



Ministry of Transport and Civil Aviation
Male'
Republic of Maldives

REQUEST FOR PROPOSALS

Request for Organizational Service Enhancement Audit to address the operational challenges at the Ministry of Transport and Civil Aviation

Reference number: (IUL)472/472/2023/80

Date: 26th December 2023

SECTION 1

1. INTRODUCTION

We propose a comprehensive Service Excellence Project tailored to The Ministry of Transport and Civil Aviation (MoTCA) to identify, address, and enhance key aspects of service delivery. This project will involve a thorough analysis of existing processes, identification of areas for improvement, and the implementation of targeted strategies to elevate service quality.

The Ministry of Transport and Civil Aviation (MoTCA) is extending an invitation to entities with a strategic focus, a results-oriented approach, and expertise in service-oriented and government corporate sector performance monitoring and evaluation. We are seeking qualified parties to undertake a specific assignment within the Ministry for a designated time period.

PROPOSAL SUBMISSION

Ministry of Transport and Civil Aviation (MoTCA)

2. PURPOSE

The purpose of a Comprehensive Service Excellence Project is to systematically assess, enhance, and optimize the quality of services provided by our organization. This project aims to elevate customer satisfaction, improve operational efficiency, and ensure that the organization's services align with the highest standards of excellence.

SCOPE OF WORK (Description of services, activities, or outputs)

Scope and diversity of the project:

The scope of work for analyzing the current system to bring about Comprehensive Service Excellence involves a systematic and thorough examination of the existing processes, procedures, and practices within the organization. The objective is to identify areas of improvement and implement strategies that will enhance service quality provided by all internal departments of the ministry. The key components of the scope of work include:

- 1. Current System Assessment:**
 - a. Perform a compliance audit to assess and identify potential threats and weaknesses in the system.
 - b. Conduct a detailed review of the current service delivery system.
 - c. Examine existing processes, workflows, and customer touchpoints.
 - d. Identify strengths, weaknesses, opportunities, and threats related to service excellence.

- 2. Stakeholder Engagement:**
 - a. Interview key stakeholders, including staff, management, and customers.
 - b. Gather insights into their perspectives on the current service quality.
 - c. Identify specific pain points and areas for improvement from various stakeholder viewpoints.

- 3. Benchmarking:**
 - a. Compare the organization's service delivery against industry best practices.
 - b. Analyze performance metrics and service standards in similar organizations.
 - c. Identify areas where the organization can excel and areas that require improvement.

- 4. Customer Journey Mapping:**
 - a. Map out the entire customer journey, from initial contact to post-service interactions.
 - b. Identify critical touchpoints and assess the quality of service at each stage.
 - c. Pinpoint areas where the customer experience can be enhanced.

- 5. Process Optimization:**
 - a. Evaluate the efficiency of existing processes and workflows.
 - b. Identify bottlenecks and areas of inefficiency that may impact service delivery.
 - c. Propose recommendations for streamlining processes to improve overall efficiency.

- 6. Training Needs Analysis:**
 - a. Assess the skill sets of the staff involved in service delivery.
 - b. Identify training needs to enhance their capabilities in delivering excellent service.
 - c. Develop a training plan to address identified gaps.

- 7. Performance Metrics and Key Performance Indicators (KPIs):**
 - a. Define key performance metrics and KPIs related to service excellence.

- b. Establish a measurement framework to track and evaluate service quality.
- c. Implement a system for regular monitoring and reporting of performance metrics.

8. Actionable Recommendations:

- a. Develop a comprehensive set of actionable recommendations based on the analysis.
- b. Prioritize recommendations based on impact and feasibility.
- c. Provide a roadmap for the implementation of recommended changes.

9. Implementation Support:

- a. Offer support during the implementation phase of recommended changes.
- b. Provide guidance on overcoming challenges and obstacles.
- c. Monitor the progress of implementation and make adjustments as necessary.

10. Documentation and Reporting:

- a. Document the entire analysis process and findings.
- b. Prepare a comprehensive report outlining the analysis results and recommendations.
- c. Present findings to key stakeholders and facilitate discussions on the proposed changes.

This comprehensive scope of work aims to methodically assess and enhance the current system to bring about service excellence, ensuring a well-informed and strategic approach to improving overall service quality within the organization.

3. TIME FRAME

4 Weeks

4. MONITORING AND PROGRESS CONTROL, INCLUDING REQUIREMENTS, PERIODICITY FORMAT AND DEADLINE

The awarded party will be supervised by MoTCA and is expected to work closely with the Ministry.

The awarded party will be responsible for the quality and timeliness of the outputs but will receive support from MoTCA.

5. REQUIRED RELEVANT EXPERTISE, QUALIFICATIONS AND COMPETENCIES, INCLUDING LANGUAGE REQUIREMENTS

The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this RFP. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.

