Terms of Reference
Integrated POS and Accounting Software and SAP EHP Upgrade

1.   Background and Objective of the Assignments

In order to create a highly compliant taxpayer community, increasing voluntary compliance is crucial given the self-assessment approach of tax collection. Therefore, the main objective of this assignment is to develop a tailored software and provide it to SMEs of Maldives. This is believed to provide an easier solution for record keeping of taxpayers. Further it is expected to promote compliance level and generate additional revenue too.

Furthermore, consultancy service is required for upgrading SAP landscape of Maldives Inland Revenue Authority (MIRA) to the latest EHP version. Currently, MIRA uses EHP version 3 and an update is deemed necessary to achieve efficiency in providing taxpayer services and debt collection, given the growing taxpayer base.

2.   Duration of Assignments

6 person-months

3.   Scope of Services

   A.   Integrated POS and Accounting Software

   (i)   Develop integrated Point of Sale (POS) and accounting software for small and medium enterprises according to the requirements of MIRA. This software should have basic functionalities included in the Appendix.

   B.   SAP EHP Upgrade

   (ii)   Prepare a detailed project plan based on the deliverables and timeline
   (iii)   Review and audit current SAP landscape
   (iv)   Upgrade SAP landscape of MIRA to the latest EHP version
   (v)   Upgrade SAP Oracle database and Content Server MaxDB database to latest version
   (vi)   Configure new functionalities provided by SAP with EHP packages which can be applied to MIRA processes
   (vii)   Synchronize ECC landscape (development, quality assurance and production system)
   (viii)   Execute necessary customization and configurations to ensure ongoing businesses and functions are working properly and solve any identified issues after the upgrade
   (ix)   Ensure that system is performing efficiently
   (x)   Involve and train IT team in upgrading EHP and databases version

4.   Expected Outputs and Deliverables

    A.   Integrated POS and Accounting Software

        (i)   Prepare a detailed project plan based on the deliverables and timeline
        (ii)   Design and manage all the phases of testing the software
        (iii)   Provide training to MIRA staff on using the software
        (iv)   Guide IT staff in software maintenance and version control
        (v)   Provide weekly updates on software progress
        (vi)   Prepare final report (software program documentation, operation documentation and user guides)

    B.   SAP EHP Upgrade

        (i)   Prepare a detailed project plan based on the deliverables and timeline
        (ii)   Review and audit current SAP landscape
             (a)   Suggest improvements to landscape and individual servers/services
             (b)   Configure improvements acknowledged by MIRA
             (c)   Separate SAP ADS (Adobe document services) and SAP TPOS (taxpayer online services)
             (d)   Prepare a guide which can be followed to implement SAP HANA in future

        (iii)   Upgrade ECC landscape to latest EHP version
             (a)   Synchronize development, quality assurance, and production
             (b)   Configure new functionalities provided with EHP packages which are applicable to MIRA business process
             (c)   Test current and new functionalities with the functional leads and resolve any identified issues
             (d)   Provide hands on training to IT team during the configurations and upgrade process
             (e)   Prepare step by step documents for this process

        (iv)   Upgrade SAP Oracle and MaxDB databases
             (a)   Synchronize development, quality assurance and production
             (b)   Test whether databases are functioning properly and resolve any identified issues with IT team
             (c)   Provide hands on training to IT team on these configurations and upgrade process
             (d)   Prepare a step by step document for this processes

        (v)   Guide and transfer knowledge to key staff in identifying issues which may arise due to the upgrades and resolve issues, if any.

5.   Team Composition and Qualification Requirements for the Key Experts

    (i)   Consultants should be certified in their respective SAP modules with minimum 5 years of experience

(ii)   The Integrated POS and Accounting Software Specialist must have a strong programming background in software engineering and must possess minimum 10 years working experience in software development.
(iii) Consulting firm to assign one Team Leader among the specialists
(iv)   Consultants should also be competent with SAP software in Public sector FICO and FI-CA), TRM (tax and revenue management), NetWeaver/BASIS, ABAP, CRM (customer relationship management), BI (business intelligence), BO (business objects) and middleware integration.

Key Position	Area of Expertise	Task Assigned
SAP Solution Architect and Integration Specialist	Public sector (FI-CO and FI-CO)	Detailed study and conceptual design, work plan, project management
SAP Basis Specialist	SAP BASIS/NETWEAVER	Basis support and consultancy for the scope of work in the project; knowledge transfer to key technical staff
SAP ABAP Specialist	SAP ABAP programming	ABAP support and consultancy for the scope of work in the project; knowledge transfer to technical staff
SAP TRM Specialist	SAP tax and revenue management	Solve issues related to TRM functionalities
Integrated POS and Accounting Software Specialist	Software engineering	Develop POS and accounting software
Other modules/areas where expertise would be required		**Area of Expertise**
CRM (customer relationship management). BI (business intelligence), BO (business objects) and middleware integration		Specialists should be available in these areas whenever required during project implementation

6.   Reporting Requirements and Time Schedule for Deliverables

During the course of the project, consultant(s) must provide weekly updates and monthly progress reports on the progress of the work to the respective team of MIRA.

