

MALDIVE GAS PRIVATE LIMITED



Designing, Developing and Implementing of Maldivian Gas Mobile Application

Terms of Reference

Prepared by Information and Communications Technology (ICT) Department

23rd March 2021

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1. Introduction

Maldives Gas Private Limited (hereafter maybe referred as MGPL or Company) invites registered software houses/companies/firms/businesses (hereafter maybe referred as Bidders/Offerors/Contractors) to submit its technical and financial proposals for Designing, Developing and Implementing a Mobile Application according to the set standards/criteria/terms/conditions outlined in this document.

This TOR provides useful information with regard to the project. These details as we understand them now are included in this document, any further clarifications or changes will be informed in vendor responses or in preparation. This is a starting point for a project plan that may evolve as opportunities present themselves.

A party will be selected based on the evaluation criteria outlined in this document.

2. Conditions for Eligibility

- Minimum of 3 similar projects must be completed (copies of contract or work order by clients or delivery receipts or reference letters by clients) should be furnished.
- Evidence of Business registration (Copy required).

3. Terms and Conditions

- Maldives Gas may share more design ideas and sketches with the selected party.
- Completed mobile application should be delivered within 60 days from the date of contract signing, for both "Play Store" and "App Store".
- Must Provide support, upon request, at least for 12 months from the delivery of the final product that is accepted by the Company, for both "Play Store" and "App Store" versions.
- Maldives Gas would prefer using open source technologies to avoid any licensing cost wherever possible. Contractor must avoid all kind of Copyright infringement.
- All information and materials used in mobile application will be a property of Maldives Gas. The contractor must submit all source code and documentation (IDE name, version used, etc) along with the final product. Maldives Gas will have the right, at its discretion, to change, modify, add, or remove portions or all of it from the Codes or from other materials that is Generated or used in this project.
- All licenses or any third party add on/plug in/service that are needed for the app to run must be on company name and must be pre approved before using them in the app.
- Must have related past experience on building and implementing such kind of products, preferably along with payment Gateways.

4. Basic overview of the features of Mobile Application

- User Registration using Mobile number (OTP and one time process)
- Send SMS to 1616 using the app to get the customer code for setting up profiles
- Default Home screen with user profiles (eg: Accounts added)
- Ordering gas using app along with payment processing (Payment Gateway Integration of BML/MIB)
- For every delivery made, customer must have a rating option to rate our service.
- Tracking Order
- Check Order history
- Check Pending Invoices for credit customers and Making Payment for it
- Complaints Log / Other services (eg: address change request.. etc)
- Notification area (Messages to end users from Company regarding promotions etc.)

5. Requirements

5.1. Technical Requirements

The mobile application should be designed taking the following into consideration.

- The design should be modern, elegant and convenient user interface / user friendly interface. Must adhere to platform specific UI standards provided by Apple and Google respectively.
- **Multiple platforms:** Native apps for iOS and Android platforms are required.
- Good performance and loading speed.
- **Languages:** The application should be in English.
- **Tools and technologies:** The contractor must provide details of tools and technologies to be used and why the chosen combination is best suited for the said project. The contractor must consider platform, security and usability while proposing a solution.
- Application in store apps will not mention the developer name, it will be published under Maldiva Gas.
- The application must include Notification feature that must be presented to end user even though the app is closed.
- Security features of highest standard for the application and Industry standard security measures must be taken and fully tested prior to deployment.
- Analytics, App Should be connected to Google analytics service or any other agreed one.
- All features/functionalities (including pictures/images or other materials) must be presented to the app via only API calls.

5.2. Functional Requirements

- **Mobile App Login (User Registration - One time / OTP)**
 - Mobile App login will require mobile number for registering user for the first time by using an OTP to authenticate the user. Upon successful authentication user will be directed to the app dashboard or Home screen.
- **Multiple Accounts at one login (Setting up profiles, Get Customer Code via SMS)**
 - The user must be able to add multiple Customer Accounts based on NID, Customer Code and contact number from the “Add Account”. Once added, these accounts will be in user’s profile until it is removed by admin or by the user.
- **Default Home screen**
 - Home screen must be user friendly, elegant and convenient.
 - Home screen may have buttons or tabs for “Track Orders”, “My Account” area that shows pending invoices for credit customers (User need to add Credit accounts as well to his/her profile by using ID and Customer Code under My Account area) and “Support” area that shows Complaint Log, Other services.
 - In addition to above, it may also shows notification area where company needs to communicate to its end users.
- **Ordering Gas**
 - Added accounts will be shown similar to a list view format, and by clicking it will process to cart details and then to payment gateway similar to our website.
- **Rating our service**
 - Upon a successful delivery, end user will be prompted by a rating screen where user need to rate our service.
- **Tracking Order**
 - Current order status will be shown upon clicking Tracking order button
- **Order History**
 - From added accounts in list view format similar to ordering gas, Order history menu will show order history for the specific account.
- **Pending Invoices for Credit Customers - My Account feature**
 - Added accounts will be shown (under “my account”) similar to a list view format, and by clicking it will show all pending invoices where user can select and make payment for it.
- **Complaints Log / Other Services - Support feature**
 - Added accounts will be shown (under “Support”) similar to a list view format, where by clicking each row will show options for complaints and Address Change request.

