

## REQUEST FOR PROPOSALS ON

### ICT Management Consultancy Service to support operations of the Ministry of Transport and Civil Aviation.

**Required number of Positions:** 3 (Three)

**Type of Contract:** Individuals

**Thematic Area:** Project Management and Information Communications Technology

## SECTION 1

### 1. INTRODUCTION

Due to Decentralization Act 7/2010 (Section 75), states that the revenue earned from various fees, the beneficiary must be the Island or the Atoll council. To implement this, the previous practices of the fees being charged for various registration and license fees in respect of Sea and Land Transportation now must be benefitted to the relevant Atoll or the Island Council. Administering this fee via Maldives Transport Authority in transferring to City, Atoll and Island council requires a sophisticated software to be designed, developed and implemented. The Ministry of Transport and Civil Aviation being the leading agency in arranging this fee transfer that are relevant to Atoll and Island council is now in the planning stage.

### 2. HIRING OFFICE

Ministry of Transport and Civil Aviation (MoTCA)

### 3. PURPOSE OF CONSULTANCY

Ministry of Transport and Civil Aviation is seeking well-qualified and experienced ICT and Management Consultants to work closely and assist the in-house IT section. The Consultants would also need to develop a concept paper, design an IT framework of the software, test the software, discuss various concerned stakeholders of the developed platform, implement the software and roll out the software to relevant agencies in order to administer the functions of data capture that is required to transfer the required fees as per the Decentralization Act 7/2010 (Section 75).

The primary responsibility will be in the development cycle of new online service applications, web-based services, and enhancements to an existing information system upgrading works.

To design, implement, and test solutions that result in compelling, easy to use applications and web-based services to improve the quality of service delivery to the citizens and the quality of work of the Ministry of Transport and Civil Aviation to meet the aspirations of the general public in real-time basis

and to streamline the work with middleman free environment.

#### 4. SCOPE OF WORK (Description of services, activities, or outputs)

##### Scope and diversity of assignment:

- Gather system requirements for the unsolved problems and existing information systems to better automate and standardize business functions by conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.
- Investigate, analyze and make recommendations to management regarding technology improvements, upgrades, and modifications.
- Determine operational feasibility while evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Development of software application systems as per the management requirements.
- Work with end-users and internal staff to provide proactive support to resolve issues effectively and efficiently.
- Write, revise and maintain software program documentation, operations documentation, and user guides in accordance with standards.
- Develop a mobile application for the online services to ease the user experience for its users. Improve operations by conducting systems analysis; recommending changes in policies and procedures.
- Provide information by collecting, analyzing, and summarizing development and service issues.
- Design project proposals
- Check all the rules and regulations and see the designed proposal complied with the required framework of the work required to be implemented
- Design business processes
- Develop workplans for assigned works
- Write up manuals, guidelines, standard operating procedures and flow charts
- Produce video presentation and training user manuals
- Coordinate and communicate with IT consultants in preparation of the required processes and manuals.









## SECTION 2

### Form 1 – Checklist

#	List of Documents to be Submitted	<input type="checkbox"/>	Page No.
1.	Bid Submission Form 2	<input type="checkbox"/>	
2.	ID card copy	<input type="checkbox"/>	
3.	Profile of applicant	<input type="checkbox"/>	
4.	If there is a relative working in the Ministry of any Departments of the Ministry, please submit a letter stating the name and relation of the said employee.	<input type="checkbox"/>	
5.	Work Experience documents in the relevant field. Showing duration of relevant experience.	<input type="checkbox"/>	

Form 2 – Bid Submission Form

1.	Bidders Information		
1.1.	Name		
1.4.	Address		
1.5.	Phone		1.6. Email
2.	Bid Information		
2.2.	Announcement Number	(IUL)472/1/2021/9	
4.	Bidders Declaration		
4.1.	I submit the bid to provide the proposed service /scope work at above mentioned.		
4.2.	I agree to commence and complete the service/proposed work according to the ToR.		
4.3.	I agree to sign and enforce the agreement accordingly within the validity period of 60 (Sixty) days after bid submission date.		
4.4.	I agree that the aims, objectives, outputs, deliverables specified in this ToR will be met. I accept that MoTCA reserves the right to reject this proposal should this requirement be found unfulfilled.		
	Name		
	Designation		
	Signature		
	Date		



