

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Ministry of Climate Change, Environment and Energy
Republic of Maldives

**DIGITAL MALDIVES FOR ADAPTATION, DECENTRALIZATION AND
DIVERSIFICATION (DMADD) PROJECT
P177040**

TERMS OF REFERENCE

for

**Hiring of an Individual consultant to coordinate the improvement of
regulatory frameworks, oversight, and enforcement for a competitive
broadband market (National)**

Reference No: MV-MOECCT-DMADD-424188-CS-INDV

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1. INTRODUCTION

The Government Strategic Action Plan 2019-2023 outlines an ambitious agenda for digital development as a key step towards economic diversification. The Digital Maldives for Adaptation, Decentralization and Diversification (DMADD) Project (P177040), aims to support the Maldives in its digital transformation. The DMADD project is funded by a grant from the World Bank and is implemented by the Ministry of Climate Change, Environment and Energy (MoCCEE). Implementation of the project is supported by a Project Management Unit (PMU) housed within the MoCCEE. The PMU is responsible for day-to-day management of the project activities. The PMU will be responsible for the day-to-day operations of the project activities including financial management, procurement, and project monitoring and reporting.

Hence key stakeholders include the PMU, the National Centre for Information Technology (NCIT), the Communications Authority of Maldives (CAM) and the Department of National Registration (DNR).

The project will assist the government in laying the legal and regulatory foundations for the digital economy and the provision of digital services, fostering the growth of high-quality and reasonably priced Internet services, and fostering trust in digital transactions and service delivery. Hence, the project will fund technical assistance to strengthen legal and regulatory frameworks in such areas as data protection, cybersecurity and cybercrime, electronic transactions, and identification, and provide support for their operationalization through enhancing institutional capacity and developing pertinent roadmaps, strategies, and other tools and guidance.

The proposed project aims to support the use of digital technologies to decentralize, diversify and to adapt to climate change. The project objective is to enhance the enabling environment for the digital economy in Maldives, to improve identification for in-person and remote service delivery, and to leverage data and analytics for a green, resilient, and inclusive development. It is designed around three components and the proposed activities are conceived following the country's priorities and funding needs in the medium term. The components are as follows:

Component 1: Enabling environment for improved digital connectivity and competitiveness.

- 1.1. Improving regulatory frameworks, oversight, and enforcement for a competitive broadband market
- 1.2. Empowering public institutions for digital transformation in Government

Component 2: Digital identification for improved online and in-person service delivery.

- 2.1. Legal and institutional enablers and safeguards for secure data and identity management
- 2.2. Modernizing of the foundational ID system and credential
- 2.3. Strengthening the digital authentication ecosystem

Component 3: Digital technologies and data platform for climate resilience.

- 3.1. Establishing a climate data platform
- 3.2. Leveraging digital technologies and tools for climate adaptation

2. BACKGROUND

The Maldives telecommunications services market is made up of two players Dhiraagu and Ooredoo Maldives, both providing all telecommunication services under universal licenses and a 3rd service provider Focus Infocom. Focus Infocom is an ISP mainly focused on providing internet services only in the capital Male'. Dhiraagu had been the only telecom service provider in the country until the competition was introduced in 2003 with the licensing of Focus Infocom as the second internet service provider. Ooredoo Maldives started their service in 2005 under the name of Wataniya Telecom Maldives when they were licensed as the second mobile operator. They expanded their services to provide nationwide mobile internet services from very early on and began providing fixed broadband services when they were issued with an additional ISP license. CAM has issued a new ISP Licence today, to provide satellite-based internet services in Maldives. In an effort to develop and enhance the communication services in Maldives, the 4th Licence was awarded to Starlink Services Maldives, a company incorporated by the SpaceX Corp, to provide it's Starlink internet services in Maldives.

Broadband coverage is nationwide with mobile broadband available on every single island and fixed broadband covering over 90% of the population. While older fixed broadband services were rolled out over a cable network, currently fixed broadband over fibre is available in about 40% of the islands and growing.

Internet service providers provide a wide-ranging variety of packages providing speeds from 5 Mbps to 200 Mbps with different data allowances and benefits. With the ever-increasing demand from the public for enhanced quality of internet services at lower prices, CAM is keen to ensure that what is being delivered to the public is what is stated by the service providers.

The CAM (<https://www.cam.gov.mv>) has the mandate of regulating the communications sector, creating an environment conducive for promoting competition in communications services and developing these services in accordance with the national policies. The communications sector includes telecommunications, post and Information Technology.

CAM plans to monitor the quality of broadband services in the country on a regular basis and publish the results thereby building public confidence in the services.

The hiring of an Individual Consultant will support the subcomponent: (1.1) Improving regulatory frameworks, oversight, and enforcement for a competitive broadband market. As such, MoCCEE requires the services of a Regulatory Specialist, referred to as "The Consultant".

3. OBJECTIVE

The objective of this assignment is for the Consultant to provide technical and regulatory assistance to coordinate the improvement of regulatory frameworks, oversight, and enforcement for a competitive broadband market, Subcomponent 1.1 of the DMADD project.

