MALDIVES INLAND REVENUE AUTHORITY

Malé, Republic of Maldives

TERMS OF REFERENCE (TOR)

WEBSITE AND MOBILE APPLICATION DEVELOPMENT

Announcement Number: (IUL)220-AS/1/2021/43

20 June 2021

MALDIVES INLAND REVENUE AUTHORITY
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Contents

(Bismillah calligraphy)

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

I.   OBJECTIVE

MIRA is inviting proposals from qualified companies/individuals, with experience in designing and producing digital solutions. The main objectives of the project are:

1. To develop a new website and mobile application for MIRA. The website will provide a more modern aesthetic and will provide new functionalities while displaying the content in a more organized, attractive, and user-friendly manner.
2. To develop an application for MIRA mobile services. The application will provide easy access to selected services of MIRA via a mobile device.

II.   DELIVERABLES

- Signed-off blueprint and detailed project plan.
- The completed MIRA website with a new visual look and its functionalities enhanced to provide a better experience to the users.
- Fully-functional mobile application that facilitates the selected services available on MIRA's website.
- Develop a user manual and deliver a training/webinar (for website and application) for the support staff and system administrators to perform CMS (Content Management System) tasks, system administration, and maintenance.
- Support and Maintenance: Administrative and technical support, quality control for a period of 2 months.
- Source Code handover: Full source code including all developed libraries shall be handed over to MIRA.

III.   WORK SETTING

The work setting for the assignment will include the following aspects.

Timing and duration of the assignment

The duration of the contract will be 6 months from the starting date, including the support period. The development of the website and mobile application should be ready within the first 3 months from the date of signing the contract. The user manuals, webinar/trainings, and handover processes will be done within the 4th month. Support component will continue from end of 4th month.

Briefing / debriefing arrangements

- Initial meetings will be scheduled to discuss and finalize the requirements
- Update meetings should be held once every week to show progress on the developments.
- Additional meetings can be arranged for clarifications.

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

Support Provided

MIRA will provide sample codes of current website functionality on request, API implementations will be provided for cases where MIRA systems should be integrated.

IV.   WORK PLAN

OBJECTIVES

1 - Sub applications within the website

1. Website: Responsive to all devices.
2. Mobile Application: This is a mobile application for Android and iOS, which uses a web view to show a mobile-optimized site, aligned with mobile design principals. The pages for the web view will be hosted as a sub-application of the website.

2 - New look and feel

1. If the TOR is awarded then;
   a. Following MIRA's branding guidelines (colors, corporate identity), design a new look-and-feel for the MIRA website capturing the different functionalities mentioned in this TOR. The awarded party will develop a graphic concept and the visuals of the new website template.
2. The Mobile application should follow mobile design guidelines and support both android and iOS functionalities, as this will be a web view for our mobile application.
3. Ensure a consistent design on the new site by introducing fixed styles in templates ensuring consistency in fonts, formatting, icons, images, layout techniques.
4. The new look and feel should be adapted to all pages of the site.
5. Standard page elements including header, footer, tabs, persistent navigation, contact us, and page print options should be included in the new template.
6. The new templates should guarantee that most recent content on the site is captured in automatically in the homepage in an organized way following specific categories, tags or other custom taxonomies.
7. All section and subsection webpages should incorporate functionalities to guarantee the latest information on that section and sub-section is displayed (news, resources, publication/guidance, country stories, and events).
8. Reduce cluttering of information into one location and segregate into compartments so that the end users will not be overloaded.
9. The website should have a responsive design.

3 - Technologies to be used

1. Database: MS SQL Server
2. Website: ASP.NET MVC (razor) with C#
3. API's : ASP.NET Web API

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

4 - Architecture

1. Separation of duties should be implemented within the website. There should be a database project, API projects, and the front-end projects.
2. Database should be designed in entity framework code first approach.
3. Business logics should be executed on the API.
4. Frontend Apps should call the API's to retrieve all dynamic data and execute business functions.
5. Repetitive codes should be refactored following object-oriented principals.
6. The application along with databases will be hosted inside MIRA premises once we go live.