5.3. API Requirements and Recommendations

A separate guide will be provided to the selected party about the API requirements and recommendation. Below examples are to provide an overall architectural view of the system.



Logo for OTP screen

To get Logo for OTP screen

Http Interface

<http://xxx.maldivegas.com/jsp/AccountActivate.jsp?apikey=xxxxxxxxxxxx>

Response JSON

Status: "OK" If Successful or Error Description

LogoOtpURL: "http://xxx.maldivegas.com/OTP-Logo.gif"

OTP Activation – One time

To register and activate a user

Parameters		
MobileNo	required	Mobile number of the user

Http Interface

http://xxx.maldivegas.com/jsp/AccountActivate.jsp?apikey=xxxxxxxxxxxx&MobileNo
=+encodeURIComponent (MobileNo)

Response JSON

Status: "OK" If Successful or Error Description

Once activated – Home screen

To get Home screen details

Parameters		
MobileNo	required	Mobile number of the user

Http Interface

http://xxx.maldivegas.com/jsp/AccountActivate.jsp?apikey=xxxxxxxxxxxx&MobileNo
=+encodeURIComponent (MobileNo)

Response JSON

Status: "OK" If Successful or Error Description

LogoURL: "http://xxx.maldivegas.com/LogoSmall.gif"

ImageURL: "http://xxx.maldivegas.com/HomelImage.gif"

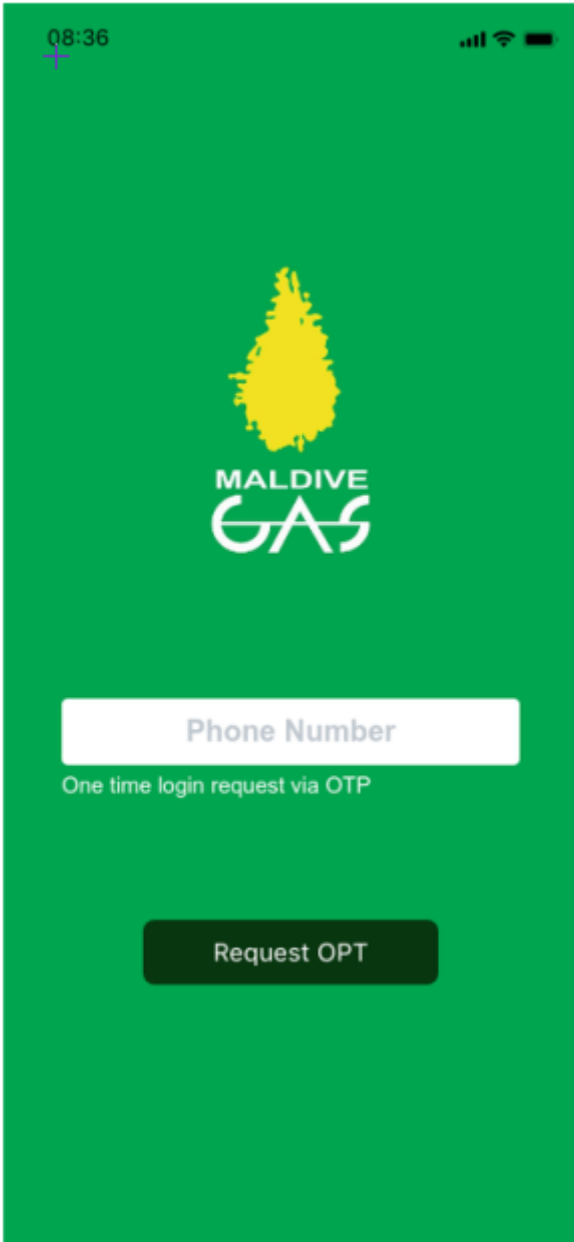
MessageBoard: "Dear Customer, You have been entitled to a free LuiFulhi.."

