

REQUEST FOR PROPOSALS

Development of a “Case Management and Monitoring System” for the Children’s Ombudsperson’s Office (COO)”

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|----------------------|---|
| Announcement No. | TM/RFP/2023/010 |
| Project: | PRIME |
| Published on: | 16 th November 2023 |
| Information Session: | 26 th November 2023 at Transparency Maldives Office. Please contact the below email for more details |
| Deadline: | 30 th November 2023 |
| Point of contact: | procurement@transparency.mv |

1. Organizational Background

Transparency Maldives (TM) is a non-partisan organization that endeavors to be a constructive force in society by promoting collaboration and discussion on corruption, transparency and accountability. TM seeks to engage with stakeholders from all sectors (government, business, political and civil society, among others) to raise awareness of corruption’s detrimental effects on development and society, improve transparency and accountability in governance, and eliminate corruption from the daily lives of people.

Transparency Maldives received formal government registration in 2007 and is the National Chapter of Transparency International (TI) in the Maldives.

2. Eligibility: Organizations / Firms / Individuals

3. Project Duration: 08 Months

4. Scope of Work and Guidelines:

4.1 Background

The purpose of this RFP is to engage the services of a consultancy firm to develop a ‘Case Management and Monitoring System” for the Children’s Ombudsperson’s Office (COO) to effectively execute their mandate as an independent oversight institution.

Children’s Ombudsperson’s Office

The Children’s Ombudsperson was appointed by the President on 23rd July 2020, in accordance with Article 113 of the Child Rights Protection Act (19/2019). The Children’s Ombudsperson’s Office (COO) is created to assist the Ombudsperson to carry out the duties assigned to her as per Article 115 of the Act.

As per Section 115 of the Act, the Children’s Ombudsperson has the following responsibilities.

- To identify the extent to which state institutions adhere to the act and to take all necessary measures to ensure the implementation of the act.
- To identify the extent to which state institutions adhere to the Convention on the Rights of the Child and to take all necessary measures to ensure the implementation of the Convention.
- To monitor and evaluate the conduct of the staff and state institutions that are mandated to ensure the rights of children.
- To investigate and review the conduct of the staff and state institutions that are mandated to ensure the rights of children.

Current Status and Difficulties

Currently the four main responsibilities of the office are carried out by the below departments within the office.

- Investigation and Legal – Tasked with monitoring and evaluating the conduct of the state institutions and its staff, that are mandated to ensure the rights of children, as well as investigate and review their conduct.
- Compliance and Enforcement – Tasked with identifying the extent to which state institutions adhere to the Act (19/2019) and UNCRC and taking necessary measures to ensure the implementation of both the Act and the convention.
- Monitoring and Evaluation – Department is planned to be created at the start of 2022 and will be tasked with continuous monitoring of the recommendations and issues identified by the above two departments, until the recommendations are implemented, or issues solved.

The current process heavily depends on manual work and physical documents. Case management is done manually throughout the registration, evaluation, and investigation process. Lack of a state-of-the-art investigation system leads to difficult and complex case management processes, time management issues, susceptibility to human error, difficulty in making fast informed decisions. The need to make fast investigative decisions plays a key role in ensuring child rights in Maldives, given the current status quo. Thus, a robust and modern case management and monitoring system is very important to ensure the rights of the children guaranteed in the Constitution and laws as it assists efficient law enforcement.

Audit planning, field work and reporting is also carried out manually, which may cause difficulties in the future as we strive to achieve the ambitious task of auditing all the related state organizations every two years. Also going forward, implementing self-auditing in the islands may prove to be a difficult task, if we remain in the current model that heavily depends on official letters and documents.

Finally monitoring the recommendations and issues identified in the investigation and auditing process will be a huge task for the monitoring department. From the Baseline study conducted in 2020, which was done in just three selected islands, we observed 66 recommendations and issues that needed to be corrected. Also, these issues related to different state agencies which makes the monitoring process even more difficult.

Due to the above reasons the use of a fully-fledged Case Management and Monitoring System is very important for the Children’s Ombudsperson’s Office to carry out our legal obligations.

1.1 Objectives, Scope and Description of Activities

The objective of this activity is to:

- a) Develop a robust, web-based system to capture and maintain case data, where data security and integrity is of the highest priority.
- b) Develop the system to support and automate organizational workflows, enable tracking and reporting and work assignment to teams by team managers.

Scope of the work:

The Children’s Ombudspersons Office seeks to develop a web-based software solution which aids the execution of its mandate to protect children as set out under Child Rights Protection Act. The solution is a “Case Management and Monitoring System” which broadly allows the institution to

- compile case information accessible across different functional teams in the organization
- be more efficient by reducing paperwork and reduce data errors
- be highly responsive given the need for speedy decisions on cases
- Keeping track of cases as they progress over time

The case management and monitoring system as proposed is to become a critical part of the organization's infrastructure.

