Terms of Reference for Software Developer

"Metrology (Digital Transformation) Enhancement Capital project 2024"

Title of TA intervention	**Metrology (Digital Transformation) Enhancement Capital project 2024**
1. Background	The following is a call related to the technical assistance (TA) provided by the selected Software Developer to the Government of St. Kitts and Nevis and the Metrology Department. Specifically, in this call Metrology Department is seeking a technical service provider, hereinafter referred to as 'Software Developer', to develop an electronic database in the context of the provision of assistance to the Metrology Department under the supervision of the Metrology Department. The aim of the database is to facilitate the daily operations of the Metrology Department through a web portal. More information on the whole intervention will be provided to pre-selected candidates.
2. Description of the TA assignment	
2.1 Objectives	One of the objectives of the assignment is the development of the database through web portal, an electronic system that will be administrated and maintained by the Metrology Department. The **database and web portal** aims to: • Improve the partnership capacity of key stakeholders within government and civil society. • Improve the provision of support and assistance to the operations of the Metrology Department • Improve stakeholder capacity to collect, store, share and analyze data collected by the Metrology Department
2.2 Specific objectives	a. Develop a secure **database and web portal** for the operations of the Metrology Department. b. Produce a **Training Manual** to be used to orient staff on the proper utilization of the new web portal. c. Develop the **Operational Manual** that outlines the steps for effective and efficient utilization of web portal and for stakeholders to guide the introduction of data into the database

	d. Conduct a **User Acceptance Test** to ensure that the system specifications are incorporated in the final product. This test must be signed off by the Information Technology Department of the Government of St. Kitts and Nevis e. **Train Department of Metrology** on how to use the Metrology department data base.
2.3 Requested services	The Software Developer is envisaged to carry out the following activities in close coordination and consultation with the Metrology Department: 1. The Software Developer will oversee **defining all the phases of the software development**: definition of the requirements, design, programming, testing, transition (training of users and test) and operation. Maintenance of the software must be discussed and agreed upon with the Metrology Department, the responsible agency. 2. Upon commencement of the assignment, the Software Developer is required to **develop a brief methodology and workplan** for the assigned activities, including a schedule for the delivery of the outputs/deliverables. The Software Developer is also expected to maintain close contact with the Metrology Department via email, or other means to ensure that expectations are satisfactorily and timely met. 3. The Software Developer will be invited in the beginning of the consultancy to **meet with the representatives from the Metrology Department and Department of Technology (DoT) of St. Kitts and Nevis** to discuss the contents and expected use of the database and web portal. 4. Upon the reception of relevant inputs from the Metrology Department (instructions on what kind of data is expected to be introduced into the database and what data is supposed to be produced), the Software Developer **shall advise on the technical specifications of the software to be developed** to

	ensure expectations are met and data protection is guaranteed. 5. The core of the consultancy will be the **development of the electronic database on the operations of the Metrology Department,** including testing, implementation and debugging. 6. Outputs surrounding but not limited to the following based on Metrology Department requirements: **Dashboard (required), Approvals, Authorizations, Schedule, Customers, Verification, Surveillance, Sampling, Registration, Complaints, Measure Instruments, Equipment, Configuration**. 7. Once the software is final, the Software Developer is expected to work closely with the designated person of the Metrology Department, and the DoT to **draft a Training Manual** and to **train** stakeholders on how to use the database and web portal. The Software Developer will also run trial tests for which s/he will provide reports. 8. Finally, the Software Developer is required to provide the deliverables by the deadlines set in the work schedule.
2.4 Required outputs	The Software Developer is required to provide the following deliverables, where relevant: 1. A brief methodology and work schedule by **Friday 25ʰ November 2024** emailed to the Metrology Department. 2. The software for a case management database in line with the instructions received on required technology, what kind of data is expected to be introduced into the Metrology web portal and what data is supposed to be produced; 3. A Training Manual and training to users as identified by the Metrology Department. 4. The Contractor will submit the following reports:

		a. An Inception Report:
		This Report shall include the methodology for his/her work, the proposed time schedule and the logistical supports required from the Ministry of Community Development et al.
		b. A Final report:
		This report shall reflect the performance of the contract terms complete with information on areas of completion and incompletion along with justification for the same. Appendices to this report must include the codes for the programme, the Operational Manual and the Training Guide.
		The above deliverables should be submitted to the Metrology Department.

3. Software Developer's profile

		Key qualifications
		- Degree in computer science or software engineering; - Demonstrated experience in **developing databases or similar e-solutions;** - **Demonstrated knowledge and working experience of the following technologies: SQL Server, Microsoft Visual Studio, PHP, and Power Bi** - Experience of managing projects **involving software development and database management would be an asset;** - Proven track record of following **data protection principles;** - Ability to deliver quality work under tight timeframes; - Fluent command of **English**.

4. Duration (90 Days)

4.1 Start Date	The starting date for the assignment will be the **Monday 11th November 2024**
4.2 End Date	The assignment should be completed no later than the than the 90 day after the start date

5. Reporting

5.1 Language	All reports, deliverables and communications under this assignment will be written in **English**.
5.2 Submission timing	All activities and output must be completed by the **Monday 10th February 2025**

5.3 Format	To be agreed upon with Software Developer and the DoT.