Accounts: "Easa Fazeel, M.Femlet-1, Lainoofaru Magu"

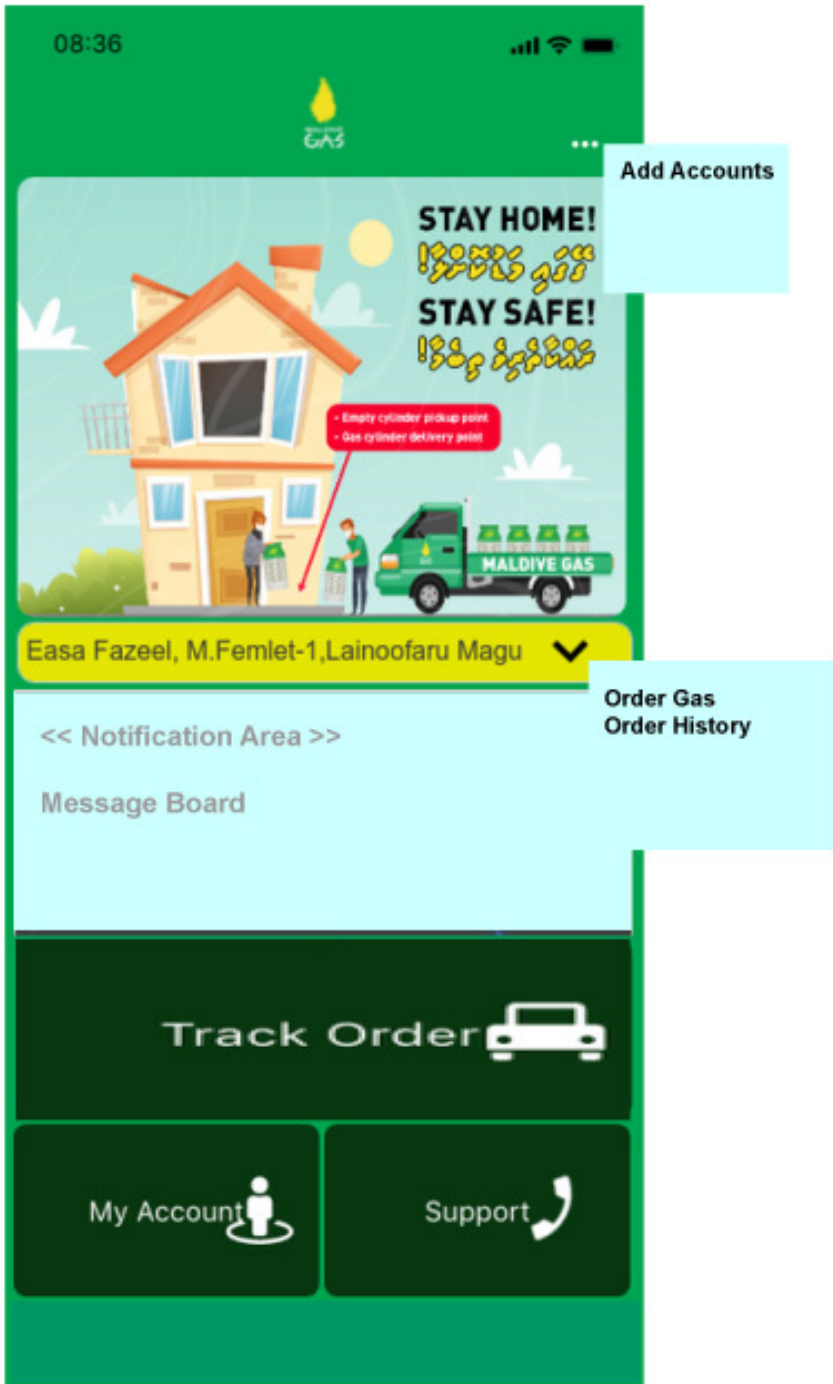
6. Design Sketches

Following designs are to provide an overview of the design concept and may not be exactly same, however, it should meet the requirements mentioned in this documents. Final design should be approved by the company before implementation.

