

Terms of Reference for the development of audio messages

Introduction

The Maldives Pension Administration Office (MPAO) is an independent organization established under the Pension Act of the Maldives. MPAO is mandated with the planning, development, implementation and administration of the Maldives Retirement Pension Scheme and Old Age Basic Pension scheme.

Currently, MPAO is looking for a party/individual to produce audio messages to be used in MPAO contact center.

Scope of work

- Prepare messages both in English and Dhivehi for each of the below given topics and submit for the approval of MPAO.
 1. Greet the callers (1 minute)
 2. Inform that the caller is in a queue (1-2 minutes)
 3. Message to callers who do not want to wait in queue (1-2 minutes)
 4. Office opening and closing hours (1-2 minutes)
 5. Importance of saving for Retirement (2-3 minutes)
 6. Importance of creating an RSA through MRPS for Retirement (2-3 minutes)
 7. Why/How to view Retirement Savings Account (2-3 minutes)
 8. Using pension calculator to predict future savings (2-3 minutes)
 9. Using MPAO website for information on MRPS and services (2-3 minutes)
 10. Using Koshaaru website (2-3 minutes)
 11. Pension withdrawals (2-3 minutes)
 12. How to register in MRPS as an employer (2-3 minutes)
 13. Paying Voluntary contributions (2-3 minutes)
- Submit a detailed timeline / schedule for the production process.
- Develop and deliver audio messages in broadcast quality and in digital format compatible to be used in MPAO contact center. Service provider takes responsibility for all the technical aspects of the audio production, including background music as well as writing messages. Service provider is also responsible for doing research on topics that require research for developing messages, ensuring that the messages confirm to grammar/language usage and suitability of the messages to be used as marketing materials of MPAO.

Qualifications and Experience of the Party / Individual:

The party/individual must:

- Have adequate technical competency and facilities to provide comprehensive services related to development of audio materials
- Have required experience related to the scope of work defined above.
- Have proven expertise in the areas of public information dissemination, media and community outreach will be an added advantage.

- Have required technical and professional expertise reflected in the qualifications and experience of the personnel who would be dedicated in development of the audio messages
- Demonstrable ability to deliver to deadlines and in the face of challenging and logistical obstacles.

Proposals

The proposals must contain:

- Profile of the party/individual, with CVs of the technical staff who would be involved in the development of audio messages.
- A brief description of the tools, techniques and methods that be will used for the development of the audio messages.
- Project implementation schedule.
- Total price (inclusive of GST).
- Details of similar projects and relevant experience to be submitted as per the following template.

Client	Details of the work/project	Date	Contact Person (for reference)	Contact Number

- Samples of previous similar work, demonstrating experience and expertise in the area of videography.
- Reference letters for relevant works/projects previously conducted.
- Two sample messages (both in English and Dhivehi) prepared on topic number 7 in the list of topics given under the heading ‘scope of work’ of this TOR.
- Business registration certificate.
- Taxpayer registration certificate issued by Maldives Inland Revenue Authority.

Evaluation criteria

Sample messages	20 points
Experience	30 points
Price	15 points
Project duration	15 points
Technical and professional expertise of the technical staff involved in development of the videos.	20 points

Submission of Proposals

Proposals should be submitted during the bid submission meeting.

Payment

- Payment for services will be linked to delivery of outputs stipulated (as per the payment schedule), which will be defined more precisely in the final contract.
- All payments shall be made in Maldivian Rufiyaa.

Supervision and Reporting

The selected party/individual shall be supervised by the Stakeholder Relations Division of MPAO.

Notes

- MPAO shall check if the selected party/individual is compliant with the Maldives Pension Act and relevant regulations before awarding the contract.
- The product of this project shall become the property of MPAO upon delivery of the products, to be used as seen fit by MPAO.