

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
REPUBLIC OF MALDIVES

Terms of Reference (TOR)
for

Development of a Senior Citizen's Home in
Addu City Feydhoo, under the Design, Build, Finance and Operate Public Private
Partnership Model

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Background

A core policy of this government is to ensure that senior citizens, who rely on state assistance due to the absence of family support care can spend their remaining years in dignity, happiness and comfort. In line with this commitment, the Ministry of Social and Family Development seeks for a private investor to Design, Build, Finance, and Operate the Elderly Home in Addu City, Feydhoo under a Public Private Partnership (PPP) Model.

The Elderly Home aims in providing residential home facilities, aged day care and nursing care home facilities respectively for both male and females separately. Residential Home (both female and male wards) enables voluntary registration whereas nursing care home provides registration for bedridden elderly by their family members.

The main objective is to provide the highest quality of care, ensuring a comfortable and supportive environment where individuality, dignity and quality of life are paramount to the residents. The home would provide residential, aged day care and nursing care facility under one umbrella which would enhance individual quality of life, providing unique person-centered care plan. The facility would also aim to promote independence and a well-balanced nutritional diet meeting individual requirements with activities, sessions, entertainment and trips.

Specific Objectives

- Provide an enabling environment to residents in relation to vulnerability as age determines. In this respect the design of the elderly village should meet the requirements of a recognized accredited quality standard.
- To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life. In this respect the care service is designed to meet the requirements of a recognized accredited quality standard, but in a people centered approach.
- To ensure the services is delivered in a flexible, attentive manner, and in a non-discriminatory way while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks.

- To ensure that services are delivered in accordance with agreed consent and contracts of care with the individual/ guardian.
- To ensure that all services are delivered by trained staff with the Guidance of Best Practice information.
- To ensure decisions made by individuals/ guardian prior to admission, and ongoing services is in relation to a legal framework regarding welfare and financial security.
- Evaluate and improve the quality of overall facilities and services of the elderly village by orienting all staff who are working on the importance of holistic care and rehabilitation.
- To facilitate individuals to participate in the review process.

Infrastructure

This home will cater for around 150 to 200 senior citizens at a time. The Elderly Home should encompass universal accessibility standards and would consist of 3 categories of residents:

1. Residential: Vulnerable Elderly People under state care
2. Residential: Paid Residential Care (Private Residents)
3. Day Care Users

Modality

The proposed model for the development and operation of the Elderly Home is under a Public-Private Partnership (PPP) model, whereby the private partner will play a vital role in the development, running and operation of the Home.

- **Public Private Partnership Model**

Under the Public-Private Partnership (PPP) model, the private partner/investor (an industry representative) may use their name/business name in running of its operations. Investor may propose to build commercial areas and conduct business activities in the land area allocated for revenue generation.

The role of the government under the PPP model will be:

- Provision of land ready for construction with utility service connection
- To set operational and quality minimum standards and ensure regular inspection and monitoring of facilities and services.

- The government will provide a monthly fee ranging from MVR 5,000 to MVR 10,000 for each elderly resident under state care.

Location

The government will provide land/facility for long term use under the PPP model. A land area of 30,000 square feet has been allocated for the project in S.Feydhoo, Addu City.

Proposed Agreement Period

The length of the concession period for the operation and maintenance of the facility is 25 years, with an option to extend up to 50 years.

Benefits / Revenue Streams

- No rental fees will be charged from the private party for the acquired land plot.
- Under the PPP model, the private partner (an industry representative) may utilize the land area for other revenue generating options (examples Ayurveda Medical Clinics or Wellness Centre) if it does not affect the primary goals of the facility and shall be approved by the Ministry of Social and Family Development.
- A sum of MVR 5,000 to MVR 10,000 per month, provided by the government for each of the residents referred to through the government.
- Private parties may propose their own terms as they deem fit in with the development and operations of the Elderly Home if the primary requirements are met. Such terms shall be agreed upon with the Ministry of Social and Family Development at the agreement stage.

