ANTI-CORRUPTION COMMISSION

Terms of Reference (TOR) of Software Solutions and Services Support

1. Summary

Titles	Term of reference for software development, automation, and digitalization for the Anti-Corruption Commission of Maldives.
Purpose	The Anti-Corruption Commission of Maldives is committed to improving the work environment to develop sophisticated automated intranet software and digitalized infrastructure.
Location	Anti–Corruption Commission of Maldives.
Duration	2 years
Reporting to	The vendor will report directly to the Head of Information Communication Technology Section or the assigned Project Manager.

2. Background

The Anti-Corruption Commission of Maldives (ACC) is committed to improving the work environment to develop sophisticated and digitalized infrastructure. In line with this commitment, we are seeking to outsource our software development and services support to a qualified retainer. This strategic initiative aims to enhance our digital infrastructure, with a primary focus on developing and integrating software solutions tailored to our organizational needs.

As the custodian of anti-corruption efforts, the ACC plays a pivotal role in minimizing and preventing corruption-related activities. To further strengthen our capabilities, we currently utilize a Case Management System (CMS) that requires refinement and integration. This project encompasses the development and enhancement of our intranet software, integration of the CMS with task and mail management systems, and the automation and development of a Human Resources Capital Management System (HCM) HR software.

3. Project Scope

The scope of the software development and services support project encompasses a comprehensive initiative aimed at fortifying the digital infrastructure of the Anti-Corruption Commission of Maldives (ACC). The primary focus is on the development, enhancement, and integration of software solutions tailored to optimize organizational processes.

3.1 Development of sophisticated digital infrastructure and automation of commission workflow and environment.

3.2 Upgrade and development of existing software integration with new developments.

3.3 Provide comprehensive documentation for the developed systems, including technical specifications, APIs, and system architecture.

3.4 Comply with industry standards and best practices for data protection.

3.5 Include user manuals for administrators and end-users.

3.6 Design and develop the systems to be scalable to accommodate future growth.

3.7 To provide technical training and end-user training required.

3.8 Conduct thorough testing, including unit testing, integration testing, and user acceptance testing.

3.9 Implement a continuous testing and integration process to ensure code quality.

The scope encompasses software development and automation for these features. It is the responsibility of the vendor or individual to ensure code security, optimize performance, and ensure compatibility with available hardware.

4. Project deliverables

The project is expected to be completed within a 2-year agreement, with deliverables including:

4.1 Develop a secure and user-friendly Intranet Software that facilitates internal communication, document sharing, and collaboration.

4.2 Support integration with existing systems, including the Case Management System (CMS) and Human Resources Capital Management System (HCM).

4.3 Inventory Management System with stock management.

4.4 Digital Archive solution with OCR (Can recognize Dhivehi text and search docs by using Dhivehi keywords).

4.5 Website enhancement and development.

4.6 Website portal for criminal records automation and enhancement.

4.7 SMS sending mechanism integrated into needed applications such as HR and CMS.

4.8 Appointment system - members meetings and others through a system.

4.9 Enhancement of HR grievance module and development.

4.10 Optimize the performance of the existing CMS to ensure efficient case tracking and management.

4.11 Implement customizable reporting features for data analysis and development of management module.

4.12 Develop interfaces to seamlessly integrate the Task Management System with the Case Management System.

4.13 Development of an integrated Mail Management System to enhance communication within the ACC of Maldives.

4.14 Ensure compatibility and synchronization between the systems. Automated HR processes, including employee onboarding, leave management, and performance evaluations.

4.15 Develop a user-friendly interface for HR personnel and employees.

4.16 Enhancement of HCM or development with Appraisal module for unified data management.

4.17 Efaas integration with ACC application.

4.18 Job portal development and integration with HR software.

5. Qualification and Requirements of the Individual Contractors

5.1 Minimum 03 years of experience in software development in C Sharp, MSSQL, ASP.NET, MVC WEB Application, or PHP (Laravel) with either MySQL, MSSQL, MongoDB, or MariaDB.

5.2 Proficient understanding of SQL and experience in administering production-level databases.

5.3 Strong programming background with expertise in modular-based programming.

5.4 Experience and in-depth knowledge in HTML, CSS, JavaScript, Webserver administration, and other relevant open-source web development tools.

