



Terms of Reference (TOR) for the Service and Maintenance of Viya Module

1. Background

Councils' Finance Management Module (Viya Module) is one of the modules of Magey Council Portal, developed to digitalize works related to procurement and finance of local councils. It is designed to streamline the financial procedures and record keeping of local councils according to public finance legislation.

Viya Module was developed by Local Government Authority (LGA) through an external party and rolled-out to all local councils on 28 Nov 2019. Currently, it is being used by all local councils to manage its day-to-day finances.

LGA is looking for a consultant under this TOR, to work on the service and maintenance of Viya Module within the scope mentioned in this TOR.

2. Objectives

The objective of this assignment is to maintain the Viya Portal and continuously fix any bugs that arise. A bug list is provided in the Annex.

3. Scope of Work

The detailed scope of the project includes:

- Resolve current bugs in the Viya portal and continuously monitor the portal for new bugs that may arise.
- Perform routine maintenance tasks to ensure the Viya portal operates smoothly and efficiently, ensuring all components of the portal are functioning correctly.
- Maintain a log of identified bugs, actions taken to resolve them, and the status of each issue to ensure transparency and effective tracking of maintenance activities.
- Prepare and update a comprehensive developer's manual. The manual should include an ERD diagram, Data flow diagram, common troubleshooting issues and fixes, setup and deployment guide, backup and maintenance guide.



4. Deliverables

The consultant must deliver the following deliverables within the time frames provided by LGA.

- An updated developer's manual with an editable copy must be provided within 5 working days from the end of the contract. The manual should include an ERD diagram, Data flow diagram, common troubleshooting issues and fixes, setup and deployment guide, backup and maintenance guide.
- Detailed reports of work completion, in a format provided by LGA, must be submitted within 5 working days from the end of each month.
- An updated log of identified bugs, actions taken to resolve them, and the status of each issue to ensure transparency and effective tracking of maintenance activities.

5. Roles and Responsibilities

5.1 The Consultant

- Attend meetings related to works within the scope of work, with an advance notification (48 hours) during the duration of the project.
- Share updates (in writing, as deemed necessary) regularly with staff using Viya within LGA 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.

5.2 Local Government Authority

- LGA shall provide a list of existing issues in the system.
- LGA shall provide the format for the work completion report.
- LGA shall grant system access to the consultant for performing duties under this TOR.



Local Government Authority

Atoll Post Building, Boduthakurufaanu Magu, Male', Maldives

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6. Qualification and Experience

The following mandatory qualifications and expertise will apply to the person/staff assigned for the project, from both individuals (sole proprietors) and companies/firms. Education and Experience marks will be awarded based on the assigned person/staff's qualifications and relevant work experience.

- MNQF level 9 qualification in related field (Information Technology / Software Development / Software Engineering) along with at least 2 years of work experience in programming using .NET;
or
- MNQF level 7 or 8 qualification in related field (Information Technology / Software Development / Software Engineering) along with at least 4 years of work experience in programming using .NET;
or
- MNQF level 5 or 6 qualification in related field (Information Technology / Software Development / Software Engineering) along with at least 6 years of work experience in programming using .NET;

7. Evaluation Criteria

Experience:

- 5 years above – 5marks
- 4-5 years – 3 marks
- 2-3 years - 2 marks

Education:

- Level 9 (5 marks)
- Level 7- 8 (3 marks)
- Level 5-6 (2 marks)

Price: 90 Marks

- Marks will be given on fraction basis.





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- Note: During the evaluation, the regulation number G-23/2023 " ބަޔާންކޮށްފައިވާ ގޮތުގައި " ބަޔާންކޮށްފައިވާ ގޮތުގައި " ބަޔާންކޮށްފައިވާ ގޮތުގައި "

8. Confidentiality

The consultant agrees to:

- Not disclose any confidential information to third parties without written consent from LGA.
- Use the information solely for performing duties under this TOR.

9. Duration

The duration of the consultant's services is 1 (one) year commencing from the date of signing the agreement.

- Consultant is required to complete all deliverables and tasks outlined in this TOR within this specified timeframe.
- Any extension of the duration will be subject to mutual agreement between the LGA and the Consultant and will require a formal amendment to this TOR.

10. 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 stipulated time frame, fines will be calculated and applied on payments as stated in the Public Finance Act and Public Finance Regulation of Maldives

Should total fines charged, exceed 15% of total contract value, LGA holds the right to terminate the contract from that date. Furthermore, Local Government Authority 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.





11. Documentations required:

- 11.1 A letter of Interest (90 Days validity)
- Technical proposal
 - The technical proposal should detail the implementation plan of the deliverables, clear timeline/workplan for the project, details of previous related or similar projects and extracts of, or links to similar work by the assigned person/staff for the project.
- 11.2 A Quotation
- 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, including professional fee, internal travel cost, taxes, or any other applicable costs to be incurred by the consultant in in completing the assignment.
- 11.3 Experience letters
- The experience letters must be issued by a government entity or a government-owned company to the assigned person/staff. The document should meet the following criteria:
 - It must be a Work experience or similar document that confirms work experience of assigned person/staff.
 - The document must clearly state the nature of the work performed, the duration of the work.
 - The document must specifically indicate that the applicant has experience in programming using .NET.
- 11.4 Attested Educational Certificates
- These certificates must be attested by a recognized authority to verify their authenticity and to confirm that the educational qualifications meet the required MNQF levels as specified in the mandatory qualifications section.
- 11.5 Certification of business registration or business profile generated from economic ministry, business portal
- 11.6 GST registration certificate If applicable. If not GST registered MIRA registration certificate.



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11.7 SME registration certificate if applicable.

Incomplete proposals may not be considered for evaluation.

12. Further Information

Further information will be provided upon request through email to info@lga.gov.mv. In this context, the Local Government Authority invites interested candidates to send applications, along with relevant documents to:

Local Government Authority,
Atoll Post Building,
Boduthakurufaanumagu,
Male', Republic of Maldives
Phone: 3013100 (09:00 - 14:00 of working days)
Email: cd@lga.gov.mv
Due Date: 08th September 2024 (Sunday) before 11:00hrs

Annex 1.
Existing bug list.
Maintenance Schedule