Social Benefits

The Elderly Home is expected to provide opportunities for a person-centered environment with the highest quality of care, ensuring a comfortable and supportive environment where individuality, dignity and quality of life are paramount to the residents.

- Independence: Creating a physical environment which supports and encourages an independent and self-enhancing lifestyle.
- Social & Lifestyle: Providing an enabling environment which caters to each individuals' social needs and lifestyle choices.
- Connectedness and linkages: Creating linkages to various other sources of social interactions on and off site.
- Diversity: Create an environment where different views and beliefs are encouraged.

- Sustainability: Create a physical environment that supports the internal functions and the residents to be socially, ecologically, and financially feasible for a long term
- Enabling and evolving: Provide an enabling environment which can cater to the needs of the individuals.
- Affordability: Provide an affordable and reasonable service.

Additionally, new job opportunities will be created on the island, which in turn bring in more revenue, thus enriching the livelihood of people. This is further expected to benefit the established businesses directly and indirectly within the island.

Scope of Work

- This initiative aims to address the growing demand for high-quality, accessible, and sustainable care facilities for the aging population in the Maldives. The project will provide a dedicated space for senior citizens to live with dignity, receive appropriate care, and enjoy a supportive community environment.
- The selected partner will be responsible for designing, constructing, financing, and operating the facility in accordance with the specifications and guidelines outlined in this Request for Proposal (RFP). The partnership seeks to leverage private sector expertise and innovation to deliver a facility that meets international standards while aligning with the Maldives' social and cultural context.
- The government will establish the project requirements including operational and quality standards.
- Medical services shall be developed to provide integrated healthcare services that address the mental and physical health needs of the elderly by trained professionals, such as occupational therapists, social workers, and nurses.
- The resident area shall be developed in a homelike scale, and in a manner comprising small group living spaces with natural light and views of the outdoors. Residents should have access to outdoor spaces, gardens, and walking paths. The design of the building should consider free movement of senior citizens using wheelchairs, and other mobility tools.
- Geriatric care includes facilities for the residents who need personalized care. (Physical health + Mental health + Therapy and rehabilitation)
- Housekeeping service to clean the residential areas, including storage and laundry facilities provided for residents on a sharing basis.

- Safety and security to be ensured, with properly trained and skilled security personnel deployed at required locations and installation of CCTV cameras including regular monitoring of the CCTV footage.
- Dietary staff should provide a balanced menu with 3 meals per day to satisfy the individual residents' dietary needs, plus additional nourishment and snacks.
- Shared kitchen for residents to cook, wash and clean if needed, with a shared dining area that can accommodate all residents.
- Outdoor and Indoor recreation areas provided for age-appropriate recreational activities and entertainment such as a garden area with seating, library and a multipurpose hall.
- Minimum Human resource requirements as stated by the government.
- Regular programs should be carried out to enhance social cohesion, teamwork and fitness among the residents.

Mandatory Spatial Requirements

• Roles and Responsibility for the project

#	Activity	Details
Reception / Lobby / Corridors		
1	Main Counter / Registration / Lobby	Adequate space to cater to the needs of the visitors as well as the admin staff.
2	Visitors' area	Sufficient space to have family meetings and gatherings where the patients can spend some time with their family members.
3	Drive through area / Parking area	The drive through area should have adequate space to have direct access to the reception and the entrance of the building. Should have sufficient parking areas for the staff as well as the visitors.
4	Common area	Sufficient space for the patients and staff to move freely and to accommodate everyone, especially wheelchair user. Plants may be kept on the sides of the corridors to act as guiders as and where applicable.
Administrative Services		
1	Admin area/ Meeting room/ Server	Adequate area to carry out all the admin related work and to keep the machineries and furniture. Server room with sufficient space.
Accommodation		
1	Permanent Residents (State care)	Adequate space for at least 50 residents. Spacious sharing basis rooms, maximum 4 beds in one room. Shared washroom and bathroom (2 water closets 2 wash basin 1 bath) for every room with universal access.
2	Private residents	Spacious rooms with single or couple sharing basis. A toilet in every room with universal access