For detailed specification refer to Annex 3

a. Deliverables

| Deliverables |
|---|
| 1. Application development 40% completed and demo |
| 2. Application development 70% completed and demo |
| 3. Application development 100% completed and ready for UAT |
| 4. Application UAT and bug fixes completed and ready for go live approval |
| 5. Go live deployment completed and handover of source files |

6. Training, documentation and userguides provided

a) Documents to be submitted

Submit application via the website link for the RFP announcement. Must upload each of the required documents in the applicable section.

b. Technical Proposal

The technical proposal must include the following information: (as applicable)

5.1.1 Statement of Experience: This section should outline a statement of the Service Provider's capabilities and include details of previous related assignments of similar complexity and subject matter. Please provide a list of projects and reference contacts.

5.1.2 Statement of Qualifications: This section should describe the Service Provider's professional qualifications. Please include CV/resume providing evidence of how the Service Provider meets the knowledge and skills needs of the assignment.

5.1.3 Proposed Methodology: This section should demonstrate the Service Provider's methodological approach for meeting the specifications set out in this RFP including -

Problem Statement - A brief statement about the bidders understanding of the scope of work and objectives in carrying out the project.

In responding to this RFP, the service provider accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to TM as necessary to gain such understanding. TM reserves the right to disqualify any service provider who demonstrates less than such understanding. Further, TM reserves the right to determine, at its sole discretion, whether the service provider has demonstrated such understanding. Such disqualification shall be at not fault, cost, or liability whatsoever to TM.

Describe in detail the solution that is offered.

Service providers must provide a summary of their proposed solution design and technical implementation. This should include, but is not limited, to the following:

1. Address how the proposed solution will address security, data integrity, maintainability, scalability and resilience within the Scope of Work
2. Proposed solution server infrastructure stack (LAMP, LEMP, MERN etc)
3. Proposed solution architecture (monolith, microservice etc). This can include system workflow diagrams
4. Proposed solution's code framework stack (PHP / Laravel, Node / NextJS, Alpine Python / Flask, .NET, etc) and dependencies
5. The solution needs to be a web-based solution.
6. Responsive UI to support all types of major devices.
7. Use of non-proprietary software/ Open source software.

8. Proposed project management plan.
9. Proposed safety and data security strategy.
10. Proposed methodology and workplan for implementation, including the following phases:
 1. Requirements gathering and planning
 2. Design, develop and implementation
 3. QA, Support and documentation
11. Provide an estimate of implementation timeline for the proposed solution.

c. Financial Proposal

Pricing should be provided separately for the following:

1. Solution development and implementation costs, including End User Manuals and Training of COO staff, including infrastructure setup and provisioning costs.
 - i) Technical and Maintenance support must be free for the initial year.
 - ii) Warranty period of 1 year for bug fixes.
2. Infrastructure costs: Cloud or on-prem hosting and other subscription fees.

Please see Annex 1 of this RFP

d. Conflict of Interest Statement

Please see Annex 2 of this RFP

****All Service Providers and relative team members and staff that will participate must sign the conflict-of-interest statement and submit it along with their application.**

Applications submitted without the above documents will be considered incomplete and TM reserves the right to reject such applications.

5 Evaluation of applications

The applications will be evaluated based on their merit and experience in undertaking this assignment. The following criteria will be used to award scores for applications:

| | |
|---|-------------|
| Selection Criteria | 100% |
| 1. Technical Proposal | |
| 1.1 Proposed methodology and approach <ul style="list-style-type: none"> • Fit of proposed solution considering requirements and proposed ideas. • New ideas further simplifying the total project, reducing costs or which can increase chances of successful implementation are desirable. | 30% |

| | |
|---|-------------------|
| <p>1.2 Service Provider’s Experience and Qualification</p> <ul style="list-style-type: none"> • Proven experience in delivery of software development projects at least in the past 5 years, more experience is desirable • Ongoing use of implemented software showing technical support provided • References and testimonials from clients • Qualification, skills and experience of team members | <p>20%</p> |
| <p>2. Financial Proposal</p> <ul style="list-style-type: none"> • Cost of development and deployment of the software, including training of staff and development of technical and end user documentation. • Yearly maintenance fee if any (at least 1 year must be free of charge) | <p>40%</p> |
| <p>3. Duration</p> <ul style="list-style-type: none"> • Duration proposed for the development and deployment of the software. | <p>10%</p> |

The following points will be used in the evaluation, they are not in any particular order.

- 1) Technical qualifications of bidder and team members involved.
- 2) Experience in designing and developing similar software solutions.
- 3) Level of innovation, automation, and expertise of proposed solution.
- 4) Level of experience and ability in creating a reliable web-based platform hosted online or on premises if needed.
- 5) Total costs of the project.
- 6) Customer support offered by the Bidder.
- 7) Level of expertise to deliver on usability and workflow design, with the view that the CMS shall be used daily.
- 8) Software that will allow the client to independently host and assume full control of the system and data without recurring costs (*e.g., no subscription or monthly fees*).
- 9) Ability of the proposed solution to work as required even with large increase of data over time.
- 10) Robustness of the system to resist unauthorized attempts to extract data, level of security of the Ease of backup and management of data.
- 11) Proposed system design considering the sensitive nature of the data being handled.
- 12) Competitiveness in pricing, timelines and guarantees offered to assure delivery.
- 13) Ability to independently update and modify the solution, the software shall not be based on other proprietary software preventing updates, security fixes without contacting a third party.

