

# **Terms of Reference (TOR) – Microsoft Office 365 Consultant**

## **1. BACKGROUND**

Local Councils serve as the governing entities responsible for overseeing the management and functioning of the islands within the jurisdiction of our island country. A crucial role in this structure is played by the Local Government Authority (LGA), which carries the responsibility of ensuring that local councils fulfill their duties with transparency and efficacy, thereby reinforcing the foundations of local governance.

In pursuit of organizational improvement, we are actively seeking an individual who possesses exceptional skills and motivation to lead a significant transformation. This transformation involves migrating all existing manual office processes into the Office 365 environment. The primary goal of this initiative is to create streamlined workflows, adopt improved collaboration, and raise the overall efficiency bar within our workplace.

By adopting Microsoft Office 365, we aim to exceed the limitations of traditional methods, leveraging technology to unlock new levels of efficiency and effectiveness. This transition is not merely about adopting new tools; it's about transformation of our work processes for the digital age, where seamless connectivity and integrated solutions are the driving forces.

Our overarching objective is to empower our teams to work smarter, communicate seamlessly, and ultimately deliver exceptional results.

In essence, as we step toward this vision, we aim not only to improve our internal forces at work but also to enhance our ability to serve Local Councils.

## **2. OBJECTIVE**

The main objective is to seamlessly migrate manual office processes into Office 365 environments, thereby improving workflows, collaboration, and overall efficiency. This transformation seeks to enhance the functions of the LGA, integrate impactful solutions, and create a well-structured digital ecosystem, ultimately leading to enhanced governance and improved service delivery by the LGA.

## **3. SCOPE OF WORK**

Under the guidance of LGA, the consultant will be responsible for assessing LGA's existing workflows. This involves developing a comprehensive need assessment study as well as a study presenting proposed solutions for the migration existing processes and function to Microsoft Office 365 environment. Based on the study findings and LGA's recommendations deploy the proposed solutions withing LGA and Maldives Institute of Local Governance (MILG) and provide required trainings for relevant staff. The tasks to be undertaken by the consultant under this Terms of Reference include, but are not limited to:

- Conduct a need assessment study identifying following:

- Assessing all current manual processes and identifying areas suitable for migration to Office 365.
  - Provide process flow charts illustrating existing processes and functions of LGA & MILG.
  - Conduct a comprehensive gap analysis outlining differences between current and desired states.
  - Identification of services that could be publicized.
  - Identification of important data and insights that could be publicized.
- Propose solutions for migration of manual process to o365 environment. Report should include:
    - Process flow charts illustrating existing processes and proposed solutions.
    - Roadmap with sequential steps for the migration process.
    - Work plan outlining tasks, timelines, and milestones for each phase.
    - Propose required licenses.
    - Propose required trainings for developed solution
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  - To deploy proposed solutions based on the study. Solution should include:
    - Designing and deployment of the total o365 solutions for LGA & MILG
    - Design and deployment of the office intranet.
    - Services identified for public exposure must be made accessible via API
    - Data & Insights identified for public exposure must be made accessible via API
  - To provide training and support for the developed solutions. This should include:
    - Develop training materials for Office 365 developed solutions.
    - Provide practical trainings for relevant staff
    - Develop and provide user guides, video tutorials, and required resources for the developed solutions
  - To extract data from the organization's existing portal for internal and external use

## **5. Required Qualification**

- Proven at least two project in implementing Office 365 solutions, in last 3 years. (Above MVR 35,000).

## **6. DELIVERABLES**

### **6.1 Need Assessment Report:**

- Document outlining the assessment of current manual processes.
- Identification of processes suitable for migration to Office 365.
- Process flow charts illustrating existing processes and functions of LGA & MILG.

- Comprehensive gap analysis outlining differences between current and desired states.
- Identification of services that could be publicized.
- Identification of important data and insights that could be publicized.
- Explanation of the reasoning behind process selection.

#### 6.2 Proposed Solutions:

- Process flow charts illustrating existing processes and proposed solutions.
- Roadmap with sequential steps for the migration process.
- Work plan outlining tasks, timelines, and milestones for each phase.
- Propose required licenses.
- Propose required trainings for developed solution

#### 6.3 Solution Development, Office Intranet Design and Public Services Deployment:

- Design and deployment of the total o365 solution.
- Design and deployment of the office intranet.
- Services identified for public exposure must be made accessible via API
- Data & Insights identified for public exposure must be made accessible via API

#### 6.4 Training and support:

- Training materials for Office 365 developed solutions.
- Practical training sessions for all staff.
- User guides, video tutorials, and resources for employees to adopt and effectively use the new tools.

## 7. DURATION

- The duration of the consultant's service is a maximum of 12 months from the signing of the agreement.
- If the LGA deems the consultant's services necessary beyond the initial service period and with mutual consent, the agreement's service duration may be extended.

## 8. ROLES AND RESPONSIBILITIES

### The Consultant

- Attending any meetings related to work within the scope of work, with an advance notification (24 hours) during the duration of the project.
- Share updates (in writing, as deemed necessary) regularly with technical staff of LGA dealing with O365 solution project regarding ongoing tasks/works and any

issues/complications that may delay or prevent fulfilling the objectives of the project.

- Achieve all the objectives of the project mentioned in the Section of Objectives, according to the scope of work set out in the Section of Scope of Work within reasonable time, in an organized manner.
- Provide all the deliverables mentioned in the Section of Deliverables within the allocated time.

#### Local Government Authority

- LGA will provide licenses necessary for the proposed solution.
- LGA will schedule meetings with all sections upon request.

### **9. TERMINATION OF CONTRACT**

In the case of contractor being unable to complete and provide the deliverables (as stated in the Section of Deliverables), within the agreed time frame, LGA holds the right to terminate the contract, should the contractor be unable to complete and provide the deliverables (as stated in the Section of Deliverables), within the stipulated time frame, relating to 2 successive months.

### **10. Documentations required**

- A letter of interest
- Technical proposal
  - Technical proposal should detail the implementation plan of the deliverables, methodology, clear timeline/workplan for the project.
- Financial proposal
  - Financial proposal should include lump sum fee which aligns with the deliverables of this ToR. All costs should be stated in Maldivian Rufiyaa. The total amount quoted shall be all-inclusive lump sum and include all costs components required to perform the deliverables identified in the TOR. The contract price will be fixed output-based price regardless of extension of the herein specified duration.
- Reference letters
- Certificate of Business Registration
- GST Registration Certificate / MIRA Registration Certificate
- SME Registration (if applicable)

Incomplete proposals may not be considered.

## 11. Selection process

Detailed below is the weightage given in selection.

#	Detail	Weightage
1	Financial Proposal (marks will be given based on ratio)	70%
2	Experience (marks will be given based on ratio)	30%

- Only relevant experience in implementing Office 365 solutions (Specifically valued over MVR 35,000.00 (Thirty Five Thousand Rufiyya)) in last 3 years will be considered for evaluation.
- Applicant firms are required to at least submit 2 (two) relevant experience letters.
- Applicants with highest marks will be contacted to form contract for the consultancy.

## 12. Schedule of payment

The consultant will be paid in local currency under an output-based lump-sum scheme for the following deliverables stated below. The payments shall be released upon completion of the required deliverables/outputs with satisfactory reporting to the focal point in accordance with a set time schedule to be agreed in the contract.

#	Milestone	Payment
1	6.1 Need Assessment Report	25% of contracted figure
	6.2 Proposed Solutions	
2	6.3 Solution Development, Office Intranet Design and Public Services Deployment	75% of contracted figure
	6.4 Training and support	