Maldives Pension Administration Office
Republic of Maldives
Pension and Social Protection Administration Project
IDA Credit No.: 4611-MV
Date: 29 October 2014
Terms of reference
Information technology system administrator (local)

A. Background

1. The Government of Maldives (GoM) has undertaken a major initiative to introduce a modern social protection system for the population. This system includes health insurance programs along with targeted social assistance for the vulnerable and the poor. The GoM aims to consolidate the Social Protection programs and create a robust management information system (MIS) in order to monitor these programs effectively. The objective is to harmonize the data processes and formats and avoid duplication of costs across programs and ministries. An integrated MIS will also allow policymakers to have a holistic picture of the beneficiary population and social expenditures.

2. This Social Protection Information System (SPIS) will provide unique identification of beneficiaries of the various social protection programs. It would allow the agency and the stakeholders to effectively administer, monitor, and improve targeting of the social assistances provided by the government.

3. Simultaneously the MIS for active monitoring of the Social Health Insurance Scheme is also under development. Development of a data warehouse from the data available via Aasandha system which will be integration to the Hospital Information Systems. These initiatives are being supported under the World Bank's Pension and Social Protection Administration Project.

B. Objective

4. NSPA requires a strong IT support mechanism to ensure the gradual assimilation of the SPIS to manage and administer all social protection benefits. It also requires to be ready and equipped with appropriate database management and information analysis skills associated with managing and utilizing IT systems for timely monitoring of the programs managed or administered by the organization. The IT System Administrator will be responsible to fulfill necessary duties as the administrator for the SPIS and the Health Insurance Management Information System (HIMIS) and conduct the necessary programs to train the staff and to provide necessary training for a complete handover of duties to an identified NSPA staff on administration of the systems at NSPA by the end of the assignment.

C. Scope of Services

5. Lead the NSPA IT team and ensure that development of Social Protection Information System is in line with the requirements of NSPA.

The National Social Protection Agency (NSPA) is planning to build a comprehensive benefit administrating and management system. This role will be instrumental in driving various components of this strategy largely supported by the data on existing systems and processes gathered from various groups. The IT system administrator should lead the administration of the system as required by NSPA and support the awareness components of the SPIS, as well as lead the supervision of the development phase of SPIS and HI MIS. The IT system administrator will also be responsible to oversee the daily operations of SPIS and HI MIS and facilitate all operations regarding the system via the IT staff at NSPA

6. Lead design and development of the Health Insurance MIS (HI MIS).

   The National Social Health Insurance Scheme needs to be monitored on a daily, weekly, and monthly basis to enhance operational as well as policy input to improve the scheme. Thus, the IT System administrator with support from available consultants and IT personnel at Aasandha and NSPA shall develop and administer the data warehouse for the HI MIS. The IT system administrator will also be responsible to oversee the administrative training and, administration of the HI MIS.

7. Facilitate transition of operations to NSPA.

   The individual will be largely responsible for supervising and guiding the NSPA IT personnel in the routine IT related tasks and also train the identified staff as the system administrator for the SPIS and HIMIS. A formal training and handover exercise should be conducted by the IT system administrator before end of project period to ensure that the identified staff at NSPA can continue as the system administrator.

D. Schedule of Completion of Tasks

8. Preparations of periodic reports during the course of the work, including field work, the IT System administrator will be required to complete timesheets or any other document used to identify time spent and completion of tasks.

9. To carry out these tasks, an IT system administrator is required for the period from November 2014 through June 2015. Work must be conducted onsite, stationed at the premises specified by the NSPA.

E. Services and facilities to be provided by the client

10. The NSPA ensures that office space, office facilities, local calls, internet connection, general stationery, support staff and all other relevant information for the completion of the task is made available to the selected staff in timely manner.

F. Timetable and Deliverables:

11. The duration of the assignment is 8 months with possibility of re-contracting with NSPA after completion of the project and deliverables include the following.

• Developing and maintaining a system administrators guide. (IT requirements and historical logs).	• Ensure that the guide is always upto date and share it with the IT personnel at NSPA periodically, train NSPA IT staff on system administration and ensure that they are well equipped to do it on their own.
• Train and develop capacity within NSPA on system administration for the SPIS as well as the HI MIS. This plan should focus on operational transition.	• Begin training NSPA staff after a plan for training is developed and approved by NSPA no later than 2 weeks from the commencement of the job
• Monthly updates on the status of work to the CEO of NSPA and the PMU.	• Monthly reports on progress to NSPA and report to PMU when requested
• Timely completion of tasks assigned and follow-up reports.	• All tasks to be completed as per the timings agreed to by NSPA and the PMU
• Documented details of tasks carried out.	• Details of tasks undertaken to be documented on a regular basis

G. Procedure for Review of Outputs

12. During the course of the assignment the Consultant shall report to the Project Coordinator at NSPA, and will work closely with the technical team responsible for IT related activities. The project coordinator would communicate the progress to the PMU, which then would be communicated to all other involved parties. The progress will be assessed against the detailed work plan approved by NSPA management.

13. The Consultant's final draft outputs will be reviewed by the Senior Management of NSPA within two weeks after submission. After driving at a conclusion by the management, the consultant will finalize the respective output which, based on the necessity, would be communicated to all the parties involved

H. Minimum Qualifications:

o Bachelor's Degree in IT system development /computer science /or any other relevant bachelor's degree in an IT related field accredited by Maldives Qualifications Authority.
o A postgraduate degree is preferable
o Minimum Three years' experience in a relevant field.
o Minimum One year experience in design, development, system administration, of a management Information System. Experience with Management Information Systems is strongly preferred
o Experience in Access, MySQL and SQL.

o Familiarity with Microsoft Office, and an in depth knowledge of MS.Excel.
o Appropriate supervision skills.
o Good communication skills both in Dhivehi and English.
o Time and task management skills.