

Terms of Reference

Developing MITDC (Maldives Integrated Tourism Development Corporation) official Website

1. Background

Maldives Integrated Tourism Development Corporation (MITDC) is a 100% Maldivian Government State Owned Enterprise and has been mandated with the development of integrated tourism in local inhabited islands of the Maldives.

2. Objective

The Maldives Integrated Tourism Development Corporation (MITDC) is seeking a qualified web development firm or individual to redesign and upgrade our existing website to enhance transparency, user engagement, and accessibility. The revised website will provide comprehensive information about our mandate, projects, and activities, and will comply with Right to Information (RTI) requirements.

The primary objectives of the website redesign are:

- To create a user-friendly, visually appealing, and responsive website.
- To enhance the transparency of MITDC's operations by providing easy access to key information.
- To improve user engagement through interactive features and multimedia content.
- To ensure compliance with RTI requirements by proactively disclosing necessary information.

The web site is preferred based on the following technologies:

- MVC – Framework (preferably Laravel 7 or higher)
- PHP
- MySQL

3. Scope of work

Scope of the project consists of two primary areas of work:

3.1. Development of the website

- One off development of a responsive website with CMS (content management system) on an iterative basis in a process involving Maldives Integrated Tourism Development Corporation project team to accommodate any design preferences.
 - Develop a project plan defining the following (to be submitted with bid proposal):
 - o Timeline or duration for Content development / Requirement Analysis
 - o Budget allocation
 - o Documentation process
 - o Roles and Responsibilities of development team
- Collaborate with Maldives Integrated Tourism Development Corporation to finalize design of the website. Any alterations to the design and approaches taken to make the system user-friendly or function better shall be shared and agreed upon at these meetings.
- Provide details of the approach taken to test the functionality of the website

- Develop a documentation of the website including the following:
 - o User Manual
 - o Data dictionary
 - o User roles and responsibility
 - o Graphical representations of website workflows (UML diagrams)
 - o Recommendations for hosting and storage space for best performance
- Train MITDC staff to use the CMS and its administrative controls

3.2. Maintenance

- Continued maintenance of the website and CMS for a proposed time duration, which would include applying any required security patches and fixing bugs.
- Help with content update if the required content updates cannot be made through CMS. (note that this does not include website redesign or development)

4. Development

4.1. Features

- Should allow users to have multiple roles with appropriate access and restrictions based on the level of user role allow different users to have distinct levels of access to the website to upload content.
- Site admins should be able to add multiple forms of multimedia and publish graphs through the CMS
- Date stamp should be available for all postings
- Accessible, intuitive, clean, and responsive website design that does not leave out information when viewed on different devices.
- should have an interactive contact us page for site visitors to send queries through the page which validates their email address for successful submission
- website should be optimized for all browsers
- Search function for website content through free text search for keywords on the site and downloadable / viewable files or media.
- should be developed in a manner where users with slower bandwidths will not experience slow or failed interactions
- Ability to create microsites within the website.

4.2. Structure

The draft content structure of the website is as follows. (subject to change during project definition phase)

4.2.1. Home page

- o A brief introduction to MITDC
- o A section to display up-to-date news
- o A section to display recent events
- o A section to display recent projects

4.2.2. About page

- o Detail about MITDC

Developing MITDC official website

- Mission & Vision
- A section for board directors with pictures of appointees
- A section for management team with pictures of appointees
- 4.2.3. News
 - A page dedicated for all news related to MITDC
 - Include multimedia content such as videos, photo galleries, and virtual tours.
- 4.2.4. Events
 - A page dedicated for all events organized by MITDC
 - Include multimedia content such as videos, photo galleries, and virtual tours.
 - Should have redirection capability to any such event related websites
- 4.2.5. Projects
 - A page dedicated for all projects initiated/completed by MITDC
 - Include multimedia content such as videos, photo galleries, and virtual tours.
- 4.2.6. Transparency Portal
 - This Develop sections for Financial Information, Policies and Guidelines, Strategic Plans, and Public Procurement.
 - Ensure easy access to reports, publications, procurement notices, tenders, and bids in accordance with Information commission guidelines
- 4.2.7. Contact us
 - This page will contain the contact details of MITDC and an in-built feedback system which allows visitors to post query's

5. Deliverables

- a. Upon signing of the contract, the contracted party is required to arrange meetings with MITDC project team to finalize and approve a website design to move forward with the development.