Output	Submission	Review Period
Inception report	Within 1 week of project commencement	Report to be reviewed by MIRA within 1 week.
Monthly progress reports	At the end of each month (30 days), from project commencement	Report to be reviewed by MIRA within 1 week.
Final report	Within 1 week of integrated POS and accounting software development completion	Report to be reviewed by MIRA within 1 week.

(i)   Format;
Font: Times New Roman
Line Spacing: 1.5

Font Size: 12
Paragraph: justified

Contents:
Inception report (Project development details and deadlines)
Final report (Software program documentation, operation documentation and user guides)

(ii) **Number of copies, and requirements to electronic submission (or on CD ROM).**
Final reports shall be delivered in CD ROM in addition to the specified number of hard copies
Soft copies of all reports must be forwarded to the respective team members.

(iii) **Persons (indicate names, titles, submission address) to receive them:**

Hassan Zareer, Deputy Commissioner General of Taxation
Mohamed Najiz, Deputy Director General, Information Technology
Asma Shafeeu, Deputy Director General, Planning
Nahshal Mohamed, Deputy Director, Information Technology

7. Procedure for Review of Outputs/Monitoring

(i) The inception report will be reviewed and signed off within 1 week of submission given that it satisfies the project requirements.
(ii) Monthly updates shall be provided to the respective team.
(iii) MIRA will be given a period of 2 weeks to accept/reject a delivered task by the contractor.
(iv) During the course of the project, the consultancy firm is expected to work on MIRA premises and all consultants shall report the progress weekly to the core team.
(v) An activity will be considered complete once a sign off is obtained from the respective team leads for each module.

8. Services and facilities to be provided by MIRA

(i) MIRA will provide necessary support to the consultants to ensure the completion of assigned tasks on time.
(ii) MIRA will provide office space, office facilities, local calls, internet connection and general stationery (if required).

9. Submission of Expression of Interest

Proposals must be sent to planning@mira.gov.mv or through ADB's website via the link given below.
https://uxdmz06.adb.org/OA_HTML/OA.jsp?OAFunc=XXCRS_CSRN_PROFILE_PAGE&selNo=132128

Appendix: Accounting Software Basic Functionalities

Accounting software should have basic functionalities including but not limited to the following:

1. Tracking of revenue (cash and credit sales)
2. Cost of sales
3. Expenses
4. Accounts payables
5. Accounts receivables
6. General ledger
7. Fixed asset register
8. Multi currencies
9. Multi user function
10. Purchasing
    (i) Stock level monitoring (reordering function)
    (ii) Goods receiving note
    (iii) Inventory pricing (should record multiple lines of costs, discounts, different markup based on product category, sales returns, returned goods, damaged goods, write-off goods)
    (iv) Printing inventory barcodes
    (v) Barcode support
11. Drawings
12. Touch screen optimized
13. Invoicing
14. Quotations
15. Goods delivery note
16. Irrecoverable debts
17. Milestone based billing
18. Deferred revenue (relevant to hotel and construction industry)
19. KOT (kitchen order ticket) and BOT (beverage order ticket)
    (i) Billing based on KOT and BOT
    (ii) Table management
20. Booking and reservation management
    (i) Billing
21. Payroll management
22. Audit trial at system level and transaction level
23. Customized chart of accounts (industry based)
24. Multiple item tax rates (GST rates; STD rates, zero-rate, exempt)
25. Customizable output forms (invoices, receipts, etc.)
26. Cash management (depositing to accounts)
27. Outlets management
28. Reports
    (i) Periodic sales reports
    (ii) Sales returns reports
    (iii) Purchase reports
    (iv) Purchase returns reports
    (v) Accounts payable reports (including aging analysis)
    (vi) Accounts receivable reports (including aging analysis)
    (vii) General GL reports
    (viii) Inventory reports
    (ix) Damaged goods written off
    (x) Chart of accounts
    (xi) Donations
    (xii) Trial balance
    (xiii) Statement of comprehensive income
    (xiv) Statement of financial position

  (xv) Statement of cash flows
  (xvi) Statement of changes in equity
  (xvii) Output tax report
  (xviii) Input tax report
29. Cloud support
30. Database export function
31. Software should have all basic internal controls