OTP screen – Account activation (One time)



Home screen



Add Account screen (General)

08:36

633

Add Accounts

Please fill the form to continue

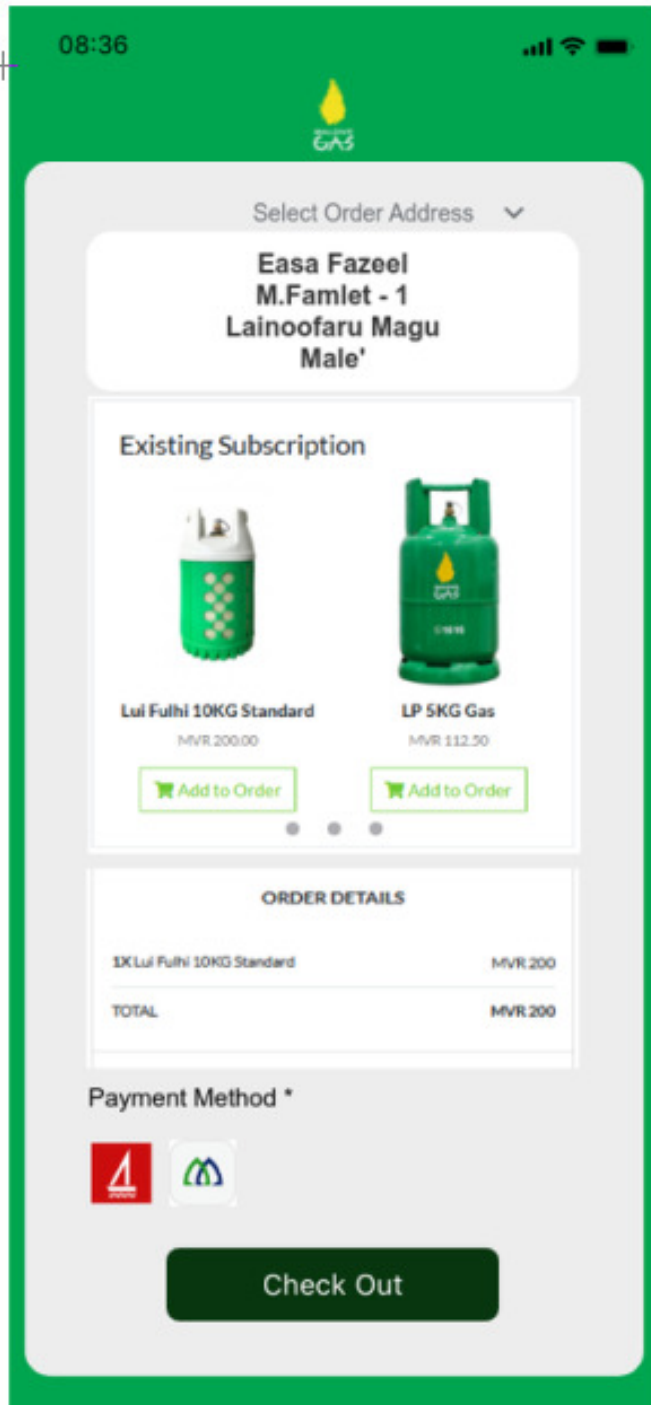
ID Card Number

Customer Code

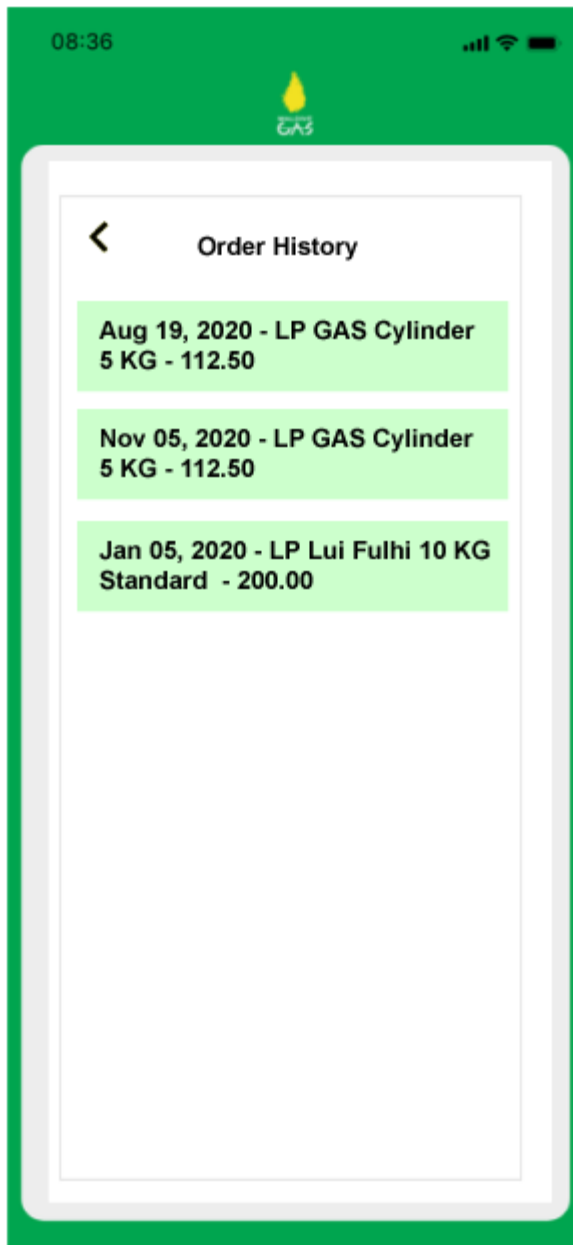
Add Account

Get Customer Code via Text

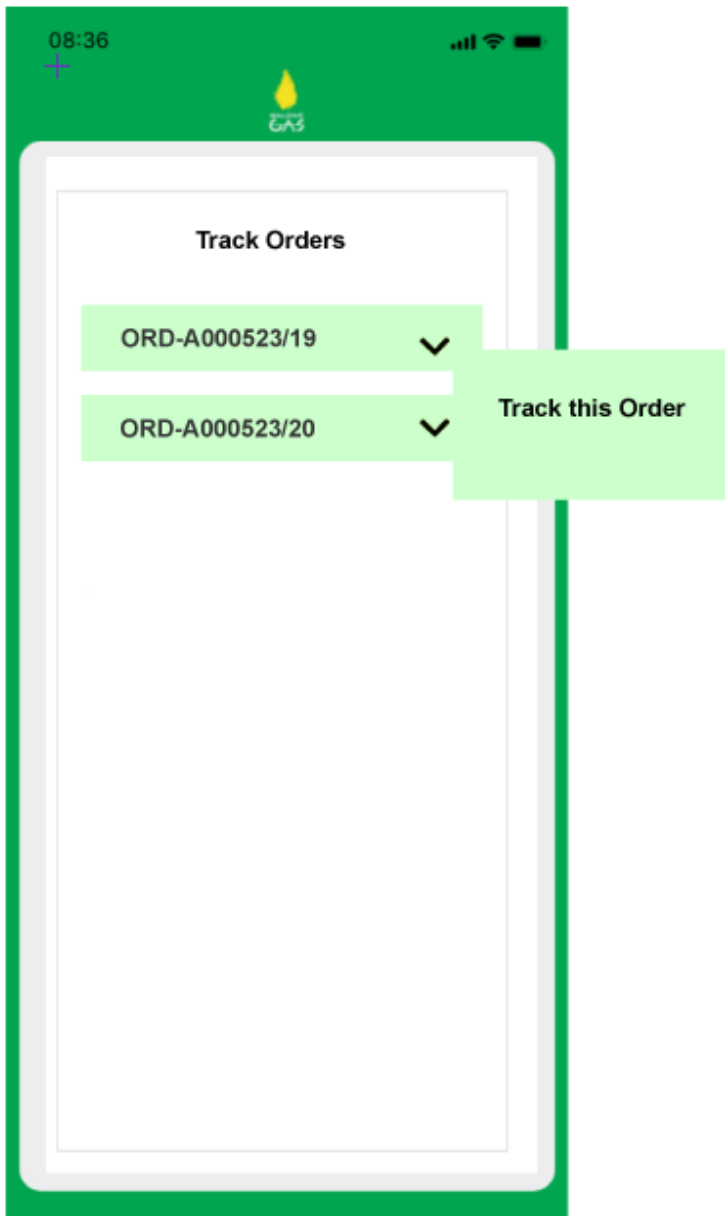
Order Gas screen



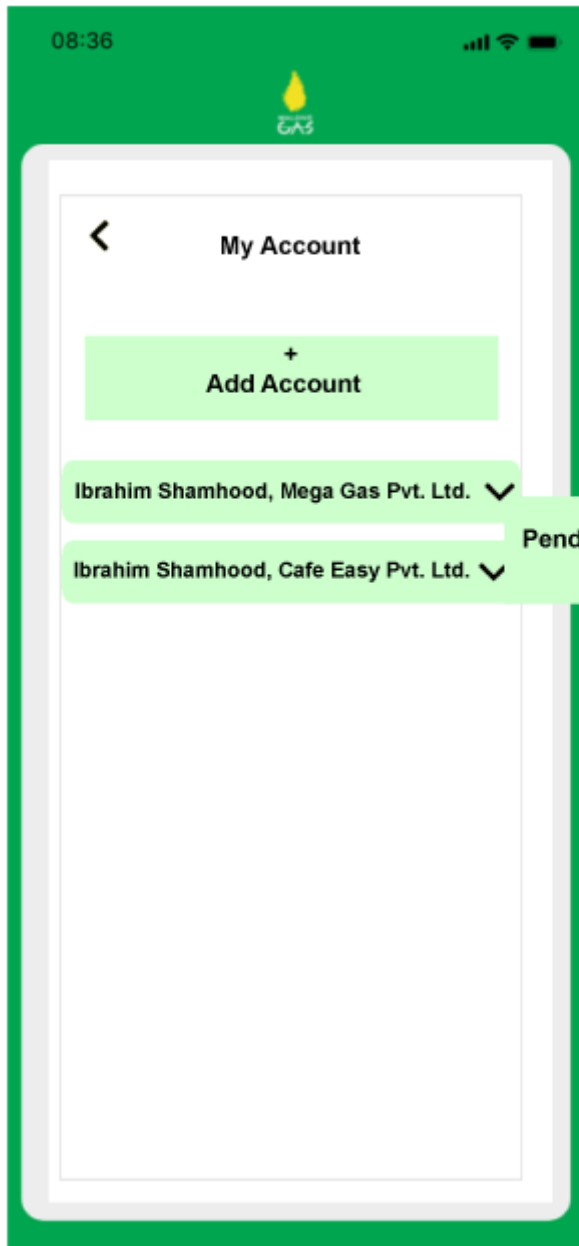
Order History



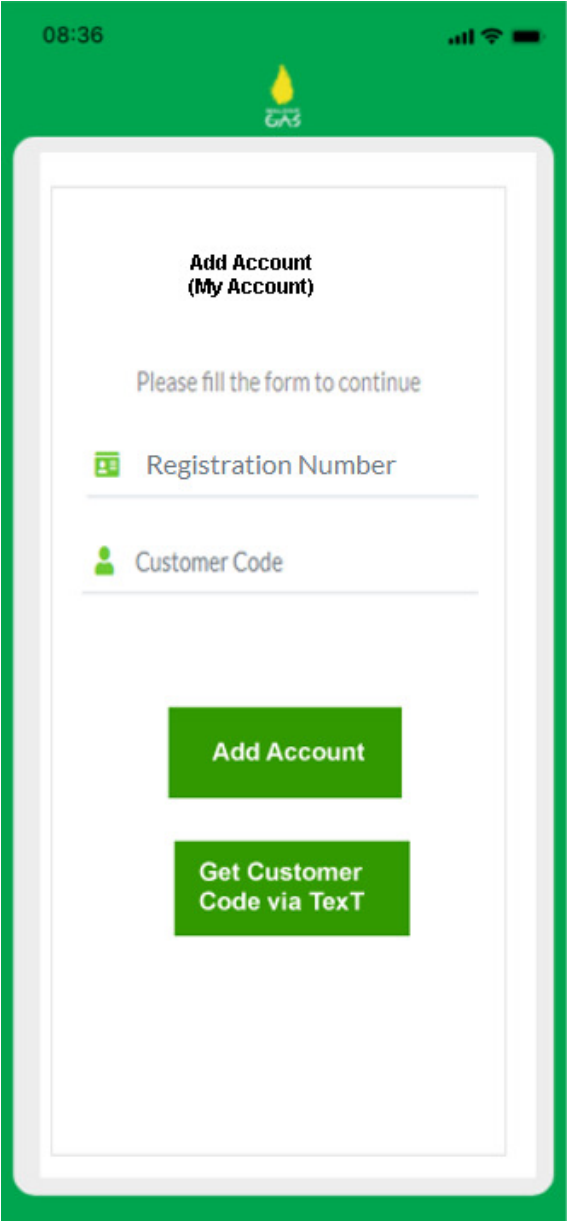
Track Order screen



My Account screen



My Account – Add Account screen



Pending Invoice screen

08:36

Mega Gas