5.5 Familiarity with modern UI frameworks like React, Angular, or VueJS.

5.6 Good interpersonal skills and a proven ability to work in a highly team-oriented environment.

6. Intuitional Arrangements

The vendor will report directly to the Head of Information and Communication Technology Section, or a person assigned by the Head of Information and Communication Technology Section (or Assigned Project Manager)

6.1 Role of the Vendor
6.1.1 The Vendor is responsible for providing his/her technical expertise to produce the expected outputs. 6.1.2 The Vendor shall be responsible for his / her lodging in the field works and tasks completed. 6.1.3 The Vendor shall report on and submit the above deliverables under this assignment to the assigned person, acting as the focal point for the project. 6.1.4 The Vendor needs to maintain daily communication with the ICT Section as and when problems emerge during the software development project period, especially if they affect the scope of the job.

6.2 Role of ACC focal point
6.2.1 The ACC Project Manager will act as the focal person to interact with the Vendor to facilitate the assignment, facilitate the field mission, facilitate the review of each output, and ensure the timely generation of comments from stakeholders on each output. 6.2.2 The ACC Project Manager will provide overall quality assurance for this software development project on behalf of ACC. 6.2.3 The ACC Project Manager will review deliverables for payment release for the vendor's work.

7. Evaluation Criteria

The parties who get 50% and above of allocated weight in Technical Evaluation (in Proposal & Experience (Combined)) will be qualified for interview.

Technical Evaluation	40%
Financial Proposal	60%
TOTAL	**100%**

Criteria for Technical Evaluation

TECHNICAL EVALUATION	Proposal	10%	40%
	Experience	15%	
	Interview	15%	

Evaluation Criteria Detail

	Point	Score
Section 1. TECHNICAL EVALUATION	**40%**	
Proposal 10%		
This section will be assessed based on the Proposal submitted by the vendor.		
Addressing Scope and Deliverables (10%)	10%	
Experience 15%		
This section will be assessed based on submitted documents that indicate experience.		
Minimum 03 years of experience mentioned in Section 5.1 of Section 5 (15 %). *The experience of the team leader and other team members will be evaluated separately. For team members experience will be calculated based on total average years of experience.*	15%	

- **Team Leader**

	3-5 yrs.	5	Pts.	
	6-7 yrs.	10	Pts.	
	7+ yrs.	15	Pts.	

● **Team Members**				
	3-5 yrs.	5	Pts.	
	6-7 yrs.	10	Pts.	
	7+ yrs.	15	Pts.	
Interview 15%				
This section will be assessed based on interview			15%	
Section 2. FINANCIAL PROPOSAL			**60%**	
The lowest bidder receives 60 points for the financial proposal, with further points going to the next price depending on that percentage.				
TOTAL			**100%**	

8. Conflict of Interest declaration

8.1 Any party submitting to the tender must make a formal (written) Declaration of Conflict of Interest in the event of any such existence. This involves having a close relative or a close associate working on the preparation, selection, and supervision of the contract.

9. Institutional Arrangements

9.1 The vendor is to work along with the Information and Communication Technology team of the Commission. The Commission will provide guidance and technical feedback on developing the softwares and will monitor the process.

10. Intellectual Property

10.1 The Vendor shall not use any intellectual property of the Commission without the prior approval of the Commission. The final deliverables will become a product of the Anti-Corruption Commission.

11. Payment

12.1 Payment will be made in terms of Maldivian Rufiyaa (MVR), based on satisfactory completion of the project as agreed with the Commission on monthly basis. ACC will sign a legal contract with the selected vendor or development team, which will be according to Maldivian Laws. During the process, the developer(s) are requested to guarantee the quality of final products as required.

12. Proposal Submission

12.1 Interested and qualified applicants should submit their proposals (in English or Dhivehi) on before the deadline with the following documents:

12.1.1 Proposal (Scope and Deliverables along with Vendor Profiles and Detailed Curriculum Vitae(s) of Team members.)

12.1.2 Reference Letter(s) of the Team leader and the Team members – (from similar work undertaken)

12.1.3 Tax clearance report (for firms and SP's) (Document date should fall within the last 3 months of tender date)

12.1.4 GST registration certificate copy (for those required to pay GST)

12.1.5 Business registration certificate copy (for firms and SP's)

* The **page numbers** and **total number of pages** should be indicated on **each page of the proposal.**
* The proposal shall be **sealed in the envelope** and must be **addressed to the Anti-Corruption commission** with the **announcement number.**

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