



## TERMS OF REFERENCE (Consulting Services)

### IT Consultant (Individual Consultant)

#### 1. BACKGROUND AND CONTEXT

The Government of the Republic of Maldives is implementing the Sustainable and Integrated Labour Services (SAILS) Project (P177240), financed by the World Bank (IDA-E0460). The Project Development Objective is to enhance social protection coverage and improve the employability of workers in the Maldives. It supports the establishment of a comprehensive labour market information system to enable evidence-based policymaking, allowing the Government to design, implement, monitor, and evaluate targeted interventions aimed at strengthening the social security system and delivering active labour market programs (ALMPs). The project also seeks to strengthen the institutions responsible for labour services and social protection.

The SAILS Project is jointly implemented by the Ministry of Homeland Security, Labour and Technology (MoHSLT) and the Maldives Pension Administration Office (MPAO). As part of project implementation, the MoHSLT intends to engage an individual IT Consultant to support the implementation of the Social Registry and the development and integration of software systems related to social protection. The consultant will be stationed at the National Social Protection Agency (NSPA) for the duration of the assignment.

#### 2. Objective

The primary objective of the proposed assignment is to design, develop and integrate software systems related to social protection using modern technologies/techniques in line with policies of NSPA to improve services delivered effectively.

#### 3. Scope of Work

##### 3.1 Application Development and Integration:

- Design, develop, and deploy in-house applications in accordance with organizational requirements and specifications
- Participate in the complete software development lifecycle, from requirements gathering and analysis through to testing, deployment, and maintenance
- Develop and implement integrations between multiple systems, including the Document Management System (DMS), NSPA Digital Services, Beneficiary Portal, and third-party applications
- Ensure seamless data flow and interoperability across all organizational software platforms

### **3.2 System Maintenance and Enhancement:**

- Maintain, modify, and enhance the Social Registry, NSPA Digital Services and eNSPA systems to ensure optimal performance and reliability
- Implement modifications and improvements to the existing Document Management System based on organizational needs and user feedback
- Ensure smooth functioning and compatibility of newly developed applications with existing systems

### **3.3 Strengthening System Security:**

- Ensuring compliance with security best practices (e.g., OWASP standards), including familiarity with the Secure Software Development Framework and related policies, as well as the Digital Service Standards published by the Maldives Digital Service
- Implementing secure authentication and access control mechanisms
- Conducting regular security assessments and vulnerability testing
- Ensuring data protection, encryption, and secure API integrations

### **3.4 Stakeholder Collaboration:**

- Collaborate with end users and stakeholders to gather requirements, identify improvement opportunities, and develop new modules for the NSPA Digital Services
- Work collaboratively with in-house and external development teams in testing, debugging, and deploying applications
- Provide technical guidance and support to team members as needed

### **3.5 Documentation and Reporting:**

- Develop and maintain comprehensive technical documentation, including system architecture, API specifications, and code documentation
- Create and update user manuals and training guides for all developed applications

- Design and implement a centralized reporting module that integrates with all key organizational applications and provides actionable insights

### **3.6 Technical Support and Problem Resolution:**

- Liaise with network administrators and IT infrastructure teams to diagnose and resolve application-related issues
- Troubleshoot and resolve technical problems in a timely and efficient manner
- Implement proactive measures to prevent system failures and ensure business continuity

## **4. Reporting requirements and time schedules for deliverables**

4.1 The Consultant shall submit monthly reports of works completed (tasks, milestones achieved), challenges faced and proposed solutions and risks or issues identified.

## **5. Data, Services and Facilities to be provided by the Client**

### **5.1. Data Access and Reports:**

- 5.1.1. The client shall ensure timely access to relevant data, databases, and systems necessary for the consultant's work.
- 5.1.2. Clear guidelines shall be provided regarding data security, privacy, and any restrictions on data usage.
- 5.1.3. The consultant may need to generate regular reports or ad-hoc analyses based on the available data.

### **5.2. Information Access:**

- 5.2.1. The client shall grant the Consultant access to relevant information sources, such as internal documents, policies, and project-related materials.
- 5.2.2. Access to specialized tools, software licenses, and subscriptions (if required) shall be provided.

### **5.3. Office Facilities:**

- 5.3.1. The client shall allocate suitable office space for the consultant, equipped with necessary infrastructure (desk, chair, computer, etc.).
- 5.3.2. Access to office amenities (printer, scanner, meeting rooms) shall be ensured.

### **5.4. Transportation:**

- 5.4.1. If the consultant needs to travel to sites or other locations, the client shall provide transportation arrangements.
- 5.4.2. Reimbursement for travel expenses should be as per Public Finance Regulation.

### **5.5. Recurrent Costs:**

5.5.1. The client shall cover any recurring costs directly related to the consultant's work, such as software subscriptions, cloud services, or licenses.

5.6. Support Staff:

5.6.1. The client shall introduce the consultant to relevant support staff (administrative, technical, or domain-specific).

5.6.2. Support staff shall assist with logistics, troubleshooting, and coordination during the consultancy period.

## 6. Duration and Remuneration

The services of the Consultant will be required for a period up to **30 June 2027**.

## 7. Minimum Required Expertise and Qualifications

- a. **PhD / Doctoral degree** in Computer Science, Information Technology, Software Engineering, or a related field **with minimum 3 years** of progressive experience in software development and systems integration. **OR;**
- b. **Master's degree** in Computer Science, Information Technology, Software Engineering, or a related field **with minimum 5 to 7 years** of progressive experience in software development and systems integration. **OR;**
- c. **Bachelor's degree** in Computer Science, Information Technology, Software Engineering, or a related field **with minimum ten (10) years** of progressive experience in software development and systems integration.

## 8. Required Technical Skills and Competencies

### a) Technical Competencies

- Demonstrated expertise in PHP development using the Laravel framework
- Proficiency in modern Java
- Script frameworks (ReactJS, Next.js, Vue.js, Node.js)
- Advanced knowledge of relational database management systems (MySQL, PostgreSQL), including database design, optimization, and query performance
- Experience with RESTful API development and third-party system integration
- Familiarity with version control systems (Git)
- Understanding of software development lifecycle and agile methodologies

### b) Professional Competences

- Excellent verbal and written communication skills in both Dhivehi and English
- Strong analytical and problem-solving abilities
- Proven ability to manage multiple tasks and meet deadlines
- Capacity to work independently and collaboratively within a team environment.