5 – Requirement Analysis

1. Once the project is awarded, the Contractor shall have initial debriefing sessions with MIRA and finalize the requirement analysis, with a signed-off blueprint.

6 – Functionalities to include in Main Site and Mobile Site:

1. All current content available on the website to be organized within the new site in a user-friendly manner providing optimal user experience.
2. Mobile site content would be same as the main site, with the content responsive for mobile devices.
3. Implement a web chat tool where end-users on the site can communicate with 1415 (MIRA's hotline).
4. Implement push notifications to end-users so that MIRA can trigger notifications ad-hoc, or on content updates.
5. Use dynamic content updating mechanisms as much as possible without having the users do full post backs to view updates on the page.
6. All contents on the website should be searchable, the contents in addition to the file uploads should be entered into the system from a CMS and this data should be tagged and easily searchable by end-users. This applies to laws, regulations, rulings, policy, publications, videos and any other content that uses a file upload.
7. Both Dhivehi and English pages should be present for all contents.
8. Subscription functionality to receive updates from MIRA should be enabled. Users can opt which categories of information they would like updates on and MIRA can push notifications/emails to the subscriber lists.
9. Link with MIRA social channels (Facebook, Twitter, Instagram, and LinkedIn)
10. Website should contain features such as the following which should be managed from the CMS without code manipulation;
    a. Should allow multiple levels of users. Administrator should be able to grant access to a particular user for different areas or aspects of the website if needed.
    b. Additional functionalities identified during requirement analysis.

7 – Functionalities for Mobile Application

1. All current functionalities of the MIRA android mobile application.
2. A user registration process to sign up. This should have sufficient information to verify actual owner of the user account.
3. For logged in users, additional features should be visible;
   a. Taxes and specified non-taxes the user is registered at MIRA.
   b. The user's pending payments, and they should be able to proceed to make the payment online.
   c. View filing and payment history.
   d. Generate receipts for the already paid items, with option to save the receipts.
   e. View if any filing obligations are pending.
   f. Submit nil-returns.
   g. Personalized reminders based on user's preference.
   h. Update the user's contact information at MIRA.
4. Chat with MIRA 1415 (should use same providers to the main website so that a consolidated view can be seen by customer services with the origin visible).
5. Request for Appointments and Training Sessions
6. Easily search the content library of main website for laws, regulations, guides etc.
7. Additional functionalities identified during requirement analysis.

NOTE: For any integrations where data from existing MIRA systems are needed API's will be provided by MIRA. The awarded party would only need to focus on the front-end information and displaying the information provided by MIRA API's for these cases.

8 - Knowledge Transfer

Develop a user manual (technical and end-user) and deliver a training/webinar for the support staff and system administrators to perform content updates, system maintenance, and administration.

9 - Support and Maintenance

Administrative and technical support, quality control for a period of 2 months.

10 - Source code handover

Full source code including all developed libraries shall be handed over to MIRA.

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

TASKS

1. The Contractor will participate in debriefing sessions with MIRA to understand the overall project and expectations and to finalize the requirement analysis.
2. Prepare a blueprint and sign-off with MIRA upon approval.
3. Develop a project plan with a detailed timeline.
4. Based on the debriefing sessions and this TOR, the Contractor will develop a design concept for the site, the Contractor will share a minimum of three designs to the MIRA team (for both website and application).
5. The Contractor will adjust concept based on feedback and comments from MIRA team.
6. The Contractor will develop the site and app in accordance with the components in the deliverables sections of the work plan, and requirement analysis created via the debriefing sessions.
7. The site should be demonstrated at set intervals and adjusted based on the feedback and comments from MIRA team.
8. To create responsive CSS and graphic design elements.
9. Development of web applications and CMS.
10. Integration and final approval by MIRA.
11. Test site before going live.

V. INTELLECTUAL PROPERTY

The contracting party must agree explicitly that all components of the works submitted are indeed original creations of that party. Any intellectual property infringement, misuse, or plagiarism of another's work in any form or state will result in immediate termination of the contract. MIRA will not bear responsibility for the contractor's illegal or inappropriate use of copyrighted material and the contractor agrees to bear full responsibility for any consequences for such actions.