6 Additional Terms and Conditions

a) Coverage & Participation

Transparency Maldives (TM) reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation prior to the award without prior notification at any time without any liability or obligation of any kind or amount.

b) Service Providers' Understanding of the RFP

In responding to this RFP, service providers accept full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to TM as necessary to gain such an understanding. TM reserves the right to disqualify any Service Provider who demonstrates less than such understanding. Further, TM reserves the right to determine, at its sole discretion, whether Service Providers have demonstrated such understanding. Such disqualification shall be at not fault, cost, or liability whatsoever to TM.

c) Good Faith Statement

All information provided by TM in the RFP is offered in good faith. Individual items are subject to change at any time. TM makes no certification that any item is without error. TM is not responsible or liable for any use of the information or for any claims asserted there from.

d) Communication

Verbal communication shall not be effective unless formally confirmed in writing by a TM staff in charge of managing this RFP process. In no case shall verbal communication govern over written communication. Formal Communications shall include, but are not limited to:

- Questions and inquiries concerning this RFP must be submitted in writing to procurement@transparency.mv
- Service providers shall recommend to TM any discrepancies, errors or omissions that may exist within this RFP. With respect to this RFP, service providers shall recommend to TM any enhancements, which might be in TM's best interests.

e) Non-Disclosure Agreement

TM reserves the right to require any respondent to enter into a non-disclosure agreement.

f) Costs

The RFP does not obligate TM to pay for any costs, of any kind whatsoever, which may be incurred by a Service Provider or any third parties, in connection with the proposal.

g) Intellectual Property

Service Providers shall not use any intellectual property of TM including, but not limited to, all logos, registered trademarks or trade names of TM, at any time without the prior approval of TM, as appropriate.

h) Service Provider's Proposals

All proposals and supporting documentation shall become the property of TM, subject to claims of confidentiality in respect of the proposal and supporting documentation.

i) Partial Awarding

TM reserves the right to accept all or part of the quotation when awarding the contract.

j) No Liability

TM reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.

TM shall not be liable to any service provider, person or entity for any losses, expenses, costs, claims or damages of any kind; or

Arising out of, by reason of, or attributable to, the Service Provider responding to this RFP;

As a result of the use of information, error or omission contained in this RFP document or provided during the RFP process.

h) Additional Guidance to Offerors

i. Eligibility Requirements

To ensure that TM does not subcontract to vendors that have been debarred, suspended or proposed for debarment, and to prevent against supporting vendors determined to have committed or pose a significant risk of committing actions of terrorism that threatens national, and US interests, all apparently successful applicants will be checked against the US Government's Excluded Parties List. As such, TM will perform a search for the applicant's name on the Excluded Parties List (<http://www.sam.gov>)

1. System for Award Management (SAM) (database maintained by the SAM for Excluded Parties List System (EPLS) available at: <http://www.sam.gov/>).

2. Master list of Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury for the Office of Foreign Assets Control (OFAC List) available at: <http://www.treasury.gov/resource-center/sanctions/SDNList/Pages/default.aspx>.

3. United Nations Security designation list available at: http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml

TM will also consider all information about the proposed vendor of which it is aware and all public information that is reasonably available to prior to awarding the project.

TM will also require all vendors (excluding individuals) to submit Unique ID number for any subcontract over under US\$25,000. SAM2 registration will be required for all vendors (above the value of US\$25,000) prior to signing the contract. Details of SAM registration.

7 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

8 Submission Instructions

This RFP, along with all the mandatory documents stated in section 5 must be uploaded to the website or emailed to procurement@transparency.mv

Applications received after the deadline or does not include mandatory documents stated in section 5, will be rejected.

ANNEX 1: COST PROPOSAL

Service Providers are required to fill out the following cost breakdown. Unit prices are required in the case of discrepancies between unit price and total price, the unit price will be taken as a reference basis in the evaluation.

Pricing must be in **USD or MVR** (please select as appropriate).

Bid Title:

RFP No.:

Applicant:

Date:

Cost Breakdown by Component

| No. | Activities | Quantity | Rate | No. of Days | Total Amount |
|------------|------------------------|----------|------|-------------|--------------|
| A | Key Human Resources | | | | |
| 1 | Eg: Budget analyst | | | | |
| Subtotal A | | | | | |
| B | Administrative Costs | | | | |
| Subtotal B | | | | | |
| C | Total A+B | | | | |
| D | GST (8%) if applicable | | | | |
| E | Grand Total (C+D) | | | | |

N. B. Administrative and other associated costs, if any, should be built into the above headings proportionately.

Infrastructure costs (monthly)

Below shows an example

| No. | Infrastructure component | Proposed vendor | Specifications | Monthly cost |
|-----|--------------------------|-----------------|----------------|--------------|
|-----|--------------------------|-----------------|----------------|--------------|

| | | | | |
|---|----------------------------|---------------|---|---------|
| 1 | Application hosting server | Digital Ocean | Droplet: Premium Intel 4GB RAM/2CPU/120GB SSD | 35.00 |
| | | | | |
| | | | | |
| | TOTAL MONTHLY | | | XXXXXXX |

Name:

Designation:

Signature:

ANNEX 2: CONFLICT OF INTEREST STATEMENT

Transparency Maldives (TM) is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical capacity. TM does not tolerate fraud, collusion among bidders, falsified proposals/bids, bribery, or kickbacks. Any entity or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

TM employees and agents are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business.