- b. As stated in section 3.1 a timeline should have been submitted along with the bid proposal, consequently upon finalization of the design the contracted party is required to deliver a working prototype or a beta version of the website and the definitive version of the website in correspondence to the given timeline
- c. Provide details of white-box testing carried out on the website
- d. Prior to final handover of the website, the contracted party should allow MITDC project team to carry out black box testing on the website.
- e. All users must be trained based on the roles and responsibilities defined by MITDC or TOT sessions must be provided if necessary
- f. The contracted party will be required to provide maintenance services mentioned in section 3.2. for the duration of 6 months with no additional charges for the services.
- g. The implementation process will commence after the final handover of the following:
 - o Full source code including all the developed libraries
 - o Full documentation of the website development including process undergone in each development stage, UML diagrams, wireframes, and sitemaps
 - o User Manuals
 - o All user and admin details/passwords and rights
 - o Recommendations on hosting platform for best performance of the website

6. Terms and Conditions

- a. On approval of design template by MITDC, development shall commence immediately.
- b. The final deliverable website should fulfill highlighted features in **Section 4.1 & Section 5**
- c. Black-box testing shall be done with the focal point appointed by MITDC after development.
- d. Weekly progress meetings shall be conducted with the focal point appointed by MITDC after initiation of the website development phase
- e. The contracted party should agree upon a maintenance period of 1 (One) year from the time the website is handed over to MITDC.
- f. The contract period is from once the contract is signed till the end of the support period stated in the point above.

7. Proof of Experience and other required documents

- Proven minimum 3 years of work experience in website development along with reference letters of work completion.
- Each party may submit only one bid.
- Bids should be submitted in two separate envelopes.

Envelope 1

- Business Registration Certificate
- GST Registration Copy
- MIRA Tax Clearance (date not more than 30 days)
- Business Profile Sheet issued by Ministry of economic Development (Dated not more than 30 days)
- *If a company*, Board Resolution on participating in the bid.
- Portfolio or profile of The Firm displaying previous works.
- Proof of ability to undertake this assignment, in the form of reference letters (of relevant work)
- CVs of team / individuals.
- A proposal on how the applicant will undertake this assignment, with methodology, timeline, and initial mockup.
- Proposed Work Plan

Envelope 2

- Bid Submission Letter

Bids should be submitted to MITDC on 27th June 2024 at 1130 hours.

Maldives Integrated Tourism Development Corporation Ltd.

7th Floor, M. Iris

Orchid Magu, Male', Maldives

8. Queries

- Any queries or requests for clarification should be sent in writing to the below mail on or before 1500hrs on 26th June 2024.

Email: info@mitdc.com.mv

Subject Header: MITDC Website Development

- Unless notified by announcements or direct written communication, no changes will be allowed in the Bid Submission details or deadline.

8. Evaluation Criteria

The evaluation of the service providers will be weighted both in terms of the price and experience, where the scoring will be distributed as follows:

Criteria	Score
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Financial Proposal	20
- Clear financial proposal of proposed fee in MVR inclusive of GST	
Experience with web development projects	50
- Portfolio displaying previous works with minimum 3 reference letters	20
- CVs of team/individuals supported by letters of individual portfolio displaying personal work experience.	20
- Knowledge/qualification on software development (PHP, Laravel, database concepts etc.)	10
Implementation	30
- Maintenance period	10
- Proposed delivery time for the website.	20

9. Intellectual Property

The Firm must agree explicitly that all components of the works submitted are indeed original creations of the firm. Any intellectual property infringement, misuse, or plagiarism of another's work in any form or state will result in immediate termination of the contract.

MITDC will not bear any responsibility for the Firm's illegal or inappropriate use of copyrighted material and the Consultant agrees to bear full responsibility for any consequences for such actions.

The website and all related material shall remain the sole property of Maldives Integrated Tourism Development Corporation.

Format of Bid Submission (to be completed by Each Bidder and included in the bid submission)

To:
The Maldives Integrated Tourism Development
Corporation Ltd. 07th Floor, M. Iris
Fareedhee Goalhi, Male', Maldives

Project: MITDC Official Website Design

Having examined the documents and all relevant Amendments / Addendums for the execution of the Project, we the undersigned, offer to execute and complete the works wherein in conformity with the Bid Documents for the prices quoted as follows:

#	Project	Proposed pricing (MVR)	Payment Terms
1	MITDC Official Website Development		

We understand and agree that if our Bid is accepted that we shall be available to commence works within seven days of receipt of the Letter of Award and to execute the works in accordance with the Service Agreement until completion of the Project or until termination of the contract by the Employer.

We agree to abide by this Bid and to remain available for execution of the Service Agreement for a Bid Validity of 30 days from the date of Bid Submission and that the price submitted shall remain binding until completion of this validity period regardless of whether the Employer has issued an acceptance to another party.

We accept that once the Letter of Award is issued to us, this Bid, together with the Letter of Acceptance and Notification of Award shall constitute a binding contract between us and the Employer until a formal Service Agreement is signed.

We understand that MITDC is not bound to accept the lowest or any Bid you may receive and that we will not hold MITDC liable for any costs incurred by us in association with the preparation, submission, and your final decision regarding this Bid.

Date this day of2024

Signed by

In the capacity of..... having the authority to sign and submit bids

for and on behalf of

Name and Address of Signatory ...