

Terms of Reference for Software Development services for the development of National Disability Registry

1. Background

The National Social Protection Agency (NSPA) is working to establish a national registry of Persons with Disabilities (PWDs) in Maldives, as per the Disability Act (8/2010) and Regulation 2021/R-54. The National Disability Registry (NDR) will support intake, registration, determination of eligibility of PWDs, and will be a comprehensive digital information management system that integrates with NSPA’s existing Social Protection Information Systems (SPIS) and other related applications.

2. Objective

The objective of this Consultancy is to support the ongoing software development efforts of the Agency towards implementing the digital disability registry, through designing, developing and updating software applications using modern technologies/techniques in line with Agency’s policies.

3. Scope of Work

The Developer will design, develop, test and deliver a fully operational information management system for National Disability Registry (NDR) as per guidance from NSPA. The Developer will review the progress of NDR development as well as Agency’s software applications and undertake the complete software development life cycle from requirement gathering to deployment of the NDR. The Developer is expected to fully integrate NDR with the existing SPIS, eNSPA document management system, Beneficiary portal and other Applications.

The Developer is expected to incorporate modules to enable application, registration, eligibility determination, case management monitoring of registered PWDs as well as update and management of PWD information via Island councils and other stakeholders.

The Developer should ensure that the module for applying to NDR is user friendly, accessible for PWDs from commonly used web browsers, and compatible with and enhanced for different screen sizes.

The NDR should be rigorously tested and should support future expansion and integration into other applications and business systems. The Developer should also create user access management to define protocols and roles to control access to different datasets within the NDR as well as a fully functional reporting tool.

The Developer should also prepare the full stack documentation and familiarize NSPA team with the NDR and is also responsible for developing the Operation Manual or User guide for the NDR.

NSPA will provide assistance to test out the portal and the Developer should provide the technical assistance required for the launching of the NDR

4. Deliverables, timeline and payment

Duration of assignment and deadline for submission of end-product: 3 months

Free maintenance and support after launch of Application: 6 months

Task	Delivery/Timeline	Payment (% of total)
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Review existing systems, processes, confirm design and prepare basic documentation of the NDR.	<ul style="list-style-type: none"> Review of the existing Systems and finalize the design of NDR in consultation with NSPA team. Finalize Initial documentation after 1 week review of existing system and mockup of the NDR interface and user workflow presented along with other supportive documentation. Basic documentation with designs, database structure, detailed timeline and send to get signed off by NSPA within 1 week of start of assignment 	10%
Develop the National Disability Registry information system	<ul style="list-style-type: none"> Develop features and associated database of NDR within 5 weeks of the assignment Testing and demo of developed NDR within 7 weeks of assignment 	30%
Design and develop the operations manual.	<ul style="list-style-type: none"> Prepare the Operations manual/user guide and short video on how to use NDR by 8 weeks of the assignment. 	14%
Train staff within NSPA to manage NDR	<ul style="list-style-type: none"> Provide training to NSPA staff after a plan for training is developed and approved by NSPA no later than 8 weeks from start of assignment 	10%
Testing and delivery of fully functional NDR	<ul style="list-style-type: none"> Fully test and deliver functional NDR within 10 weeks from start of assignment Handover of source code within 12 weeks from start of assignment 	30%
Support to the launching exercise Support and Maintenance after launch	<ul style="list-style-type: none"> Provide necessary technical support to launch the NDR Provide maintenance and technical support for NDR for 6 months after launch of NDR 	6%

5. 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.

Workspace and equipment will be provided for at NSPA office (if required) and off-site work arrangements can be facilitated (if required) as well.

6. Qualifications or specialized knowledge and experience required

- i. Bachelor's Degree or higher in Information Technology/Computer Studies/Software Engineering/Programming or a similar field
- ii. Demonstrated knowledge and experience of software development with minimum 5 years' experience in the design and build of IT systems/websites/mobile applications.
- iii. Proven technical expertise in developing and deploying information systems
- iv. Experience in using PHP (Laravel), AngularJS Vue.js, NodeJS, MySQL/ PostgreSQL
- v. Experience in preparing operations manuals for IT systems will be an added advantage
- vi. Demonstrated team work skills and coordination competencies

7. Evaluation Method and Criteria

Bids will be evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall be made to the consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (50%) and financial criteria (50%).

Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received.

Technical Criteria for Evaluation (Maximum 50 points)

- Bachelor's Degree in Information Technology or a related field *(10 points)*
- Master's Degree or higher in Information Technology or a related field *(5 points)*
- Experience in the design and build of IT systems/websites/mobile applications *(1 points per year up to a maximum of 15)*
- Proof of experience/expertise for requirements identified in (iii) to (v) *(4 points maximum per item up to a total maximum of 20)*

Only applications obtaining a minimum of 35 points (70% of the total technical points) during the technical evaluations would be considered for the Financial Evaluation.

8. Documents to submit

- Cover letter for Expression of Interest
- Corporate profile
- Company/Partnership Registration certificate
- Letter of completion/Reference letters or similar assignments performed
- Educational certificates, work experience documentation & and other supporting documents demonstrating qualifications to undertake the scope of work