



**SOLOMON ISLANDS GOVERNMENT**  
**Ministry of Public Service**  
**P.O.BOX G29**

**Telephone: (677) 25551/25552/25553**

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**TERMS OF REFERENCE**

**SYSTEMIC & DIGITAL FILING DESIGN & DEVELOPMENT**

**Acronyms**

Refer to appendix A.

**Task:** The *MINISTRY OF PUBLIC SERVICE (MPS)* seeks a firm or a consultant with competent skills and expertise to develop a system purposely on E-Filing system to ease manual filing.

The system development initiative is part of the MPS strategic objectives to advance its services on disciplinary under the Code of Conduct Commission. Thus, the control and management of filing of cases investigated is adequate and enhanced with technology. The system will connect all stakeholders involved to alleviate the investigation through different categories the cases is being enquired.

**Background**

The mandate to administer disciplinary functions is vested on the Employer (Public Service Commission/PSC) refer PSC Regulation 12. However, as stated in PSC Regulation 12 & 13 delegation of power is for administrative needs of the public service to conduct its affairs promptly. Therefore, it is with this understanding that the Ministry of Public Service (MPS) establishes the Professional Standards Unit (PSU) to conduct investigations into misconduct cases reported against All public officers.

Essentially, the current system in which PSU keeps its records can be referred to as manual as files are stored in cabinets. However, this system is prone to misplaced and missing files therefore a more robust approach is to utilise the technology where digitizing of files could be more beneficial. The objective is to improve the misconduct file search across the entire Public Service and other government institutions, which has listed the intervention of ICT technologies to develop an E-Filing system and digitized all case records under MPS. In order to successfully achieve this project, the officers responsible for PSU Systemic & Digital Filing Project are to work in collaboration with SIG ICTS to progress this project. This document briefly describes the TOR for the PSU Systemic & Digital Filing Project Working Group (PSU SDFPWG). The PSU SDFPWG will in brief be managing both the administrative and technical aspects of the project.

**Vision Statement**

Our Mission is to develop a Professional, Innovative, Ethical, and Accountable Public Service, primarily focused on high quality service delivery in a manner that's responsive, efficient and effective.

**Mission Statement**

Our Mission articulates is to protect the interests of the Solomon Islands Public Servants to produce a vibrant public service that delivers outstanding services to the Solomon Islands Government and its people

- Assist to resolve complaints about public servants conduct in work places
- Independently investigate and report on the actions and practices of Public Servants
- Foster accountable, lawful, transparent and responsive Public Service Administration

#### Selection Criteria

The contract will be given to a competent and suitable firm meeting the following selection criteria.

1. Proven relevant skills in web application development.
2. Having at least three years' work experienced in the field of IT as a web application designer/developer and must have strong skills in HTML, HTML5, CSS, CSS3, Java Script, jQuery, PHP and Frameworks etc. (web application programming)
3. Development experience using content management system (CMS), such as Joomla, Drupal, WordPress, bootstrap and etc. (most recommended frameworks).
4. Developers must have a solid understanding of user experience (UX) design and Adaptive/Responsive
5. Design for cross-platform/devices such as tablet and mobile phone.
6. Proven ability to build and refine graphic designs for websites. Must have strong skills in Photoshop, illustrator, Fireworks, or equivalent application(s).
7. Proven history of previously developed websites, systems and apps.
8. Proven ability to manage web and system development projects effectively and accurately on meeting project deliverables. Engage in outside-the-box thinking to provide higher value for money.

#### Specifications

1. The system should be built using framework or Content Management System (CMS) that is well established. SIG emphasizes that application, system or web developers developing for SIG ministries should meet SIG standards – WordPress, Joomla, Drupal and frameworks like Laravel and others.
2. Adaptive/Responsive or is capable of displaying on cross-platform/devices ranging from wider screens to smaller screen such as tablet and mobile phone.
3. Average site load-time should be reasonable.
4. The website or system design must be secured and should be adhere to the security best practices.
5. Able to display appropriately on different browsers.
6. Discussion Forum: the website should be capable of hosting discussion or allowing users to make comment regarding any report published on the website.
7. System should be able to upload complaints and track record of different Ministries where the complaint is lodged.
8. Provide training for officers within the Agency on how to use the Systemic & Digital Filing System and as well as providing an administrator training for MPS IT Officers to administer and maintain the application. Maintenance for 12 weeks immediately after the Systemic & Digital Filing System goes live.
9. Provide detailed user manual and administrator maintenance manual.
10. Working in close consultation with MPS designated system admin officer (e.g. concept, features, framework used, and use of plugins).
11. SEO Standard requirement and system users tracking mechanism must be set in place purposely for monitoring and security. The SEO requirement must include installation of Google Analytics Tracking and must be confirmed to be operational.
12. All the Systemic & Digital Filing System source code and the website documentation must be handed over and remain the property of the Solomon Islands Government after system deployment.