Quality of the work:

In order to achieve Comprehensive Service Excellence, a careful analysis of the current system is imperative. This involves a methodical and in-depth evaluation of the organization's existing processes, procedures, and practices. Consequently, the success of this project hinges on assembling a

multidisciplinary team of professionals possessing a varied skill set. It is noteworthy that the specific experts required may differ depending on the industry, organization, and the project's scope. Effective collaboration and communication among team members from diverse disciplines are vital elements for ensuring the project's success.

6. INPUTS / SERVICES TO BE PROVIDED BY IMPLEMENTING PARTNER (E.G. SUPPORT SERVICES, OFFICE SPACE, EQUIPMENT), IF APPLICABLE

Bidders:

1. Fulfil the terms stipulated in the contract and the ToR through review of data, documents, email communications, Team calls and meetings.
2. Maintain close contact with MoTCA.
3. Communicate any complications regarding the assignment as soon as possible.
4. Provide contact details that allow MoTCA to get in contact with the bidder at any time during the work.

Ministry of Transport and Civil Aviation:

- Assign a focal point to work with the awarded party.
- Provide the relevant documents.
- Referral document stating
 - the appointment of awarded party
 - nature of the work
 - duration of the project
 - request for compliance to the awarded party's requests for data, information, reports, policy/procedures/guideline documents required
- MoTCA's internal policies, procedures, and guidelines, including updates therein, to adhere to while executing the responsibilities of this TOR.
 - Facilitate communications to gather data as required for the report
 - Monitor and facilitate the progress of the assignment
 - Review and provide comments to the deliverables in a timely manner
 - Facilitate necessary contacts
 - Make payments upon completion of assigned deliverables.

7. OTHER RELEVANT INFORMATION OR SPECIAL CONDITIONS, IF ANY

The other conditions that may apply in the undertaking of the assignment include:

Language of reports/publication and other documentation and working language in country of assignment:

English or Dhivehi

Ownership of output:

Ministry of Transport and Civil Aviation

8. EVALUATION CRITERIA

The bidders shall be evaluated in the following categories.

a) **Price:** 60% (Based on the lowest price / submitted price * 60)

b) **Competency and Required Experience:** 30%

Note: At least 5 years of work experience in a related field experience in public sector. Work experience will be evaluated based on number and relevancy of references submitted by the service provider. Bids with the greatest number of relevant references will be awarded 100% for this section with other respective bids receiving marks in proportion.

c) **Audit License:** 10%

Note: A valid license to audit public interest entities in the Maldives. (If Audit license is not submitted the bidder will be disqualified)

9. ADDRESS FOR COMMUNICATION:

Ministry of Transport and Civil Aviation

Umar Zahir Office Building (3rd floor)

Orchidmaa Hingun

Hulhumale

Republic of Maldives

10. SUBMITTAL:

Proposals including section 2 forms shall be submitted latest on 4th January 2024, at 11:00 hours, to Ministry of Transport and Civil Aviation, Umar Zahir Office Building (3rd floor), Orchidmaa Hingun, Hulhumale.

SECTION 2

Form 1 – Checklist

#	List of Documents to be Submitted	From Bidders Side	From MoTCA Side
1.	Bid Submission Form 2		
2.	Company Registration (If a company is submitting the bid)		
3.	SME Registration Certificate (If a company is submitting the bid)		
4.	MIRA / GST Registration Certificate (If applicable)		
5.	Tax Clearance Report (3 months validity) (If applicable)		
6.	Profile of bidder		
7.	Quotation (If GST registered price should be GST inclusive)		
8.	Quotation Validity minimum 60 days		
9.	Duration of the Work in days (4 weeks must be mentioned in the quotation)		
10.	If there is a relative working in the Ministry of any Departments of the Ministry, please submit a letter stating the name and relation of the said employee.		
11.	Work Experience documents in the relevant field. Showing duration of relevant experience.		
12.	Valid Audit License copy (If a company or a partnership is submitting the bid, it should provide Audit License for one or more persons who will be working with the ministry.)		

Form 2 – Bid Submission Form

1.	Bidders Information		
1.1.	Name		
1.4.	Address		
1.5.	Phone		1.6. Email
2.	Bid Information		
2.2.	Announcement Number	(IUL)472/472/2023/80	
4.	Bidders Declaration		
4.1.	We submit the bid to provide the proposed service /scope work at above mentioned.		
4.2.	We agree to commence and complete the service/proposed work according to the ToR.		
4.3.	We agree to sign and enforce the agreement accordingly within the validity period of 60 (Sixty) days after bid submission date.		
4.4.	We agree that the aims, objectives, outputs, deliverables specified in this ToR will be met. We accept that MoTCA reserves the right to reject this proposal should this requirement be found unfulfilled.		
Name			
Designation			
Signature			
Date			

Previous Relevant Work Experience

Detail of Relevant Work Experience				
#	Project Name/ Designation	Client Detail	Year	Duration