By signing this certification, the bidder agrees to:

- Disclose as part of the proposal submission any close, familial, or financial relationships with TM staff and members. For example, the bidder must disclose if a bidder's mother conducts volunteer trainings for TM.
- Disclose as part of the proposal submission any family or financial relationship with other bidders submitting proposals. For example, if the bidder's father owns a company that is submitting another proposal, the bidder must state this.
- Certify that the prices in the bid/proposal/application/quote have been arrived at independently, without any consultation, communication, or agreement with any other bidder or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to TM's prohibitions against fraud and bribery.

Please contact procurement@transparency.mv for any questions or concerns regarding the above information or to report any potential violations.

Signature:

Date:

Name:

Title/ Position:

Entity name (for firms/organizations only):

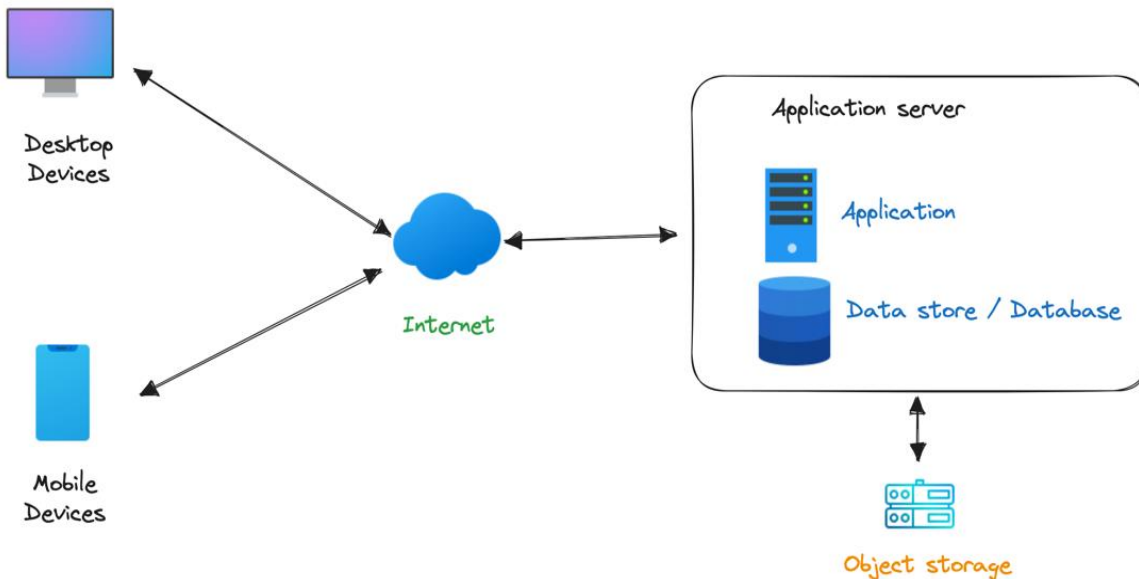
Address:

ANNEX 3 - Work Specification

- 1) Design and develop a new CMS with work automation characteristics.
- 2) System architecture (broad *technical requirements*) requirements are provided in Appendix A.
- 3) Features are provided in Appendix A.
- 4) Current captured workflows are provided in Appendix B.
- 5) Provide technical documentation and end user documentation.
- 6) Provide Maintenance of the system free of charge for at least 1 year from deployment.
- 7) The bidder shall propose a comprehensive solution including:
 - a) Proposed method for the development of the project.
 - b) Requirement of technical expertise to deliver on solution, show that such a team is available with bidder.
 - c) Schedules and timelines for delivery.

APPENDIX A: ARCHITECTURE /FEATURE REQUIREMENTS

System Architecture



- “Internet” as shown above does not imply internet hosting
- Developer to propose either on-prem hosting or cloud-based hosting solution for application server
- Externally submitted photos/video related to investigative cases will need to be stored and accessible, individually large file sizes can be expected, so ideally an object storage layer will be needed
- “other devices” implies mobile access (required for Audit Department functions)

