Ministry of Transport and Civil Aviation
Male'
Republic of Maldives

REQUEST FOR PROPOSALS ON

ICT Management Consultancy Service (System and Network Administrator) to support operations of the Ministry of Transport and Civil Aviation

Reference number: (IUL)472-ADM/472/2024/48

Date: 27th June 2024

SECTION 1

1. INTRODUCTION

Due to Decentralization Act 7/2010 (Section 75), states that the revenue earned from various fees, the beneficiary must be the Island or the Atoll council. To implement this, the previous practices of the fees being charged for various registration and license fees in respect of Sea and Land Transportation now must be benefitted to the relevant Atoll or the Island Council. Administering this fee via Ministry of Transport and Civil Aviation in transferring to City, Atoll and Island council requires a sophisticated software to be designed, developed and implemented. The Ministry of Transport and Civil Aviation being the leading agency in arranging this fee transfer that are relevant to Atoll and Island council is now in the software implementation stage.

2. HIRING OFFICE

Ministry of Transport and Civil Aviation (MoTCA)

3. PURPOSE OF CONSULTANCY SERVICE

Ministry of Transport and Civil Aviation is seeking a well-qualified and experienced ICT and Management Consultancy service provider to work closely and assist the in-house IT section as System and Network Administrator. The Systems and Network Administrator is responsible for the design, implementation, and maintenance of the organization's computer systems and network infrastructure. This includes ensuring the availability, performance, and security of all systems and networks, as well as implementing and maintaining backups and disaster recovery plans. The Systems and Network Administrator also works closely with other IT staff to troubleshoot and resolve issues related to systems and networks.

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

Scope and diversity of assignment:

Note: The Consultancy Service Provider should ensure the following scope of work is fulfilled.

System and Network Infrastructure:
- Design, implement, and maintain the organization's computer systems and network infrastructure.
- Ensure the availability, performance, and security of all systems and networks.
- Troubleshoot and resolve issues related to systems and networks.
- Work closely with other IT staff to identify and resolve problems.
- Stay current with new technologies and best practices related to systems and networks.
- Install, configure, and maintain Linux and windows servers.
- Monitor server performance and troubleshoot issues.

Backup and Disaster Recovery:
- Develop and maintain backup solutions for data and systems.
- Create and regularly update disaster recovery plans.

Data Migration:
- Plan and execute data migration projects efficiently.
- Database handling & extract data from database.

Docker Management:
- Deploy, manage, and monitor Docker containers.
- Ensure the scalability and reliability of Docker environments.
- Troubleshoot container-related issues and optimize Docker configurations.

Web Server Administration (Linux):
- Configure and maintain web servers (e.g., Apache, Nginx).
- Monitor and optimize web server performance.

Web Application Firewall (WAF):
- Implement and manage a Web Application Firewall.
- Monitor and respond to security incidents.
- Stay updated on the latest web application security trends and best practices.

TIME FRAME

One year (Renewable contract based on performance).

4. WORK HOURS

Working hours in the Ministry of Transport and Civil Aviation in Hulhumale shall be from Sunday to Thursday, from 08:00 to 14:00, excluding government holidays. Consultants are required to report physically to the office. Additionally, if the Ministry of Transport and Civil Aviation requests additional work in the related field, the consultancy service provider must cooperate and contribute.

5. PLACES WHERE SERVICES ARE TO BE DELIVERED

The consultancy service provider shall be working at the Ministry of Transport and Civil Aviation (MoTCA).

If the service is provided by a company, then 1 staff should be working at the Ministry of Transport and Civil Aviation (MoTCA).

6. DELIVERY DATES AND HOW WORK WILL BE DELIVERED

Milestones, outputs, and deliverable target dates will be assigned upon selection. The consultancy service provider will deliver the work on a monthly basis based on the assigned targets.

7. MONITORING AND PROGRESS CONTROL, INCLUDING REPORTING REQUIREMENTS, PERIODICITY FORMAT AND DEADLINE

The Consultancy service provider will be supervised by MoTCA and is expected to work closely with the Ministry.

The Consultancy service provider will be responsible for the quality and timeliness of the outputs but will receive support from MoTCA.

8. REQUIRED 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.

Competency and Required Experience:

1. Minimum 2 years of experience as a System and Network Administrator or related post or related service provided by the firm.

2. Business management skills, project management skills, effective communication.

3. Knowledge of handling databases and extracting data from databases developed on MS SQL Server.

4. Knowledge and expertise in data migration work

9. INPUTS / SERVICES TO BE PROVIDED BY IMPLEMENTING PARTNER (E.G. SUPPORT

SERVICES, OFFICE SPACE, EQUIPMENT), IF APPLICABLE

Consultancy service providers:

1. Fulfil the terms stipulated in the contract and the ToR through review of data, documents, email communications, Teams 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 Consultancy service provider at any time during the consultancy service period.

