



Terms of Reference

Development of a Mobile App for NSPA's Social Protection Programs

1. Background

The National Social Protection Agency (NSPA) is a Government Agency established in August 2008 with the mandate to implement social protection programs for Maldivian citizens. The Social Protection Act 2/2014 stipulates that NSPA shall develop necessary regulations and guidelines for the administration and facilitation of the social protection programs mentioned in the Act. A number of the programs have been rolled out and about 15,000 beneficiaries are now enrolled to receive cash transfers through NSPA.

Given the geography of Maldives, NSPA has very limited capacity to physically reach the vulnerable populations to roll out these programs. It has only one citizen service center, in Male', and relies on Island Councils to enroll and manage the cases of beneficiaries outside Male'. At present this is done through ad-hoc means (i.e. sending scanned application forms by email or via the Government eLetter Management System).

NSPA operates an offline Social Protection Information System (SPIS), into which beneficiary data are entered manually from paper forms collected at the time of enrollment. There is also ongoing work to develop a web based online *Beneficiary Portal* for the existing SPIS, for use by potential beneficiaries and frontline social workers at the Island Councils, to submit applications, for targeting, payment updates, case management and monitoring. Hence, NSPA is seeking to extend the *Beneficiary Portal* services through development of a mobile application, to enable easy access for social protection services.

Objective

The purpose of this project is to design and develop a mobile application to enable easy access for NSPA's services, with features and services identified by NSPA.

The mobile application will extend the *Beneficiary Portal* services for mobile phone users and provide instant information on NSPA programs and give users easy access to reach these services. Users can submit application forms, manage it and get case updates via the application. Representatives in the Island Councils and other relevant authorities can use the mobile application to manage, update and monitor beneficiary lists and information. Stakeholders can utilize the App to access aggregate statistics on social protection programs provided by the Agency.

2. Scope of Work

- a) The task of the provider will be to design, develop, test and deliver a multi-platform mobile application focused on providing information on NSPA's social protection programs and beneficiaries, with the avenue to lodge and manage applications for social protection programs. The mobile platform will be integrated with NSPA's existing web-based platforms, such as the *Beneficiary Portal*, SPIS and ENSPA Document Management System. It will also feature data specifically developed for the purpose of this application.

While not exhaustive, the following basic requirements for the app have been identified (the list of features will be expanded based on the findings resulting from review phase):

- The mobile app should be developed for Android and iOS platforms
 - Support for both Dhivehi and English language should be available
 - The data displayed on the app from existing sources (such as Beneficiary Portal, SPIS, ENSPA, National Registration Database etc.) should update automatically
 - Focus on simplicity, great performance and attractive design:
 - The UI should be Intuitive, simple and user friendly.
 - Must adhere to platform specific UI standards provided by Apple and Google respectively
 - Good performance/Loading Speed: Speed of loading mustn't keep users waiting
 - A web-based administration panel to enable NSPA staff to manage the mobile app and data must be developed using the latest combination of technologies
 - Landing page – A small web portal where users can get information on the app and find links to download from the various app stores.
 - Display multimedia content
 - Enable users to fill application forms, upload documents and files and receive status updates
 - Enable NSPA to manage access controls to Councils and other stakeholders
 - Enable Councils and other government stakeholders to view, manage and update island/atoll level beneficiary lists and information
 - Enable users to view and download program statistics
 - Features such as notification system, specification for target devices and localization (Geo tagging)
 - Enable Offline Access: when internet is lost, the present page should remain until the internet is connected.
- b) Document system architecture including:
- All interrelated components
 - System lifecycle (Include workflows, designs and prototypes)
 - Budget for recurring costs
 - Responsibilities matrix for system operation and maintenance
- c) Test, debug, improve and review of app features
- Setup and easy management of automated backups of the Application data
 - Setup a dashboard for admin users to identify up-time and reasons for failure
- d) Training and sensitizing key stakeholders on its use
- e) Finalization and release of App on Google Play and Apple App store
- f) All products related to the development of the App including source code and other related products will be properties of NSPA. Use of these products other than for this purpose is prohibited.
- g) **Free** Maintenance and Support for additional 24 months after the App is officially launched. This includes:
- Troubleshooting at both Applications level and User level.
 - Prompt assistance to the ICT focal person of the Agency in operation of the App
 - Assistance to deploy the Application and related Applications in cloud platform

3. Deliverables, Timeline and Payment Schedule

Task	Delivery	Timeline	Payment (% of total)
Review design and concept of the App and suggested structure / functionality for the app in close consultation with NSPA team and prepare basic documentation	Mobile application architecture and design (including wireframes)	21 days (after signing of contract)	10%
Development of app (Android & IOS) with adaptable and scalable features	Demo of mobile application	70 days (after signing of contract)	30%
Development of training documentation, operations manual/user guide and short video on how to use the app Train App management staff within NSPA to manage the App and Administrative panel	User guide, training documents and instructional video 2 training sessions	75 days (after signing of contract)	20% (at training documents/ video handover)
Testing and delivery of final functional app and source code handover Support and Maintenance after App launch	Functional mobile application launch in various stores and handover of source code Free Support and maintenance services for 24 months after launch of Application	90 days (after signing contract) 24 months (after launch of App)	40% (at source code handover)

4. Reporting and work arrangements

- The Developer will work closely with the project team and report to the lead Developer at NSPA. The Developer will continually interact with the NSPA project team and management throughout the development cycle of the app. The developer shall provide an update on a bi-weekly basis with regards to progress, challenges encountered, support required and proposed solutions.
- Physical attendance is not compulsory as payments will be made against completion and submission of deliverables scheduled and agreed with the Developer.
- Work space and equipment will be provided for at NSPA office (if required) and off-site work arrangements can be facilitated (if required) as well.

5. Duration

Estimated duration of contract and deadline for submission of end-product: 3 months
Free maintenance and support after launch of Application: 24 months

6. Remuneration

The total fee for the whole project is MVR 450,000.

7. Service and Facilities provided to the consultant

Office space and office facilities will be made available for the consultant

8. Qualifications or specialized knowledge and/or experience required

**Applications can be submitted by individual/team of individuals or firm.*

- Demonstrated knowledge and understanding of software development
- Minimum 5 years of substantial experience in the area of software development and experience in mobile apps design and development (Android, iOS)
- Proven technical expertise in developing and deploying mobile applications to Android / Apple iOS platforms, vendor deployment portals and development tools will be a strong asset
- Hands-on experience with Mobile Development Technologies and testing of mobile application
- Minimum Diploma in Information Technology or any related field
- Fluency in English and Dhivehi with good verbal and written skills
- Demonstrated teamwork skills and coordination competencies.