Technical

- Web based Solution – The below web technologies must be used for creating of the application.
 - Proposed solution's code framework stack should be based on a modern technology or framework (PHP / Laravel, Node / NextJS / React JS, Alpine Python / Flask, .NET, etc)
- Proposed Hosting Method: either cloud-based or on-premises.
 - If the proposal is cloud-based, details of cloud infrastructure services that will need to be provisioned should be included
- Fully responsive UI to support all types of devices (mobile, tablet and desktop)
- Use of non-proprietary software/ Open source software is recommended
- API integration for DNR systems
- Security
 - Provides protection against OWASP top 10 security risks
 - SSL Encryption
 - SQL Injection Protection
 - Cross-site Scripting (XSS) Protection
 - Cross-site Request Forgery (CSRF)
 - Multi-factor Authentication (2FA) for login access to the system
 - ReCaptcha on all publicly visible forms
- Solution for data safety and back up strategy, including automated backups at infrastructure level
- Auditing
 - Provide application-specific audit trails for all actions performed on the system by all users
 - Provide means of retrieving application-level logs for super admins

Functional

1. User Management
 - a. Should provide controls of creating new user roles and permissions
 - b. 2 Factor authentication (TOTP) with email or SMS-based OTP
2. Multilingual
 - a. System should support both Dhivehi and English for UI and data entry
3. Entity Management
 - a. Manage entity information (eg: People, Places, Relationships')
 - b. Fetching information from external sources (eg: DNR)
4. Partner Management
 - a. Ability to maintain profiles for external institutions
5. External Integrations
 - a. Connect with DNR system via API and populate ID information
6. Workflow Management
 - a. Provide controls for customizing workflows where possible as business requirement changes, e.g.: work assignment users may change with staff rotation etc.
 - b. Provide controls for editing existing workflows
 - c. Manage tasks: Assigning, tracking of case tasks and reminders
 - d. Dashboards for tasks
 - e. Follow-up prompts
7. Case Management
 - a. Handle various sources of case intake (online, transfer from other team, scheduled auto generating tasks)
8. Documents and Data Management
 - a. Tracking documents, other files, video, audio involved in the case
 - b. Documents should be versioned
9. Templates for creation of various documents

- a. Automatic and manual document generation

10. Knowledge management

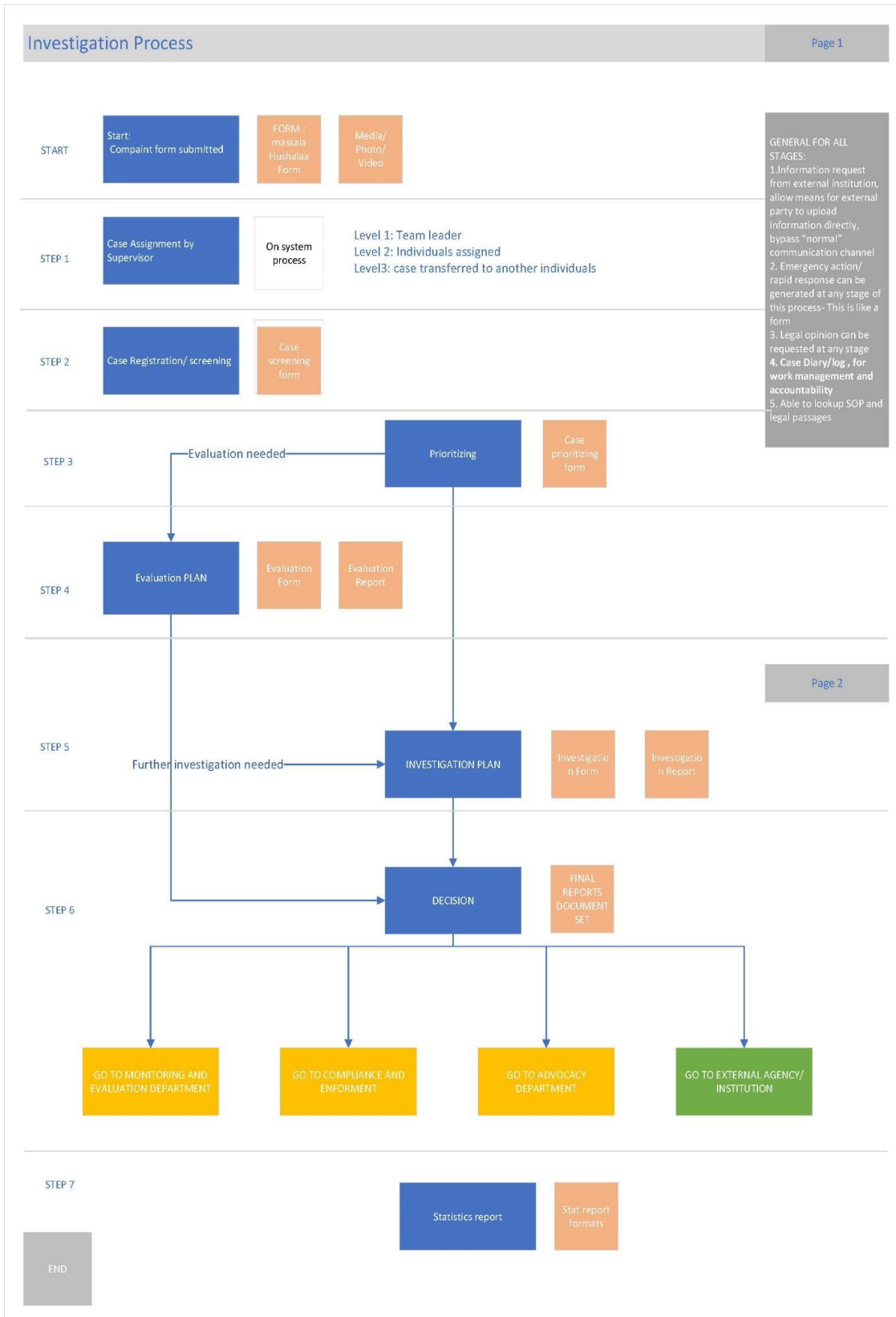
- a. Searchable repository of all data in the system for reference.
- b. All data should be extractable, including OCR extraction of uploaded PDF files where possible.