← Pending Invoice List

Mega Gas Pvt. Ltd.
CR-768

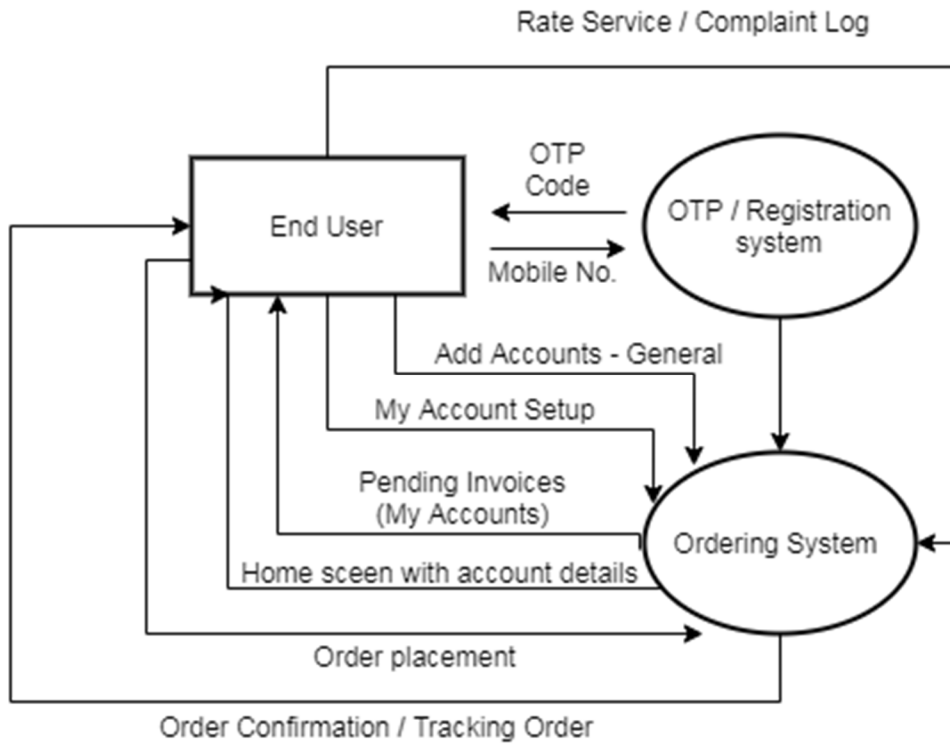
<input type="checkbox"/>	Invoice Number	Invoice Date	Invoice Due Date	Amount	Fine	Total
<input type="checkbox"/>	CR-A01783/21	11/03/2021	10/04/2021	MVR 4788	MVR 0	MVR 4788
<input type="checkbox"/>	CR-A01793/21	13/03/2021	12/04/2021	MVR 12350	MVR 0	MVR 12350
<input type="checkbox"/>	CR-A01893/21	14/03/2021	13/04/2021	MVR 3591	MVR 0	MVR 3591
<input type="checkbox"/>	CR-A01894/21	14/03/2021	13/04/2021	MVR 8379	MVR 0	MVR 8379
<input type="checkbox"/>	CR-A01895/21	14/03/2021	13/04/2021	MVR 3325	MVR 0	MVR 3325
<input type="checkbox"/>	CR-A01896/21	14/03/2021	13/04/2021	MVR 4500	MVR 0	MVR 4500
<input checked="" type="checkbox"/>	CR-A01920/21	15/03/2021	14/04/2021	MVR 8027.5	MVR 0	MVR 8027.5
<input checked="" type="checkbox"/>	CR-A01921/21	15/03/2021	14/04/2021	MVR 5985	MVR 0	MVR 5985

Make Payment

Total Selected Payments
MVR 14012.50

[Pay Online](#)

7. Context Level DFD



8. Project Workflow

The expected workflow projection for the assignment is as follows.

#	Task	Duration
1	App design (layout / color themes)	5 Days
2	Work with Maldivian Gas IT to finalize the designs of UI and functionalities	5 Days
3	Development of application for IOS and Android.	40 Days
4	Testing and Publishing of the application	10 Days
Total Days allocated for the project		60 Days

The bidder may, however, propose changes to the proposed workflow in a manner that would aid better delivery of the project deliverables and achievement of project milestones within the specified timeframe including public holidays. If delivery deadline falls on a working day, the latest delivery time should be by 15:00hrs. Otherwise, if it falls on a public holiday then it will be extended to the next working day to 15:00hrs.

