

Terms of Reference (ToR)

Developer – Social Service Information Management System

1. Background:

Following a rapid assessment of the Ministry's operational workflows, existing case management mechanisms, service delivery gaps, and digital infrastructure requirements, development of the Social Information Management System, ITHAA, was initiated in 2024. As an immediate intervention to address urgent operational and case management requirements within the Ministry, ITHAA Version 1 was developed and rolled out as an interim solution to streamline case handling, strengthen interdepartmental coordination, improve record management, and reduce reliance on fragmented and manual administrative processes. Currently, all active Ministry cases are being managed through ITHAA Version 1 platform, with the system now managing more than 2,900 active cases across multiple service areas and programmes.

Building on the implementation experience, operational feedback, and lessons learned from Version 1, development of ITHAA 2.0 was subsequently initiated to establish a more comprehensive, scalable, and fully integrated Social Information Management System aligned with the Ministry's long-term digital transformation objectives and the Government's Maldives 2.0 agenda.

2. Scope of Work:

The project involves enhancing the efficiency and effectiveness of the Social Information Management System, troubleshooting errors during implementation and building capacity of Ministry's staffs to address these issues.

- **Providing technical support during implementation:**

- Identify gaps, inefficiencies, and areas for improvement.
- Address implementation issues and user feedback.
- Gather requirements from stakeholders to ensure the system meets their needs.

- **Project Documentation:**

- Develop detailed project documentation, including requirements specifications, design documents, and user manuals for Ithaa Version 2.
- Ensure all documentation is comprehensive and easily understandable for future reference and maintenance.

- **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.

3. Required Number:

The project requires a total of two dedicated developers.

4. Minimum Qualifications:

- Bachelor's degree in Computer Science, Software Engineering, or a related field or proven track record of technical expertise.
- At least 3 years of professional experience in software development.

5. Other Qualities:

- Proficiency in programming languages
- Knowledge of developing web applications with Nodejs and React ecosystem
- Knowledge of integrating with eFaas, DNR and STELCO APIs
- Knowledge of Web Content Accessibility Guidelines (WCAG) 2.0
- Knowledge of building scalable applications with GraphQL and REST APIs.
- Knowledge of AI integration strategies and developing AI Tools
- Experience with web development frameworks
- Familiarity with API development and integration
- Knowledge of database systems
- Knowledge of deploying and maintaining PostgreSQL databases
- Experienced in secure and stable hybrid hosting with Cloudflare and Digital Ocean
- Strong problem-solving skills and attention to detail
- Excellent communication and teamwork abilities

6. Salary:

The salary, based on qualifications and experience, will be MVR 32,000 per month, inclusive of pension contributions.

7. Contract period:

The selected candidates will work on an initial contract period of six months.

8. Reporting Requirements:

The coordination developer will report directly to the supervisor assigned by the Ministry. 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.

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 Health, Family and Welfare retains full rights and ownership of the entire source code and database developed during the assignment.