11. Reporting Module

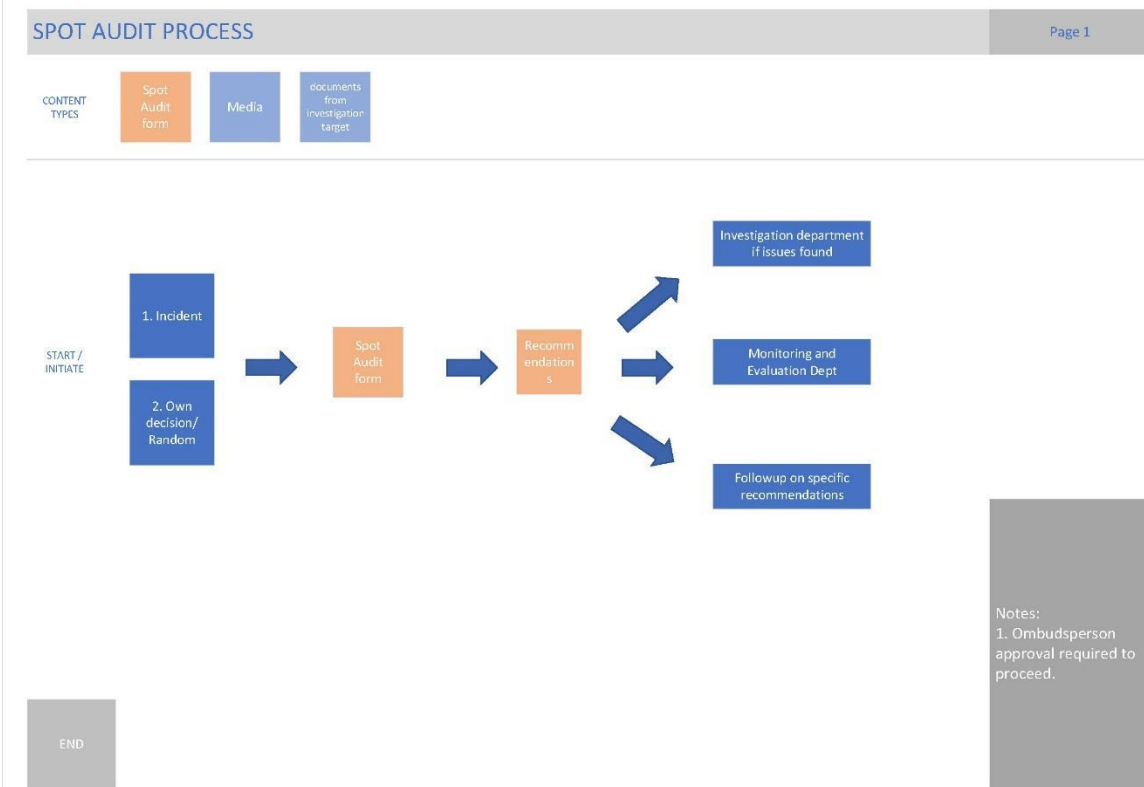
- a. Should provide means of creating new reports.
- b. Should provide means of customizing existing reports.
- c. Should provide methods of extracting raw data from the system.