4. SCOPE OF THE ASSIGNMENT

This would include:

- 4.1. Coordinate the implementation of subcomponent 1.1 activities of the DMADD project as per guidance of the DMADD PMU and CAM.
- 4.2. Work with DMADD PMU and CAM teams for hiring an international consultancy firm for technical assistance to conduct a detailed assessment of the gaps in the enforcement regulatory framework for a competitive, open-access broadband market.
- 4.3. Work with CAM to implement and the enforcement of an efficient regulatory framework for competitive broadband markets in the Maldives, as per the recommendation provided by the international consultant.
- 4.4. Technical support in the evaluation of proposals and bids for the equipment to be procured for assessing the quality and reliability of broadband services.
- 4.5. Coordination of the capacity building program as per the technical recommendation provided by the international consultancy firm.
- 4.6. Carry out QoS analysis of the ISPs as per the framework established by the international consultancy firm.
- 4.7. Ensure all implementation arrangements of project activities are carried out smoothly and on schedule and carry out any administrative tasks pertaining to the implementation of the subcomponent 1.1 including not limited to;
 - Proper records keeping and filing;
 - Attend meetings and prepare paperwork such as minutes and reports;
 - Working with CAM to organize stakeholder meetings in coordination with the international consultancy firm.

- 4.8. Identification and resolution of problems, with the guidance from DMADD PMU and CAM.
- 4.9. Reporting to DMADD PMU / CAM on all aspects of Project implementation throughout the duration of the project.

5. RESPONSIBILITIES

The Consultant should agree on a workplan prepared by the CAM and approved by DMADD PMU prior to beginning of every calendar month. Based on the above-described general scope of this assignment, in close coordination with DMADD PMU and CAM, the Consultant shall be responsible for delivering the below outputs but not limited to:

- 5.1. Provide Coordination support that is required in the implementation process, such as technical evaluation and reports of the bidders.
- 5.2. Work with the international firm that will be hired and be the local expert in providing insights of the Maldivian broadband markets.
- 5.3. Provide necessary technical review and authorizations to process the payments regarding the work of the international consultancy firm and the equipment's procured.

6. DURATION OF THE ASSIGNMENT AND PAYMENT TERMS

- 6.1. The duration of the assignment is 24 months from the commencement of the assignment, with potential extension based on performance. The successful candidate is expected to commence the services in August 2024. This position is based at the CAM Office in Male' with travel to Islands or field visits as required.
- 6.2. The consultant should report to work on weekdays from 0800 – 1400 hours other than public holidays and provide services to the Client for an average of 30 hours a week.
- 6.3. The Consultant will be paid a lump sum of between MVR 30,000 - 35,000 per calendar month for the services provided depending on qualifications and experience for the services offered by the consultant.
- 6.4. Leave(s) and other benefits in accordance with Employment Act.
- 6.5. Travel expenses under the DMADD as budgeted under the Project and approved by the DMADD PMU.

7. INTELLECTUAL PROPERTY

- 7.1. All information pertaining to this project (documentary, audio, digital, cyber, project documents, etc.) belonging to the client, which the Consultant may come into contact within the performance of his/her, duties under this consultancy shall remain the property of the client who shall have exclusive rights over their use. Except for the purposes of this assignment, the information shall not be disclosed to the public nor used in whatever manner without written permission of the Client in line with the national and International Copyright Laws applicable.
- 7.2. All the material used in the project should be provided to the client with copyrights cleared.

8. REPORTING

- 8.1. The Consultant will work under the guidance and direction of DMADD PMU (which will be the primary focal point representing the stakeholders or any other parties.)
- 8.2. Unless approved and agreed, the consultant shall not directly have communications, obtain, or share any documentation to and from the stakeholders or any other parties.
- 8.3. The Consultant shall report to the Project Manager on the status of the assignment on a regular basis. The consultant will work in a place agreed with the DMADD PMU and will be required to take part in all the relevant meetings.
- 8.4. All reports shall be submitted as stipulated in the deliverables and all reports will be submitted as drafts and upon review by the stakeholder, the Consultant shall revise the draft reports. Once the revised reports are accepted by the DMADD PMU they will be termed as final reports by the consultancy.
- 8.5. All draft documents should be in Microsoft Word and all final documents in Adobe Acrobat format with relevant signatures where needed.
- 8.6. All materials developed under these Terms of Reference shall be approved by the stakeholder organization(s).
- 8.7. The Consultant shall ensure that all outputs are delivered on time, and in accordance with the time frame and requirements stated in the proposal.
- 8.8. All materials developed under this program shall be property of the DMADD project.
- 8.9. The Consultant shall ensure that all outputs are delivered on time, and in accordance with the time frame and requirements stated in the proposal.

8.10. The payments shall be contingent upon the successful completion of the deliverables/milestones as outlined in the Terms of Reference.

9. QUALIFICATIONS AND EXPERIENCE

- 9.1. Bachelor's degree in a relevant field such as Computer Science, Information Technology, or Telecommunications Engineering. With a minimum of 5 years of practical experience in network engineering or related field.
- 9.2. Candidates with industry-recognized professional certifications, such as CCNA, CCNP, CompTIA Network+ will have an added advantage.
- 9.3. Effective communication skills, both written and verbal
- 9.4. Proficiency in both English and Dhivehi

10. EVALUATION CRITERIA

Criteria	Points
Educational Qualification	20
Work Experience	40
Additional Skills/ Expertise	20
Interview	20

11. SUBMISSION

- 11.1. The deadline for submission of the Expression of Interest is before 10:00AM on 15th May 2024.
- 11.2. You may submit your Expression of Interest through email, postal mail or by hand-delivering them in sealed envelopes addressed to the Purchaser.

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