



**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 programmer (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 Programmer will be responsible to identify the requirements of the organization and bring about the changes required for the SPIS and the Health Insurance Management Information System (HIMIS) and conduct the necessary programs to train the staff and make systems at NSPA functional for the implementation of the required IT solutions.

**C. Scope of Services**

5. Support to design and development of Social Protection Information System.



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 programmer should lead the changes to the system required by NSPA and support the awareness components of the SPIS, as well as facilitate the supervision of the development phase of SPIS and HI MIS. The IT programmer will also be responsible to oversee the day to day maintenance operations, and management of the SPIS and HI MIS.

6. Support to design of 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 direction. Thus, the IT programmer with support from available consultants and IT personnel at Aasandha and NSPA shall help design and develop the system. The IT programmer will also be responsible to oversee the training and, day to day maintenance operations 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 to manage the changes and amendments that needs to be made to the SPIS and HIMIS after end of the project period. A formal training and handover exercise should be conducted by the IT programmer before end of project period.

**D. Schedule of Completion of Tasks**

8. Preparations of periodic reports during the course of the work, including field work, the IT programmer 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 programmer 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 and deliverables include the following.

• Developing and maintaining a programming log and	• Continue maintaining the log and implement tasks approved through out
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supplementary training manual for NSPA staff (IT requirements).	the tenure, train NSPA IT staff on how changes requested are catered via the programming phases.
<ul style="list-style-type: none"> <li>• Train and develop capacity within NSPA to manage the SPIS as well as the HI MIS.</li> </ul>	<ul style="list-style-type: none"> <li>• Begin training NSPA staff after a plan for training is developed and approved by NSPA no later than 1 month from the commencement of the job</li> </ul>
<ul style="list-style-type: none"> <li>• Monthly updates on the status of work to the CEO of NSPA and the PMU.</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly reports on progress to NSPA and report to PMU when requested</li> </ul>
<ul style="list-style-type: none"> <li>• Timely completion of tasks assigned and follow-up reports.</li> </ul>	<ul style="list-style-type: none"> <li>• All tasks to be completed as per the timings agreed to by NSPA and the PMU</li> </ul>
<ul style="list-style-type: none"> <li>• Documented details of tasks carried out.</li> </ul>	<ul style="list-style-type: none"> <li>• Details of tasks undertaken to be documented on a regular basis</li> </ul>

### 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:

- Bachelor's Degree in IT programming /computer science /or any other relevant bachelor's degree in an IT related field accredited by Maldives Qualifications Authority.
- Minimum three years experience in a relevant field and at least one year's experience related to design/development/administration of Management Information Systems
- Experience in Access, MySQL, SQL and Microsoft SQL server.
- Familiarity with Microsoft Office, and an in depth knowledge of MS.Excel.
- Appropriate team building skills.
- Good communication skills both in Dhivehi and English.
- Time and task management skills.
- Experience with Management Information Systems is strongly preferred.

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