APPENDIX B: COO WORKFLOW CHARTS

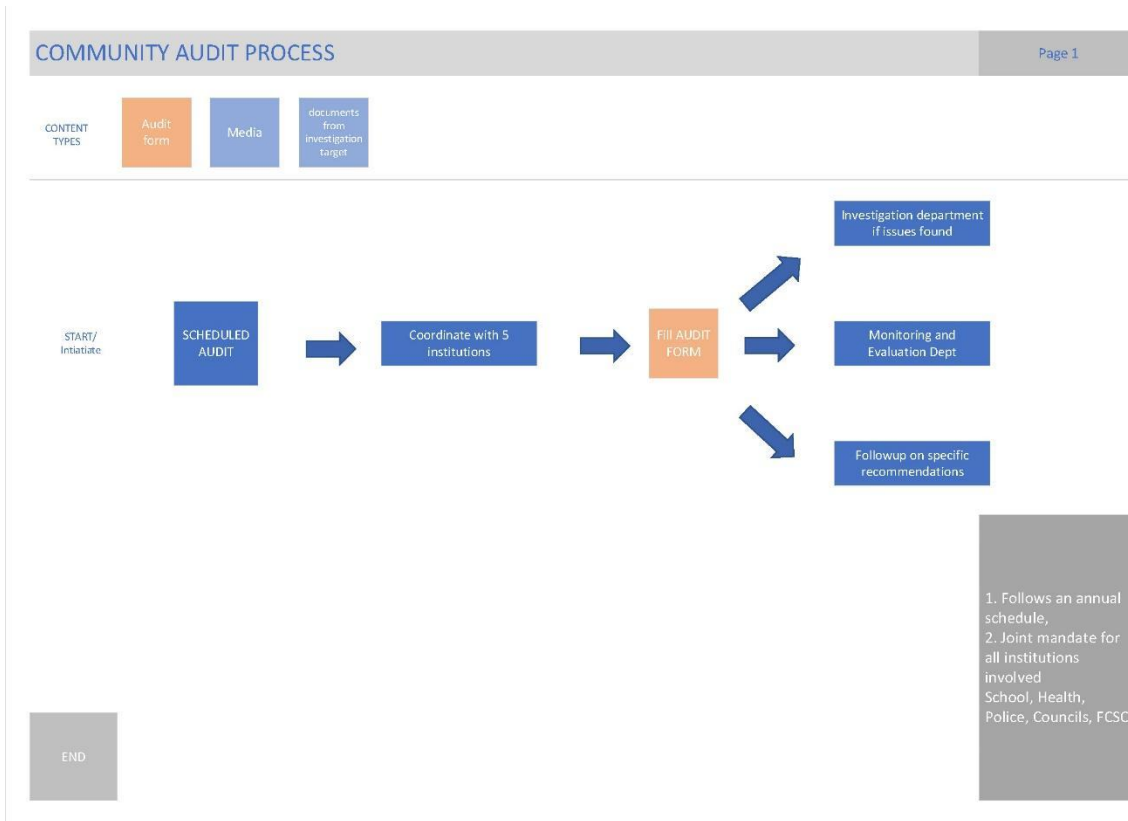
1. Investigation Dept workflow



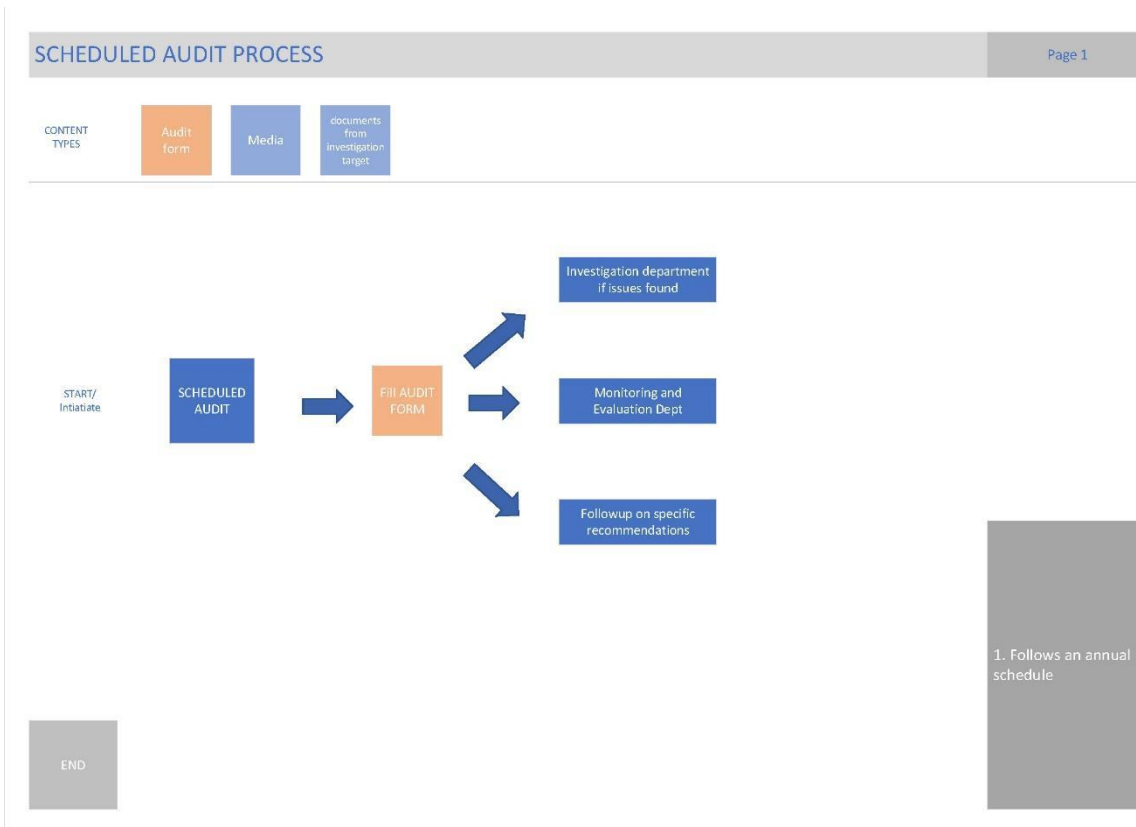
2. Audit Dept Workflow



3. Audit Dept Workflow- Community Audit



4. Scheduled Audit Workflow



5. Monitoring Dept – Recommendation Monitoring

RECOMMENDATION MONITORING WORK FLOW



6. Monitoring Dept – Internal Monitoring