3	Day Care	Spacious rooms and toilets with sharing basis. Separate toilets for Female and Male Day care clients, with universal access
		Day rooms and toilets for private day care basis. Should include universal access
Recreation Space/ Open Area		
1	Common room/ Library	Area to cater 50 people at once. Can include an indoor cafeteria. Library can be used to have discussions and programs.
2	Garden	Adequate space for residents to do gardening as a leisure activity. Should be accessible at all times.
3	Outdoor area	Adequate space to play outdoor games, programs and activities for the residents. Area to carry out routine physical exercises for the residents.
4	Multipurpose hall	Should have space that can be used for organizing get-together, Yoga classes, recreational activities, religious talks etc. Should have facilities for indoor games, TV, musical instruments, and digital screen.
Clinical Area		
1	Consultation Room	Consultation room for general consultations.
2	Medical room	Space to accommodate two patients and an attendant at the medical room. Can also include a separate ward.
3	Physiotherapy	A physiotherapy center can be established at the elderly home where older persons with musculoskeletal diseases such as back pain, arthritis and other age-related mobility challenges are treated.
4	Nurse Station	Nurse Station with sufficient space for the staff.
5	Treatment Room	Space to carry out basic medical procedure.
6	Medical Storage	Space to keep medical equipment and medicine.
Kitchen / Dining		
1	Dining Hall	Sufficient space to cater 200 people at once. The dining table height should be such as to allow arms of the wheelchair to go under the table.
2	Main Kitchen	The kitchen should be close to the dining area but not very close to bedrooms. The smoke, pungent cooking smell and noise from the kitchen may cause irritation to the residents. Adequate area to cook meals for 200 residents.
3	Dry Stock room	Storage area to keep stock for 2 months.
4	Cold Storage	Storage area to keep stock for 2 months.
5	Washing Area	Area to wash the plates and kitchen utensils.
Laundry and waste management		
1	Laundry	

2	Waste Management	
Staff Accommodation		
1	Accommodation	Space to accommodate the Staff of the Elderly Home with adequate space for the staff to do their laundry and other daily activities or ; Staff to be accommodated within the premises or nearby
Prayer Room		
1	Prayer Room	Adequate space for the residents to pray. With minimum capacity of 50 people. Should have separate area for ablution with non-slippery floor, with universal access.
Safety and Security		
1	Security Room	CCTV System Room and space at the main entrance for the security officer's station.
2	Fire safety system	Adequate escape exits and exit routes to be made available to be used in case of fire & emergency. Installation of fire detection system. All exits should be kept open during emergency.

Stage	Private Sector Role	Government Role
Design and Build:	Design Construction Landscaping	<ul style="list-style-type: none"> • Provision of land ready for construction • Facilitating utility service Connections Facilitating and assisting in any approvals required from the government <ul style="list-style-type: none"> • Performance Monitoring • Project management
Operation and Maintenance:	<ul style="list-style-type: none"> • Cleaning • Security • Facilities Maintenance • Grounds Maintenance • Lifecycle Replacement • Indoor and outdoor programs for the residents. 	<ul style="list-style-type: none"> • Setting operational and quality standards Setting minimum standards Monitoring based on minimum standards
Services Provided	Lifecycle Replacement Indoor and outdoor programs for the residents Nursing care Geriatric Nursing Residential Care	Setting operational and quality standards Setting minimum standards Monitoring based on minimum standards

	Day care Rehabilitation services for elderly	
Finance /Commercial	<ul style="list-style-type: none"> • Debt and Equity • Collect Project Revenues 	<ul style="list-style-type: none"> • Manage Contract • Provision of Infrastructure Connections Cover state care residents' fees

SPECIFIC TERMS OF REFERENCE

- The Bidder shall be solely responsible for gathering and analysis of all data required relating to the project and shall undertake such surveys and investigations for the satisfactory implementation of the Project.
- The Bidder shall at all times utilize the most economical, effective and widely accepted engineering concepts and standards.

