

Terms of Reference (TOR) for Developers

1. Scope of Work:

The project involves developing a comprehensive Social Information Management System aimed at enhancing the efficiency and effectiveness of social service delivery. The key activities include:

a) Studying the Current Environment and Existing Interfaces:

- Conduct a thorough analysis of the current system environment and existing interfaces.
- Identify gaps, inefficiencies, and areas for improvement.
- Gather requirements from stakeholders to ensure the new system meets their needs.

b) Project Documentation:

- Develop detailed project documentation, including requirements specifications, design documents, and user manuals.
- Ensure all documentation is comprehensive and easily understandable for future reference and maintenance.

c) Designing UIs and Workflows:

- Create intuitive and user-friendly interfaces (UIs) that enhance user experience.
- Design efficient workflows that streamline processes and improve service delivery.
- Ensure the UIs and workflows are accessible and meet usability standards.

d) Migration of Existing Data:

- Plan and execute the migration of existing data to the new system.
- Ensure data integrity and accuracy during the migration process.
- Validate the migrated data to ensure it is complete and correctly formatted.

e) Data Integration

- The developers will be responsible for integrating the system with existing national data platforms, including but not limited to eFaas, Birth Registration, the National Social Protection Agency (NSPA), the Education Management Information System (EMIS), the Child Protection Database, and District Health Information Management System.

- This integration must ensure seamless data exchange and interoperability across these platforms, enabling efficient data sharing and real-time updates.
- The developers must adhere to data security standards and ensure compatibility with existing infrastructure and protocols.

This includes developing modules and sub-components in the following 9 dimensions:

- 1. Child and Family Benefits:**
 - Develop modules to manage benefits provided to children and families, including financial aid, childcare support, and educational grants.
- 2. Maternity Protection:**
 - Create systems to ensure maternity protection benefits, including leave entitlements, health care, and financial support for expecting and new mothers.
- 3. Unemployment Support:**
 - Develop tools to manage unemployment benefits, including application processing, eligibility verification, and benefit disbursement.
- 4. Employment Injury Benefits:**
 - Implement modules to handle claims and benefits for workers who suffer injuries or illnesses related to their employment.
- 5. Sickness Benefits:**
 - Create systems to manage sickness benefits, ensuring timely support for individuals unable to work due to illness.
- 6. Health Protection (Medical Care):**
 - Develop comprehensive health protection modules that facilitate access to medical care, health insurance, and preventive services.
- 7. Old-Age Benefits:**
 - Design modules to manage old-age benefits, including pensions, retirement planning, and financial support for the elderly.
- 8. Disability Benefits:**
 - Implement systems to support individuals with disabilities, providing financial aid, rehabilitation services, and assistive technologies.
- 9. Survivor's Benefits:**
 - Develop modules to manage survivor's benefits, ensuring financial support for the families of deceased beneficiaries.

The development is not limited to these 9 areas and is subject to change as per the needs and requirements of the Ministry. This scope of work aims to build a robust and scalable Social Information Management System that integrates seamlessly with existing government portals, enhances data management capabilities, and improves service delivery across all dimensions of social protection.

2. Required number:

The project requires a total of two dedicated developers.

Key Responsibilities:

1. System Design and Architecture: Design and develop a scalable architecture that can integrate with external government portals, Ensure the security and access restriction of the system
2. API Integration: Develop and integrate APIs for seamless data exchange.
3. Custom Development: Build custom modules that meet MSFD requirements.
4. Testing and Validation: Ensure all systems are thoroughly tested and validated.
5. Documentation: Provide comprehensive documentation for all developed systems.
6. Develop statistical dashboards and reports for different user levels
7. Developers are expected to implement role-based access control (RBAC) to manage and restrict access, ensuring data security and operational integrity.

3. Minimum Qualifications:

1. Bachelor's degree in Computer Science, Software Engineering, or a related field
2. At least 2 years of professional experience in software development.

4. Other Qualities:

1. Proficiency in programming languages
2. Experience with web development frameworks
3. Familiarity with API development and integration
4. Knowledge of database systems
5. Experience with cloud hosting platforms (AWS, Vultr)
6. Strong problem-solving skills and attention to detail
7. Excellent communication and teamwork abilities

5. Salary:

The salary would be MVR 35,000 per month, based on the qualifications and experience.

6. Contract period:

The selected candidates will work on an initial contract period of one year, which is extendable based on the performance and the needs of the Ministry of Social and Family Development (MSFD).

7. Reporting Requirements:

The developer will report directly to the Project Implementation and Coordination Developer. The position will operate on a flexible working schedule, where the developer is expected to manage their time effectively to ensure that all project tasks and deliverables are completed according to agreed timelines and priorities. The candidate must be available during core working hours and is expected to work on-premise for at least 25 hours per week, ensuring participation in in-person team discussions, collaboration sessions, and coordination activities as required. Based on workload and

project deadlines, developer may be required to work beyond official hours to ensure timely completion of tasks and deliverables. Monthly progress reports must be submitted in accordance with the Ministry's established monitoring and evaluation mechanisms.

8. Leave Entitlements:

Leave entitlements will be provided as follows:

- a. Sick Leave: The Developers may take Thirty (30) days of paid sick leave.
 - i. The Developers is allowed to take 15 days sick leave with medical certificate specifying the nature of the illness and recommended duration of sick leave by a licensed medical practitioner is to be submitted on the first day back at work.
 - ii. Notwithstanding the above, Developers is allowed to take 15 days sick leave without medical certificate and can be taken for two consecutive days.
- b. Family Responsibility Leave: The Developers may take Ten (10) days of paid leave in a year to attend important obligations such as attending family members during illness.

9. Security, Confidentiality and Data Protection:

Developers are required to maintain the highest standards of security and data protection throughout the project. All data must be safeguarded in compliance with relevant regulations, with strict access controls in place to prevent unauthorized access. Confidentiality and integrity of sensitive data, including encryption during storage and transmission, must be ensured. Any breaches must be promptly addressed, following established incident response and recovery protocols.

10. Ownership of Source Code and Database:

The Ministry of Social and Family Development retains full rights and ownership of the entire source code and database developed during the assignment.