

## REQUEST FOR PROPOSALS ON

### SYSTEM ADMINISTRATOR (Local Individual)

To support IT operations of the Ministry of Transport and Civil Aviation.

#### SECTION 1

#### 1. HIRING OFFICE

Ministry of Transport and Civil Aviation (MoTCA)

#### 2. PURPOSE OF HIRING

Ministry of Transport & Civil Aviation (MoTCA) is looking for a System Administrator to oversee all aspects of the ICT department; from internal operations to related outsourced Service provider.

The ideal candidate for this position will have the technical and organizational experience required to ensure the MoTCA ICT department provides a solid foundation for the required organizational growth, achieving all the objectives set by MoTCA.

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

##### 3.1. Scope and diversity of assignment:

- Oversee the deployment, monitoring, and support of all hardware and software installed and used across the units and departments of the organization, including end user devices associated.
- Oversee negotiation and administration of vendor, outsourced providers, and System Administrator contracts and service agreements, to ensure they meet MoTCA internal requirements.
- Make recommendations for the improvement of IT infrastructure, systems, and operations. Develop and implement security standards, processes, procedures, and guidelines across MoTCA.
- Work with top management to develop a vision of new applications / data architecture / reporting that fits the services and mandate requirements.

### 3.2. Essential Functions:

- The system Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff,volunteers, customers and Partners.

### 3.3. This individual is accountable for the following systems:

- Organizations LANs/WANs infrastructure and connected equipment at core network level to the end user desktop, running any required OS including Linux, Windows OS platforms, Apple OS platforms, Android OS platforms, etc., connecting and supporting MIS infrastructure that supportboth services and accounting information and data systems.
- Asset Management; Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation and up-to-date system running on all services.

### 3.4. SA Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers, devices and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Install and configure systems such as supports GIS infrastructure applications, Asset Management applications, Services management applications and Sales management applications on desktop and Mobile platforms across all BUs.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

### 3.5. Operations and Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.

- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user credentials per requirement.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted departments or Bus.

### 3.6. Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures to ensure security and flow
- Perform periodic performance reporting to support capacity planning and have plan approved timely.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environment, Routine data backup, monitoring and maintaining supporting equipment.

## 4. TIME FRAME

- One year (Renewable contract based on performance).

## 5. WORK HOURS

- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice.
- MoTCA services traveling maybe required, country-wide, hence traveling and working in remote site as maybe required by the company.

## 6. PLACES WHERE SERVICES ARE TO BE DELIVERED

- The Service Provider shall be working at the Ministry of Transport and Civil Aviation (MoTCA).
- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice.
- MoTCA services traveling maybe required, country-wide, hence traveling and

working in remote site as maybe required by the company.

## 7. DELIVERY DATES AND HOW WORK WILL BE DELIVERED

Milestones, outputs, and deliverable target dates will be assigned upon recruitment. System Administrator will deliver the work in a monthly basis based on the assigned targets by monthly.

Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and possibly evaluating performance.

## 8. MONITORING AND PROGRESS CONTROL, INCLUDING REPORTING REQUIREMENTS, PERIODICITY FORMAT AND DEADLINE

The System Administrator will be supervised by MoTCA and is expected to work closely with the Ministry.

The System Administrator will be responsible for the quality and timeliness of the outputs but will receive support from MoTCA.

## 9. REQUIRED EXPERTISE, QUALIFICATIONS AND COMPETENCIES, INCLUDING LANGUAGE REQUIREMENTS

The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this RFP. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.

### 9.1 Competency and Required Experience:

- Diploma in ICT, Bachelors (4-year) degree, OR at least 10 years' experience in ICT Systems Administration
- Microsoft Certified Systems Administration/System Engineer (MCP, MCSE etc)
- Practical knowledge and work experience in ICT Networks & Infrastructure
- Experience in VMWare & other virtualization platforms

### 9.2 Additional Competencies: (evaluated in the interview)

- Ability to solve problems in stressful situations
- Strong attention to detail
- Strong communication skills
- Time management skills
- Good writing skills in Dhivehi and English.

- Preferences would be given to individuals with demonstrated skills in implementing unit testing and integration testing.
- Data security knowledge and experience
- Good documentation skills.
- Ability to work in a team.

## 10. INPUTS / SERVICES TO BE PROVIDED BY IMPLEMENTING PARTNER (E.G. SUPPORT SERVICES, OFFICE SPACE, EQUIPMENT), IF APPLICABLE

### 10.1 System Administrator:

- Fulfil the terms stipulated in the contract and the ToR through review of data, documents, email communications, Teams calls and meetings.
- Maintain close contact with MoTCA.
- Communicate any complications regarding the assignment as soon as possible.
- Provide contact details that allow MoTCA to get in contact with the System Administrator at any time during the consultancy.

### 10.2 Ministry of Transport and Civil Aviation:

- Assign a focal point to work with the Service Provider.
- Provide the relevant documents.
  - Referral document stating
    - the appointment of the Service Provider
    - nature of work
    - duration of the project
    - request for compliance to the System Administrator requests for data, information, reports, policy/procedures/guideline documents required
  - MoTCA's internal policies, procedures, and guidelines, including updates therein, to adhere to while executing the responsibilities of this TOR.
- Facilitate communications to gather data as required for the report
- Monitor and facilitate the progress of the assignment
- Review and provide comments to the deliverables in a timely manner
- Facilitate necessary contacts

## 11. OTHER RELEVANT INFORMATION OR SPECIAL CONDITIONS, IF ANY

The other conditions that may apply in the undertaking of the assignment include:

### 11.1 Basis of payment:

Payments based on acceptance of the deliverables following submission of monthly invoices.

### 11.2 Language of reports/publications and other documentation and working language in country of assignment:

English and Dhivehi

### 11.3 Ownership of output:

Ministry of Transport and Civil Aviation

## 12. EVALUATION CRITERIA

The candidate shall be evaluated in the following categories.

- i. Educational Qualification: 15%.
- ii. (relevant Degree and above = 15 points, Diploma=8 points).
- iii. Competency and Required Experience: 35%.
- iv. Work experience will be evaluated based on number and relevancy of references submitted. Bids with the greatest number of relevant references will be awarded 100% for this section with other respective bids receiving marks in proportion
- v. Practical Exam: 20%
- vi. Interview: 30%

## 13. PAYMENT

Monthly payment will be MVR 25,000.00 to MVR 30,000.00 which will be based on qualification and experience.

Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the price shall be entertained.

Payment will be subject to completion and acceptance of the work by MoTCA.

## 14. ADDRESS FOR COMMUNICATION:

Ministry of Transport and Civil Aviation  
M.Chambeylee Villa (3<sup>rd</sup> floor)  
Majeedhee Magu  
Male` 20337  
Republic of Maldives

## 15. SUBMITTAL:

Proposals shall be submitted latest on 10<sup>th</sup> October 2021, at 13:30 hours, by emailing to [career@transport.gov.mv](mailto:career@transport.gov.mv)

### 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/	
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		



**Previous Relevant Work Experience**

Detail of Relevant Work Experience				
#	Project Name/ Designation	Client Detail	Year	Duration

**Note:**

ToR experience to counted for eligibility and evaluation, letters/certificates which shows the duration and other details like programing language, type of database used etc. must be included for every project in this table.