REQUIRED EXPERTISE AND QUALIFICATION

The firm should must have the following technical expertise.

#	Technical Personnel	Qualification	Other Requirements	Roles & Responsibilities
01	Project Manager (1 nos)	Bachelor's degree in construction project management. Experience as a construction project manager/ project engineer in building projects at least for a period of 10 years	Software Skills; AutoCAD MS Project	Manage and lead the project team. Help define project scope, goals and deliverables Define tasks and required resources Create schedule and project timeline Track deliverables Present to stakeholders reports on progress as well as problems and solutions Evaluate and assess result of project. Coordinates between client, consultant, contractors and other team members.

02	Civil Engineer (1 nos)	Bachelor's Degree in Civil Engineering. Experience as a Civil Engineer in building projects at least for a period of 7 years.	Software Skills; AutoCAD MS Project	Review and approve the structural drawings. Creating accurate project specifications. Creating technical reports for clients. Carry out technical and feasibility studies. Carryout soil investigations. Must analyze various factors concerning a project. Communicating with clients and team about analysis results. Resolve structural, design and technical issues that arise during the construction phase.
03	Electrical Engineer (1 nos)	Bachelor's Degree in Electrical Engineering Experience as an Electrical Engineer in building projects at least for a period of 5 years.	Software Skills; AutoCAD MS Project	Review and approve the electrical drawings. Creating accurate project specifications. Creating technical reports for clients. Ensure that installation and operations conform to standards and Client's requirements. Ensure construction, manufacture, or installation carried out as per the Utility Regulatory Authority (URA) and STELCO guidelines.

04	Mechanical	Bachelor's Degree in Mechanical Engineering. - Experience as a Mechanical Engineer in building projects at least for a period of 5 years. Software Skills; - AutoCAD - MS Project	Software Skills; AutoCAD MS Project	Review and approve the mechanical drawings. Creating accurate project specifications. Creating technical reports for clients. Ensure that installation and operations conform to standards and Client's requirements. Ensure construction, manufacture, or installation carried out as per the Utility Regulatory Authority (URA) and STELCO guidelines.
05	Site Engineer (nos)	Bachelor's Degree in Civil Engineering: Experience as a Site Engineer in building projects at least for a period of 7 years.	Software Skills; - AutoCAD - MS Project	Planning, marking out and levelling construction sites before any building work takes place. Overseeing the building works at site. Prepare daily, weekly and monthly reports. Checking technical designs and drawings to ensure that work is followed correctly.
06	Architect (1 nos)	Bachelor's Degree in Architecture. Experience as an Architect in buildings projects at least for a period of 7 Years	Software Skills; AutoCAD	Providing design and drafting services for the preliminary design of a project. Ensure the design is according to the requirement and budget

				<p>that discuss with the client.</p> <p>Should take responsibility for design disputes.</p> <p>Conducts regular site visits to check that the project is executing as per the design specifications.</p> <p>Approve the materials related to the finishing works.</p>
07	Quantity Surveyor (1 nos)	Bachelor's Degree in Quantity Surveying. Experience as a Quantity Surveyor in building projects at least for a period of 5 years.	Software Skills; - MS Project	<p>Estimate and monitor construction costs, from the feasibility stage of a project through to the completion of the construction period.</p> <p>On completion of design and drawings, the quantity surveyor may prepare a Bill of Quantities, which is issued with the specification, for use by contractors in submitting tenders.</p> <p>Involve in feasibility studies.</p> <p>Prepare bidding documents and involves in tendering process.</p> <p>Resolve disputes between contracting parties.</p> <p>Prepare variation documents.</p>

