bottlenecks or resource limitations.
 - The portal should be designed to make efficient use of server resources, ensuring cost-effectiveness and reliable performance as the user base grows.
 - The development team should work closely with the Association to implement scalability and performance enhancements as needed to meet evolving requirements and user expectations.
- Data Backup and Recovery
 - Regular and automated data backups should be performed to prevent data loss in both the staging and production environments.
 - Backup schedules should be defined to ensure that critical data is backed up at regular intervals. Backup copies should be stored securely off-site to protect against data center failures.
 - A recovery plan should be established to ensure the swift restoration of the portal in the event of unexpected outages or data loss.
 - The recovery plan should include procedures for recovering both the portal's codebase and its database, ensuring minimal downtime.



- Regular testing of the recovery procedures should be conducted to verify their effectiveness and to train relevant personnel on proper execution.
- Backup and recovery processes should adhere to industry best practices and comply with relevant data protection regulations in the Maldives.
- The Association and the development team should collaborate to ensure that data is protected, and contingency plans are in place to maintain the availability and integrity of the portal's data.
- Reporting and Analytics
 - The portal should incorporate robust reporting and analytics tools to empower administrators with valuable insights into membership metrics, user engagement, and system performance.
 - Customizable dashboards should be provided, allowing administrators to view key performance indicators (KPIs) and generate reports tailored to their needs.
 - Reporting features should include graphical representations, export options, and the ability to schedule automated reports for regular distribution.
 - Analytics capabilities should enable tracking of user behavior, membership trends, and engagement to inform decision-making and strategic planning.
 - Data visualization techniques, such as charts and graphs, should be utilized to present information in an easily digestible format.
 - Administrators should have access to comprehensive training and support to effectively utilize the reporting and analytics tools provided by the portal.
 - The Association and the development team should collaborate to ensure that the reporting and analytics features meet the specific needs of the Association and support data-driven decision-making.

Functional Requirements

- E-faas Login and DNR Database Integration.
 - The portal should integrate with E-faas for user authentication and access.
 - Users should be able to log in securely using their E-faas credentials.
 - User data from the DNR database, such as name, date of birth, and contact details, should be automatically populated into the portal's member profiles.
 - Any updates or changes to user data in the DNR database should be synchronized with the portal in real-time or through periodic updates to ensure data accuracy.
- Membership Payment integration (Multiple payment gateways, including BML Connect, MIB Payment Gateway, Ooredoo Mobile Pay, Dhiraagu Mobile Pay and/or any other payment gateways that Scouts may need)
- Must have Role Based Access Control
 - End Users or Individual Members
 - These roles can be split into four major categories.
 - Super Admin
 - Admin (The Association)
 - Group Leaders
 - Individuals



- These roles are further divided into more sections, as mentioned above. Details of these roles will be provided during the data gathering period.
 - A general overview of what the roles can do are as below:
 - Individual Users
 - Can search events and sign up.
 - Can request for creation of Scout Groups
 - Can request to join a Scout Group
 - Can search and apply for available positions/roles posted in the system.
 - Can pay membership fee.
 - View following details on personal profile.
 - Personal details
 - List of scout service history with duration, position
 - Total service duration
 - Badges, awards, and recognitions achieved/awarded.
 - Scout Groups
 - Create/edit formal positions in group structure and assign members to these roles.
 - Report activities run by groups monthly with information on:
 - Type of activity
 - Category (Spiritual, Physical, Intellectual, Character, Emotional, Social)
 - Number of Participants
 - Short description of activities carried out.
 - Create group meetings, record attendance and report major discussion points and decisions.
 - Group Council meeting
 - Section (Pre-cub, Cub, Scout, Rover) Meetings
 - Youth Leaders' (sectional) Council Meeting
 - Group Annual General Meeting
 - Make following service requests.
 - Creation of youth sections for the group
 - Pre-Cub
 - Cub
 - Scout
 - Rover
 - New/Renew Adult leader warrants.
 - Adventure activity permits
 - Resources requests
 - Request for awarding progressive badge.
 - Record youth member's progress, award achievement badges
 - Assign/Re-assign leaders in group-to-group sections

- Assign youth members in group-to-group sections, group subsections etc.
- Run/view/export reports to pdf/excel format on.
 - Members progress status
 - Fee payment status
 - Group activeness report – total number of activities and meetings
- The Scout Association of Maldives HQ
 - Create/edit formal positions in National Structure and assign members to these roles.
 - Can post positions/roles.
 - Can manage users, roles, and access.
 - Can assign members to groups, assign roles/positions.
 - Set membership categories.
 - Youth Member
 - Adult Member
 - Permanent Member
 - Corporate Member
 - Can set validations for membership/role/position requirement including
 - Age range
 - Fee amount and paid status
 - Completion of mandatory training
 - Create/delete achievable badges, awards and set requirements for them to membership categories.
 - Edit/Approve service requests.
 - Creation of scout sections in groups
 - Leader’s Warrant applications
 - Adventure activity approvals
 - Top national progressive badges
 - Can run/view/export reports to pdf/excel format on.
 - Number of active/inactive members with demographics
 - Membership trends annually
 - Membership fee payment status and financial reports
 - Group active/inactive status, with summary of activities run by groups – by groups individually and nationally.
 - Adult members’ service duration report
 - Can manage contents like notices, policies, slide shows, etc.
 - Can assign members mandatory trainings to complete and record status.

- Can generate letter of appointments, membership certificates, award certificates using the system, and post these certificates to individual's profile.

Further details about functionalities of each category will be provided to the bid winner.

- The system must be able to send email & mobile SMS notification, and this should be configurable.
- The system must be able to enforce all data validation during entry and at time intervals.
- The system must have a content management system from where notifications, categories, policies, and key resources can be added and updated.
- Winning party must provide a user manual/tutorial with screenshots for all user types and functionalities.
- Winning party must provide detailed development documentation (workflow diagram, data flow diagram, etc.)

Technical Support and Training

- The service provider shall provide 1 year of free technical support and maintenance after the portal is officially handed over. Official handover date will be the official launching date of the portal.
- This support period should cover fixes for any bugs or errors in any of the code submitted/implemented by the developer.
- This support period must cover minor feature additions and changes that do not require major modifications to system architecture.
- Must provide technical support to the relevant staff or focal throughout the term of the contract.
- Must provide Staff Training required for the portal.

Ownership of the Portal (source code)

Service provider agrees once the development of the portal is complete, full ownership of the portal (source code) must be officially handed over to the Scout Association of Maldives, including GitHub repository shall be the exclusive property of the Scout Association of Maldives.

Submission of Proposals

The Association invites technical and financial proposals from eligible developers to implement the assignment. The proposals should include detailed methodology, detailed work plan, two mock-ups (details below) and a detailed budget. The project will be awarded based on the quality of technical and financial proposals following the government procurement and financial rules and regulations. Payment will be made in Maldivian Rufiyaa.

Mock-ups

The two mockup designs required to submit with the technical proposal are as follows:

- Home page / Landing Page
- The landing page must have the following:

- User-friendly navigation bar
- Active events to subscribe.
- Active Training opportunities
- My Requests (service or other requisitions pending action)
- Individual User Profile: The Individual Profile page must have the following:
 - Personal details of individual user (name, DOB, NID, Permanent and present address, emergency contacts)
 - Service duration of individual outlining history of services provided to the Association in multiple roles such as leader, trainer or similar.
 - Total years of service duration to scout movement.
 - Achievements, recognitions, and awards earned/conferred to the individual.
 - Current role(s) of the individual
 - Status of membership (Active or Inactive, Suspended, Terminated)
 - Individual profile photo

Financial Proposal

The financial proposal by the developer should contain total cost - itemized where possible. Additionally, recognizing the non-profit nature of the Association, interested parties are requested to propose flexible payment options.

Interested parties are required to submit a detailed proposal that includes:

1. Company/Individual/Team background and relevant experience.
2. Portfolio of similar projects.
3. Proposed project timeline.
4. Cost estimate, including any ongoing maintenance or support fees.
5. Technical approach and methodology.
6. References from previous clients.

Evaluation Criteria:

Proposals will be evaluated based on factors including but not limited to:

1. Experience and expertise.
2. Project timeline and cost.
3. Technical approach and features offered.
4. References and past performance.

The evaluation will be conducted by a committee appointed by the Association. The Association reserves the right to accept or reject any proposal and to request further information or modifications as needed.

The interested parties are requested to submit their proposal to the Scout Association of Maldives Headquarters, Ground Floor, Old Arabiyya School Building, Chaandhanee Magu, Male' in hardcopy or e-mail to info@scout.mv before 1400 hours of 09th October 2023.