INTERNAL MONITORING WORK FLOW



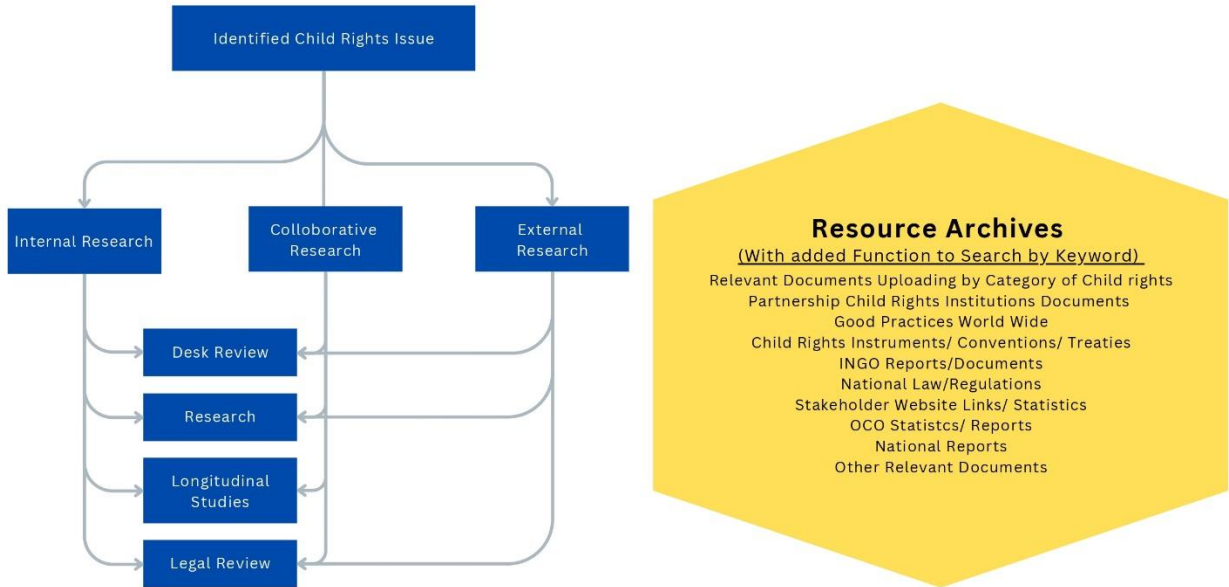
7. Monitoring Dept – Register for Employees Working with Children

REGISTER FOR EMPLOYEES WORKING WITH CHILDREN- WORK FLOW

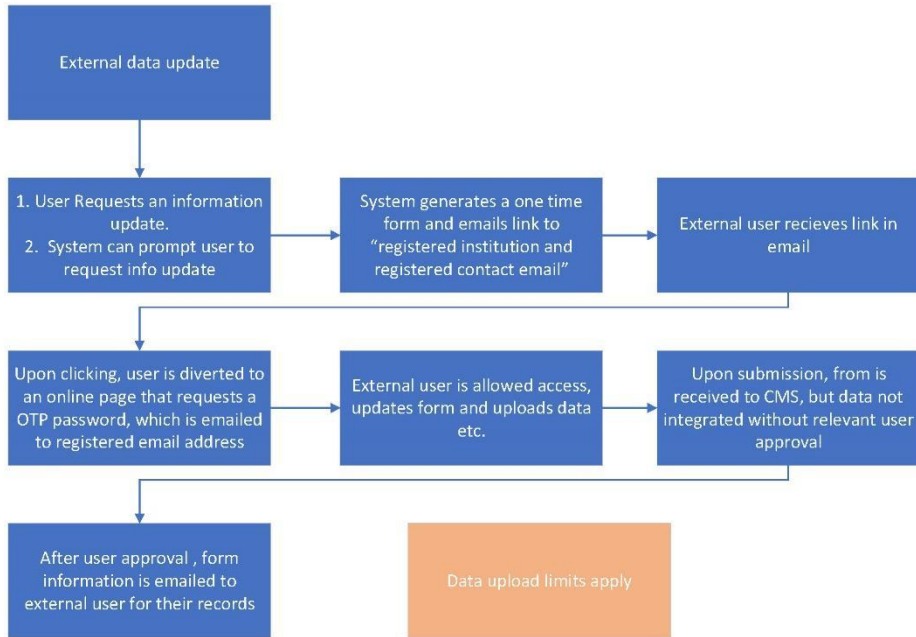


8. Monitoring Dept – Research Function

RESEARCH FUNCTION - WORK FLOW



9. External Data update - Proposal



End of RFP