08	Land Surveyor (1 nos)	Diploma in Land Surveying. Experience as a Land Surveyor at least for a period of 3 years.	Software Skills; - AutoCAD	Carry out the survey to create legal property lines. Verify the accuracy of survey data. Calculate the sizes such as height, depths and survey points and property lines. Collect and present surveyed data, maps, plots and records. Generate surveyed data electronically and develop survey drawings and reports. Carryout the setting out for initial start and monitor the project.
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Eligible Criteria

- Strong track record in development of similar projects (design, build, finance, and operate).
- key personnel with technical experience in developing projects of similar scale.
- Technical abilities to meet the construction and operational requirement.
- International and Regional experience in participating in similar projects.
- Demonstrated ability to raise finance for similar projects.
- Sound financial position.
- Financial Position: Financial stability and capacity to sustain operations effectively

Evaluation Criteria

#	Rated Category and Features	Marks	Percentage
01	Experience in Similar Projects	Demonstrated expertise in Developing and managing	20%

		comparable initiatives	
02	Development Timeline and Operationalization Date	Feasibility and efficiency of project completion and commencement of operations.	20%
03	Fees for State Care Residents		20%
04	Value Additions	Additional Services and Benefits offered beyond mandatory requirements.	10%
05	Key Personnel		30%

Submission Requirements

The bids submitted shall consist of the following (in the following order):

1. Name, title address and telephone number of the Investor or Principal who will serve as the Lead
2. Member for this project.
3. Company Profile/s: Details of the individual firm, company or consortium, including company profile, expertise and resource capacity.
4. Documents confirming the eligibility of the Bidder.
5. Copies of Annual Audited Financial Accounts of the applicant for the latest three financial years (stamped by the Company).
6. Copy of Business Registration Certificate (Valid) or Copy National ID Card (Lead Member).
7. Copy of GST Registration – if applicable
8. Team members Information (Form 5)
9. Curriculum Vitae (CV) of the Team (Form 6)
10. Educational Certificates of the Team
11. Brief background and profiles of similar projects previously undertaken including the contract value.
12. Additional detailed information the applicant desires to submit to emphasize the strength on investing and delivering the project.

Annexes

Annex A- Forms

FORM 1- DOCUMENT CHECK LIST

#	BID DOCUMENTS	
1	Tenderer Information Sheet (Form 2)	
2	Description of approach, methodology and work plan for performing the assignment (Form 3)	
3	Copy of Business Registration Certificate (Valid) or National ID Card of Lead Member	
4	Business Profile – if applicable	
5	Copy of GST Registration – if applicable	
6	Copy of Pension Registration – if applicable	
7	Team members Information (Form 4)	
8	Curriculum Vitae (CV) of Technical Team (Form 5)	
9	Educational Certificates of Technical Team	
10	Work experience documents of Technical Team	

FORM 2 – BIDDER’S INFORMATION SHEET

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. No alterations to its

format shall be permitted and no substitutions shall be accepted.]

Date:

Announcement No:

1. Name	
2. Registration number or ID Card Number	
3. Address	{insert bidder’s legal address in country of registration}
4. Tenderer’s Authorized Representative Information	
Name:	
Address	
Telephone/Fax numbers:	
Email Address:	

FORM 3: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

[Technical approach, methodology and work plan are key components of the Proposal. You are suggested to present your Proposal (5-10 pages, inclusive of charts and diagrams) divided into the following two chapters:

a) Technical Approach and Methodology,

b) Work Plan, and

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan.

FORM 4 –TEAM INFORMATION

List all Members in the team as per TOR

(Team Members Curriculum Vitae and supporting documents should be submitted along with the proposal and this form should be signed and stamped by Bidder).

Team member Name	ID/PP No

FORM 5 – CURRICULUM VITAE (TEAM)

1. **Name:**
2. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]
3. **Membership of professional associations**
4. **Other Training**
5. **Countries of work experience** [*List countries where the consultant has worked in the last ten years*]:
6. **Experience/ employment record** [*Starting with present position, list in reverse order every employment held since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]
From [Month/Year] – To [Month/Year]:
Employer:
Positions held:

