Software designer – Enhancement of Makudi System

Bidder Information Sheet

1. General Information

As Government's efforts to improve the business environment and improve the trade facilitation environment, the Ministry of Economic Development (MED) has prioritized establishment of a National Single Window (NSW) for trade facilitation.

In support of this initiative, MED has recently completed Business Process Analysis (BPA) of 7 core agencies that will be initially integrated under the NSW project. The BPA assessment has provided a number of recommendations that could be implemented across the agencies in a manner that would complement the NSW project.

Currently Ministry of Defence and National Security (MDNS) provides chemical permits issuing and warehouse permit issuing through the Makudi (Chemical Information System).

Makudi, was developed by National Center for Information Technology (NCIT) for Ministry of Defence and National Security (MDNS), and is a centralized web based information system. The objective of this system is to increase efficiency and administrative simplification in maintaining and managing information of substances that are permitted for import to Maldives.

2. Eligible Bidders

The invitation is open to all interested local parties with a formal intent to enter into an agreement. Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will result in disqualification of the bid proposals submitted by the bidder.

Both Individuals and registered local business entities (companies, partnerships, co-operative societies and soletraders) will qualify for the bid provided all documents mentioned in Section 7 of this information note are presented at the bid submission date and time.

3. Language of the Bid

The language of the bid shall be submitted in English.

4. Scope of Work and Deliverables

In consultation with Maldives transport Authority Focal Point and MED designated staff, the successful bidder is expected to deliver the scope of work and outputs outlined in the terms of reference included in APPENDIX I of this information note.

5. Project Delivery Duration

The winning bidder will be expected to complete the scope of work as per the timeline indicated in Section V of the Terms of Reference included in APPENDIX 1 of this information note. Application should be submitted in a sealed envelope with all the documents listed under Section 7.

Bid proposal should have a minimum validity of 35 days and all prices should be quoted with a final offer price, inclusive of all taxes and there shall not be any hidden or omitted costs.

6. Evaluation Criteria and Procedure

6.1 Price 35%

The points will be given using benchmark marking criteria where lowest proposed price will be considered as the benchmark. The full marks will be given to the bench mark value and others weighted accordingly using the formula below.

MAX% = (Proposed price /Benchmark price) x 35%

6.1. Experience of the bidder 20%:

The bidder must submit a portfolio of relevant work done accompanied by references about the satisfactory delivery of finished projects. The bidder should give contact numbers and names of references for each project.

The projects listed as references should be carried out in the last 10 years (Jan 2007 – to present period). Any projects prior to this period will not be counted towards the points. Points for experience will be given as follows

MAX% = (No. of projects/ Benchmark no. of projects) x 20%

6.2. Educational Qualification and Experience of the consultant/team proposed by the bidder 20%

The bidder must indicate in the technical proposal the team proposed to carry out the consultancy work. Marks will be scored as per the following criteria

- Experience and educational qualification of the lead software designer/team in carrying out similar projects in the last 10 years– 10%
- Expereince and educational qualification of other designers – 10%

6.3. Bidder proposal 25%

In addition to meeting the work scope and outputs specified in the TOR, the bidder must outline in the technical proposal, additional services that they will provide during the service period. Ministry will positively consider proposals where flexibility is accommodated in providing services such as bug fixing and and handholding over an beyond 3 months.

The BID evaluation committee will review the bid proposal and all documents submitted and award marks based on the best offer. Marks will be allocated based on the matrix below.

	Focus Area	Weightage
1	Quality of bidder profile - in terms of understanding of the tasks to be carried out and and demonstration of how the bidder meets the selection criteria	10
2	Methodology/Workplan/Schedule	10
3	Bug fixing and hand holding beyond 3 months	5

7. Documents to be Submitted

All bids should be submitted with the following forms and any bids submitted without the forms will be automatically disqualified.

Marks will be awarded based on the information on these forms. The bid documents should include pricing and work schedule for the proposed task.

7.1 Form 1 – Application for BID submission
7.2 Form 2 – Bidder profile and technical proposal
7.3 Form 3 – Price schedule for the contracting service

The documents should be submitted in a closed envelope. The envelope should be clearly labelled as **"Software designer – Enhancement of Makudi System"** and addressed to:

> EIF Project
> Ministry of Economic Development
> Male' Maldives

The proposal should be in a secure bind and there should not be loose papers.

8. Deadline

Bid Information Session will be held on 05th July 2018 (Thursday) 13:00 hrs at the Ministry of Economic Development, Velaanaage 11th Floor, Conference Hall.

Bid Submission will be held on 11th July 2018 (Wednesday) 13:00 hrs at the Ministry of Economic Development, Velaanaage 11th Floor, Conference Hall. Bids received before and after the bid submission deadline will not be entertained by the Ministry.

APPENDIX I

Terms of Reference – Enhancement of Makudi System

I-   Introduction

As Government's efforts to improve the business environment and improve the trade facilitation environment, the Ministry of Economic Development (MED) has prioritized establishment of a National Single Window (NSW) for trade facilitation.

In support of this initiative, MED has recently completed Business Process Analysis (BPA) of 7 core agencies that will be initially integrated under the NSW project. The BPA assessment has provided a number of recommendations that could be implemented across the agencies in a manner that would complement the NSW project.

Currently Ministry of Defence and National Security (MDNS) provides chemical permits issuing and warehouse permit issuing through the Makudi (Chemical Information System).

Makudi, was developed by National Center for Information Technology (NCIT) for Ministry of Defence and National Security (MDNS), and is a centralized web based information system. The objective of this system is to increase efficiency and administrative simplification in maintaining and managing information of substances that are permitted for import to Maldives.