The website and its sub-applications shall remain the sole property of MIRA.

VI. REQUIRED SKILLS AND EXPERIENCE

Contractor should demonstrate and provide examples of previous experience in the performance of similar services as follows:

1. Be a reputable party with prior experience designing visually appealing and navigation friendly websites and mobile applications.
2. Relevant experience in designing and developing content management systems.
3. Have a broad knowledge in the technology stack mentioned in the TOR plus additional web technologies commonly used for web such as JavaScript / JQuery and CSS.
4. Have excellent knowledge of recent trends in graphic design, websites, and social media networking.
5. Demonstrate the ability to create innovative and visually appealing designs.
6. Key professional staff competence needed for this assignment:

a. Lead Developer: Responsible for overall development process and assures that all code contributes is in line with the coding standards. Should have extensive experience (at least 3 years) in programming and CMS development, out of which at least 2 years is specific to ASP.NET MVC and ASP.NET Web API. The lead developer should also have sufficient knowledge in search engine optimizations and mobile device adaptation.

b. Junior Developers: The junior developers to support the lead developer with the overall progress. Should have at least 2 years of experience in programming and CMS development, out of which at least 1 year is with ASP.NET MVC and ASP.NET Web API.

c. Mobile application developer: Developer should have at least 1 year of experience developing for iOS and Android.

d. UI / UX Designers: The Contractor should have designer(s) with prior experience designing websites with a solid portfolio of at least 3 years of experience.

VII. INSTRUCTIONS TO BIDDING PARTIES

1. Participation in this bid is restricted to Maldivian Small and Medium Enterprises registered at the Ministry of Economic Development of the Maldives.

2. All bids will be opened on the specified date, in the presence of representatives of the bidding parties.

3. All bids must be submitted to the designated address, in sealed envelopes, with the details of the bidding party, announcement number and project name, on the bid opening date and time.

4. All bidders will be allowed to submit a maximum of one bid, but bidding parties are allowed to offer more than one option.

5. All durations for the purpose of this bid must be stated in Gregorian calendar days. In the event a bidding party states the period in official working days, it will be evaluated as calendar days.

6. The bid should include all documents, stated in the terms of reference. Bids with missing, inaccurate or false documents will not be accepted. The MIRA retains the right to cancel the bids at any stage of evaluation if it is found that the documents submitted fall short of requirements.

VIII. AMENDMENT OF TOR

1. At any time prior to the deadline for submission of bids, MIRA may amend these Terms of Reference by issuing addenda.

2. Any addendum issued pursuant to this clause shall be part of this document and shall be communicated via a publication on the Government Gazette.

3. To give prospective bidders reasonable time in which they may take such an addendum into account while preparing their tenders, MIRA may, at its own discretion, extend the deadline for the submission of bids stated in clause 13.

IX.   BID SECURITY

If the price quoted by a bidding party exceeds MVR 500,000 in value, the bidding party will be required to submit a bid security of MVR 25,000 issued by a bank or financial institution registered in the Maldives, with validity of no less than 60 days, as per the template in Annex-1.

Bank Cheques, and Cash will not be accepted as bid security.

X.   BID AWARDING

1. Bidder will be informed of the decision to award a bid via an official intent to award the bid.
2. If the value of the bid exceeds MVR 500,000 the bidder will be required to submit a performance guaranty of 5% of the total contract value prior to signing the contract. The performance guaranty must be issued by a bank or financial institution registered in the Maldives and must have a validity of 30 days, not including the quoted delivery period.
3. Failure of the successful Bidding Party to submit the above-mentioned Performance Guarantee or to sign the Contract Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security. In that event the MIRA may award the Contract to the next lowest evaluated Bidding Party whose offer is substantially responsive and is determined by the MIRA to be qualified to perform the Contract satisfactorily.