#### Proposal Structure (Optional, you can organize your own)

1. Company profile (If Solomon Islands Registered Firm must provide Company Haus Registration number and IRD TIN Number).
2. Proposed methodology / Approach and detailed Timeline with Deliverables;
3. Proposed Technology.
4. Team Strengths.
5. Detailed Cost Break-down.
6. Proposed Maintenance Cost – Cost for hosting the website, cost for use of licensed extensions and plugins and other software owned by the contractor.
7. Sample or Links to good examples of work already completed.

#### Supervision and Contact

For assistance and or point of contact for the project will be the designated MPS Systemic & Digital Filing System Project Officer and a delegated ICTS IS Officer.

#### Timeline

The website should be designed and developed within 8 -12 weeks of the contract being awarded, and the training and maintenance shall be provided for 12 weeks after the website goes online.

#### Intellectual Property Rights

The SIG ICT Services on behalf of the MPS will hold exclusive rights to the MPS PSU Systemic & Digital Filing Project plan, and materials used during designing, developing, publishing, and completion of the application.

#### Payment

Payment will be made as “Instalment” payment. 50% of payment will be paid after signing of contract with developer and other 50% will be paid after close of project.

#### Submission of proposals

Interested firm or Consultant are required to submit proposals by (Date). Hard copies can be dropped off at the Ministry of Public Services, Townground.

Addressed to:

**Ministry of Public Service**  
**Hibiscus Avenue, P O BOX G29, Honiara, Solomon Islands**  
**Attention: Systemic & Digital Filing System – MPS**

OR

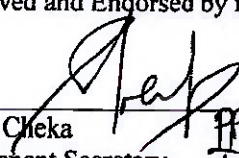
Via Email to: [KBaia@mps.gov.sb](mailto:KBaia@mps.gov.sb) or [June.Bana@mps.gov.sb](mailto:June.Bana@mps.gov.sb)

Note: Use “Systemic & Digital Filing System – MPS” as the SUBJECT for the email for submission of bid.

For further information, please contact *Komatang B Baia* via Email: [KBaia@mps.gov.sb](mailto:KBaia@mps.gov.sb) or and *June Bana* via Email: [June.Bana@mps.gov.sb](mailto:June.Bana@mps.gov.sb) or Phone: 25550/25551

Approval

Approved and Endorsed by respective authorities;

  
Luke Cheka  
Permanent Secretary  
Ministry of Public Service  
Solomon Islands Government

*PP: Luke Cheka*  
*Ian Rakajis*  
*ps (supervising)*  
*30/4/25*

  
Steve Erehiru  
Director - SIG ICT Services  
Ministry of Finance and Treasury  
Solomon Islands Government

## Appendix A

Abbreviations	Meaning/Word/Phrase
<b>CMS</b>	Content Management System.
<b>CSS</b>	Cascading Style Sheet – is a language that describes the style of an HTML document (Refsnes Data, 2018).
<b>CSS3</b>	Is the latest version of the Cascading Style Sheet.
<b>HTML</b>	Hypertext Mark-up Language – Standard mark-up language for creating web pages and web applications (Wikipedia, 2018).
<b>HTML5</b>	Fifth version of HTML (HTML 5.2, 2018).
<b>ICTS</b>	Information Communication Technology Services
<b>IRD</b>	Inland Revenue Division
<b>IS</b>	Information System
<b>IT</b>	Information Technology
<b>ITO</b>	Information Technology Officer
<b>MOFT</b>	Ministry of Finance and Treasury.
<b>OOSI</b>	Office of the Ombudsman of Solomon Islands
<b>PHP</b>	Originally stands for <i>Personal Home Page</i> now it stands for <i>PHP: Hypertext Pre-processor</i> (Wikipedia, 2018).
<b>SIG</b>	Solomon Islands Government
<b>TIN</b>	Tax Identification Number
<b>UX</b>	Aka UXD, UED or XD – User Experience or User Experience Design is the process of enhancing user satisfaction with a product by improving the usability, accessibility and pleasure provided in the interaction with the product (Wikipedia, 2018).