With this objective, the MED, jointly with MDNS and NCIT, would like to seek services of a local coding agent (registered business entities or individuals), referred to hereinafter as the contractor, who could provide the technical assistance in developing an application with the tasks outlined in the work scope below.

II-   Scope of work

With the overall guidance and direction from MED and focal points assigned from MDNS and NCIT, the contractor is required to develop an online web-based portal for citizens and business entities to apply, receive and manage their chemical import applications, covering functions listed in Annex 1 of the TOR.

In developing the existing IT system, the contractor should recommend design methods to improve user friendliness and versatility of the systems developed.

In developing the IT system, the contractor shall give due consideration to the following aspects.

- Draw business or individual information from existing master databases managed by the government wherever possible (e.g. BOLI software system to verify registered businesses, DNR database for individual information)
- Ensure that the enhanced functionalities developed under this contract are compatible with other systems that will be integrated under the NSW project.
- Ensure that new functionalities developed are structured in such a way such that it is easier to manage.
- In developing the system, factor in the recommendations provided in the BPA report and inputs from consultancy with both internal and external users, senior officials of MED, M DNS and NCIT, and other relevant authorities to ensure systems developments are made in line with policy and legal parameters and taking into consideration the view of users.
- Design and develop the system in a manner that will enhance system efficiency across all core 7 agencies identified for NSW project and facilitate optimization of end users experience.

- Adhere to the following **technical requirements** for system development.

  1. The application should be developed using Microsoft .NET framework 4.5, compatible with currently developed Makudi (Chemical Information System) software.
  2. The portal should be responsive.
  3. The database should be developed on MSSQL Server and should be compatible with existing database structure and other systems that will be integrated under the NSW project.
  4. The system should use the NCIT Efaas system to authenticate users (both Official and Public users).
  5. Test scripts/mechanisms must be provided that tests all system functions, procedures and any other code that is used in the development of modules.
  6. Documentation of all functions and stored procedures; description of the parameters, return type(s), pre-conditions, assumptions, errors that could be thrown and the explanation of what the function or stored procedure actually does, must be provided.
  7. All design documentations of the module including class diagrams and sequence diagrams should be provided.
  8. The owner of all the source codes will be solely Ministry of Defence. The fully documented source code shall be shared with MED as the contracting party and Ministry of Defence, by the contractor at all times. The source code includes related database schemas and SQL scripts.

III- <u>After Sales Service & Maintenance</u>

The contractor shall assist MED, MDNS and NCIT for a minimum period of 06 months to troubleshoot, fix bugs and provide minor alterations (field additions) as and when needed. Thereafter, M DNS via NCIT will undertake the responsibility of making any changes to the system and can choose to enter into a maintenance contract with the vendor or a third party.

IV- <u>Outputs</u>

At the end of the consultancy period, the following outputs shall be delivered:

- A web based online system to ease the functionality of M DNS.
- Online interfaces developed for all the services listed in Annex 1
- All newly developed interfaces fully tested and made available for end users
- Systems Requirement Specifications (SRS) for all services modules listed in Annex 1 fully documented and made available to MED and M DNS at the end of the reporting period. The SRS document shall factor in the recommendation provided in the BPA report.
- User manuals developed for all interfaces developed for service modules listed in Annex 1
- System source codes developed shall be shared with and handed over to MED, MDNS and NCIT at the end of the consultancy period.

V- <u>Time frame</u>

The work has to be carried out within a duration of 04 months from the date of contracting.

The contractor shall submit a proposed work plan and schedule of how the tasks and outputs will be delivered.

VI- <u>Reporting arrangements</u>

With the overall guidance from MED, the selected contractor shall work closely with the technical team in MDNS and the BPA working group. The work shall be carried out as a joint collaboration between MDNS, related government agencies and the selected contractor.

The selected contractor shall report on a regular basis to designated officials from MDNS and MED. The selected contractor shall designate a team leader to manage the development work and shall be responsible for regular reporting.

Every fortnight, the team leader on behalf of the selected contractor shall report the progress to the designated focal point in MDNS and MED.

VII-   <u>General Qualifications</u>

The selected contractor (whether applied as a registered entity or individual) should have team members with following minimum qualifications:
- Should have a degree in Software Engineering and software development experience of minimum 3 years
- Demonstrate fluency in using Microsoft .NET Framework and MsSQL and other related software
- Experience in database development
- Good documentation skills
- Ability to work in a team

Annex 1 – Specific Outputs to be delivered

Function	Scope
1. Online User Registration and user management	• Online Registration • User management module for different user types and access levels should be maintained • User delegation to enable users/business entities to delegate roles to individuals
2. Apply for chemical import license existing and new substances	• Apply for chemical import license online • Applications should be maintained with their status visible to users
3. Apply for new warehouse permit and permit renewal	• Apply for new warehouse permit and permit renewal online • Status of the application should be visible to the user • Status of the permit should be visible and notify users when the permit expires
4. Provide warehouse permit and substance import license	• Users should be able to view and print the permit and licences via the portal • API for the permit and licenses will be provided by NCIT • Maldives Customs Service and other stakeholder agencies should be able to view and verify the license/permit with the link/code provided to them
5. Map chemicals to National HS code	• Map all the HS codes with Maldives Customs HS code using the API provided by customs
6. All Audit Trails and Audit logs	• All business transactions should be logged • Alterations, Additions and Deletions should be logged • Should maintain an undo log
7. Payments	• Online payment functions for warehouse permit module

Note: Functions mentioned in the system design process can be further streamlined and hence due consideration shall be made to streamline such functions when developing the System Requirements Document.