Ministry of Transport and Civil Aviation:

- Assign a focal point to work with the consultancy service provider.
- Provide the relevant documents.
- Referral document stating
  o the appointment of consultancy service provider
  o nature of consultancy
  o duration of the project
  o request for compliance to the consultancy service providers 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.
  o Facilitate communications to gather data as required for the report
  o Monitor and facilitate the progress of the assignment
  o Review and provide comments to the deliverables in a timely manner
  o Facilitate necessary contacts
  o Make payments upon completion of assigned deliverables.

10. OTHER RELEVANT INFORMATION OR SPECIAL CONDITIONS, IF ANY

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

Basis of payment:
Payments based on acceptance of the deliverables following submission of monthly invoices.

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

Ownership of output:
Ministry of Transport and Civil Aviation

11. EVALUATION CRITERIA

The consultancy service providers shall be evaluated in the following categories.

a) **Educational Qualification:** 35% - (relevant degree and above = 20 points, Diploma = 15 points)

Note: Educational certificates should be accredited, and if a firm is submitting the bid, the firm should mention the person's educational certificates for which he or she will be working under this ministry.

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

Note: Work experience will be evaluated based on the number and relevancy of references (letters submitted should include all the work done) submitted by the consulting service provider. And if the letters are not relevant to this scope, they will not be counted. And submitted reference letters should have a stamp or seal. Bids with the greatest number of relevant references will be awarded 100% for this section, with other respective bids receiving marks in proportion.

c) **Practical Exam:** 20%

Note: The consultant will be assessed with a practical exam. If a firm is submitting the bid, it should mention who will be coming for the practical exam. And that person should be the one who will be working with MoTCA during the consultancy service period. The consulting service-provider firm should provide a letter stating the name and NID of the person who will be assessed.

d) **Interview:** 15%

Note: The consultant will be assessed with an interview based on this RFP's number 9 (Additional Competency's section). And if a firm is submitting the bid, it should mention who will be coming for the interview. And that person should be the one who will be working with MoTCA during the consultancy service period, and that person should also be the one who will be completing the practical exam. The consulting service-provider firm should provide a letter stating the name and NID of the person who will be assessed.

12. REMUNERATION

The service provider will receive a monthly payment shall be between MVR 30,000 to MVR 35,000 which will be based on qualification and experience. Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the price should be entertained.

Payment will be subject to completion and acceptance of the work by MoTCA.

13. ADDRESS FOR COMMUNICATION:

Ministry of Transport and Civil Aviation

Umar Zahir Office Building (3rd floor)

Orchidmaa Hingun

Hulhumale

Republic of Maldives

14. SUBMITTAL:

Proposals including section 2 forms shall be submitted latest on 27th June 2024, at 11:00 hours, by emailing to procurement@transport.gov.mv and if the mentioned section 2 forms are missing the bidder will be disqualified as missing documents.

SECTION 2

Form 1 – Checklist

#	List of Documents to be Submitted	▱ ▱	Page No.
1.	Bid Submission Form 2		
2.	ID card copy (If individual person is submitting the bid)		
3.	Company Registration (If a company is submitting the bid)		
4.	SME Registration Certificate (If a company is submitting the bid)		
5.	MIRA / GST Registration Certificate (If applicable)		
6.	Tax Clearance Report (3 months validity) (If applicable)		
7.	Profile of bidder		
8.	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.		
9.	Work Experience documents in the relevant field. Showing duration of relevant experience.		
10.	Educational Qualification Certificates (If a company is submitting the bid, it should provide educational certificates for one or more persons who will be working with the ministry.)		
11.	Form 3 - Previous Relevant Work Experience		

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-ADM/472/2024/48	
4.	Bidders Declaration			
4.1.	I submit the bid to provide the proposed service /scope work at above mentioned.			
4.2.	I agree to commence and complete the service/proposed work according to the ToR.			
4.3.	I agree to sign and enforce the agreement accordingly within the validity period of 60 (Sixty) days after bid submission date.			
4.4.	I agree that the aims, objectives, outputs, deliverables specified in this ToR will be met. I accept that MoTCA reserves the right to reject this proposal should this requirement be found unfulfilled.			

Name		
Designation		
Signature		
Date		

Form 3 - Previous Relevant Work Experience

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

Note:

TOR experience to counted for eligibility and evaluation, letters/certificates which show the duration and include all the work done like programing language, type of database used etc. must be included for every project in this table along with supporting documents. If not, we won't be counting on experience.