XI.   DOCUMENTS TO BE INCLUDED IN THE PROPOSAL

If you have the required qualifications and are interested in this project, please submit:

1. A proposal describing the previous work done in this area, if any.
2. A portfolio of previous works of web and mobile application developments with similar functionalities.
3. Certificate of incorporation/registration issued by the Ministry of Economic Development of the Maldives.
4. Tax Clearance issued by the MIRA (Issued within a maximum of three months prior to the date of Submission)
5. Details of references for work included in the portfolio if any.
6. CV's of the team who will be working on this project.
7. A financial proposal to address the work.
    a. The proposal should contain separate pricings based on the below
        i. Design the new look of website and development
        ii. Design the new look of Mobile Application and development
    b. Pricing should indicate the breakdowns for the lump-sum fee amounts. The fee should be inclusive of ALL considerations.
    c. Pricing should be in MVR, inclusive of all taxes
8. Timeline to deliver the objectives based on the deadlines mentioned in the TOR.
9. Bid Security Document where applicable

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

XII.   EVALUATION AND SELECTION PROCESS

Submissions will be evaluated in consideration of the following evaluation criteria.

Evaluation Criteria: Total 100 points

1. The work presented in the portfolio will be evaluated to assess the quality of the contractor's work [20 points].
2. Experience and qualification of the team proposed to deliver the work. This will be based on the CV's of proposed team measured against the required skills stated in clause 6 of the TOR [20 points].
3. Timeline to deliver the objectives of the assignment [10 points].
4. Total cost of the project [50 points].

XIII.   PAYMENT

Payment will be made in accordance with the schedule specified below:

- 10% upon submission and acceptance of the blueprint and project plan.
- 30% upon acceptance of design templates for website and application.
- 50% upon completion of website and mobile application and delivery of:
  - Clear commented source code
  - Technical documentation
  - User guides
  - Knowledge transfer training
- 10% upon completion of support period

XIV.   BID OPENING VENUE AND DATE

Bid Opening Venue

The bids will be opened at the below mentioned address

    Maldives Inland Revenue Authority,
    Ameenee Magu, (2nd Floor),
    Male' 20379,
    Maldives

Bid Opening Date

The bids will be opened on Thursday, 8 July 2021, at 1100. Hrs. (Local time)

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

For further details or queries, on these terms of reference and website requirements, please email to nahshal.m@mira.gov.mv

For further details or queries, on the website design and artworks please email to nashaya.n@mira.gov.mv

For further details or queries, regarding the bidding process, bid submission and other requirements please email to procurement@mira.gov.mv.

All interested parties should submit the proposals on the bid opening date, to the aforementioned address, in sealed envelopes, marked "Proposal for MIRA Website and Mobile Application Development"

Maldives Inland Revenue Authority,
Ameenee Magu, (2nd Floor),
Male' 20379,
Maldives

MALDIVES INLAND REVENUE AUTHORITY
Malé, Republic of Maldives

Annex 1: TEMPLATE of BID SECURITY

WHEREAS, …………………………………………[name of Bidder] (hereinafter called "the Bidder") has submitted his Bid for the Project no……….issued by the Maldives Inland Revenue Authority on ……………………………… …………for construction of …………………………….…….[name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We ……………………………………. [name of Bank] of ……… …………………… [name of country] having our registered office at …………………………………………………………………………. (hereinafter called "the Bank") are bound unto ………………………….[name of Purchaser] (hereinafter called "the Purchaser") in the sum of *……………………………………… for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

SEALED with the Common Seal of the said Bank this ……..day of …………….20…………….

THE CONDITIONS of this obligation are:

(1)   If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid; or

(2)   If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of Bid validity:

    (a)   fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or

    (b)   fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or

    (c)   does not accept the correction of the Bid Price pursuant to Clause 27,

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* The Bidder should insert the amount of the Guarantee in words and figures denominated in Maldivian Rufiyaa.

This figure should be the same as shown in Clause 16.1 of the Instructions to Bidders.

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we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser's having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date ………………………. days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE……………………………   SIGNATURE OF THE BANK

WITNESS ……………………….   SEAL

[signature, name, and address]