9. Proposal Details

9.1 Schedule of Events

Event	Duration
Information Session / Request for proposals	7 Days
Submission of proposals	3 Days
Evaluation of proposals	7 Days
Project awarding	7 Days

The selection date is subject to extension at the discretion of Maldivian Gas. The effective date of the Contract is tentative; it is dependent on the selection date, the length of time required for Contract negotiation and the length of time for processing the Contract.

All proposals must be addressed to:

Maldivian Gas Private Limited
#02-21 S.T.O Trade Centre, 2nd Floor
Orchid Magu
Male'
Maldives

9.2 Submission of Proposals

In case of submitting physical hard copies, two (2) sets of the proposal including supporting documents shall be submitted to Maldive Gas. Proposal shall be submitted in sealed envelope marked as " Designing, Developing and Implementing of Maldive Gas Mobile Application". Bidders who choose to submit via digital medium (provided by the company) may submit 1 set of copy in PDF format.

Regardless of the type of the submission, all proposals must be in the format specified in **Item 12** and must be signed by the Offeror showing clear pricing, Work plan, Task timelines and all necessary documents mentioned in this document.

9.3 Evaluation of Proposals and Selection

Proposals will be evaluated by Maldive Gas using the criteria listed in **Item 13** below. During the evaluation process, Maldive Gas may seek clarification from Offerors, but shall NOT negotiate with Offerors. The contractor selected to perform the work and those who are not selected will be notified in writing by Maldive Gas. Selection does NOT constitute an obligation to contract with the successful Offeror.

10. Amendments to TOR

If there are any amendments to this TOR, they shall be in writing and shall be mailed to all individuals who received the TOR. Amendments shall be distributed with sufficient time to allow Offerors to consider the amendments in preparing their proposals. If necessary, the deadline for submission of proposals shall be extended by the amendment.

The written acknowledgment form mailed with the amendment shall be completed by the Offeror and must be submitted with the proposal as evidence of receipt of the amendment.

11. Cancellation of TOR / Rejection of Proposals

Maldive Gas reserves the right to cancel this TOR at any time and for any reason.

Any and all proposals may be rejected in whole or in part when it is in the interest of Maldive Gas to do so. Maldive Gas shall not be responsible for the payment of any costs incurred by the Offeror in the preparation or submission of a proposal.

The issuance of this TOR, the receipt of proposals or the selection of a contractor in no manner obligates Maldive Gas to the eventual purchase of services. This process is solely at the discretion of Maldive Gas and may be terminated without penalty or obligation at any time prior to the signing of a written contract.

12. Proposal Format

Offerors shall have their own formatting to compile the entire documentation in a manner that facilitate easiness to understand and read through the documentation. However, all proposals must include following information in their proposals, preferably at the very front:

12.1 Letter of Transmittal

Include the following information:

- The name, address and telephone number of the Offeror;
- The name and telephone number of primary contact for the Offeror;
- The signature of the Offeror;
- The date of the proposal;
- A statement that the Offeror, if awarded the Contract, will comply with the Contract terms and conditions set forth in this TOR; and
- A statement that the Offeror's proposal is valid for forty five (45) days after the deadline for submission of proposals.

13. BID Evaluation Criteria

13.1 Price 40%:

The points will be given using benchmark marking criteria where lowest proposed price will be considered as the benchmark. The full marks will be given to the bench mark value and others weighted accordingly using the formula below.

$MAX\% = (\text{Benchmark price} / \text{Proposed price}) \times 40\%$

13.2 Experience 60% (for similar projects):

The contractor must submit a portfolio of the similar work done by the contractor accompanied by references about the satisfactory delivery of finished projects from clients or provide copies of contracts or work order by clients. List of clients to whom similar work was done without reference letters from clients/work orders/copies of contracts cannot be considered during evaluation.

Points for experience will be given as follows

- **35% for previous successful projects**
 - 1- 3 projects = 10 points
 - 4- 5 projects = 25 points
 - 6 or more = 35 points
- **25% for methodology and work plan**
 - Proposal, sufficient details and justifications
 - Team competency
 - Project plan with clearly defined timeline.

Note that graphics design and art work projects such as brochures, banners, back drops or bill boards will not be considered as relevant or related projects and will not be counted during evaluation)

The BID evaluation committee will review the documents submitted and award marks based on the best offer. Marks will be allocated using the matrix below.

#	Focus Area	Weightage	Evaluator 1	Evaluator 2	Evaluator 3	Average	Notes	
1	Price	40						
2	Successful projects	35						
3	Methodology / Work plan / Schedule	25						
Total								