Terms of Reference

Consultancy Service for hiring a System Analyst (Firm)

1. **Introduction**

   The Government of the Maldives (GoM) is planning to introduce an unemployment insurance (UI) scheme for formal sector workers. In relation to the UI scheme the government is also planning to reform and extend its Job Center (JC), at the Ministry of Economic Development (MED), as a means of supporting unemployed UI beneficiaries to regain productive employment, but also to extend access to active labor market programs (ALMPs) to all unemployed Maldivians regardless of their eligibility for UI benefits.

   The UI scheme will be designed to complement the Maldives Retirement Pension Scheme (MPRS) and the Employment Service (ES) will be served as a platform for strengthening ALMPs, addressing challenges faced by the Maldivians in finding employment, and building an integrated Labor Market Information System (LMIS). In addition, the scheme will partner with government and non-government agencies to promote female employment, filling strategic gaps in the labor market (such as green and blue economy jobs). At the request of the GoM, the World Bank is providing development financing towards these objectives through the Sustainable and Integrated Labor Services (SAILS) Project. This project is jointly implemented by MED and Maldives Pension Administration Office (MPAO).

   As part of the implementation of the UI and ES scheme, the Ministry of Economic Development wishes to contract a firm to perform an assessment of existing Job Center portal services; and to undertake the Business Process Design of refining these services with the new initiatives under Job Center.

2. **Objectives**

   2.1 This consultancy aims to support the implementation of the UI and ES scheme by working closely with project management team, international consultant, Job Center, Pension Office to identify system requirements to develop a case management and jobseeker

profiling system and labour market information system (LMIS). The system shall build on the current existing system and cover the administration of new initiatives under the project, including the Unemployment Insurance Program, the Employment Services program, inclusive of the jobseeker profiling system, LMIS and the case management system for the operation of these programs.

2.2 The selected firm will need to identify requirements and propose a framework fro efficient/scalable interoperability of Job Center Portal with Koshaaru Pension System and LMIS, jobseeker profiling and case management system that can deliver real-time data on unemployment claims, vacancies, and placement rates to enhance government's ability to plan future developments in skills, welfare, and active labour market programs.

3. **Scope of Assignment**

4.1 Work with the project team and systems owners to elicit requirements and capture business objectives and goals.

4.2 Design and develop the business processes related to the Unemployment Insurance (UI) and Employment Services (ES) scheme to streamline the administration and management of both schemes by clearly articulating and documenting the optimized business processes and user requirements.

4.3 Ensure that the proposed processes/solutions comply with the governing laws, regulations, best practices, and specifically ensure that it is aligned to the project strategic objectives.

4.4 Work closely with the project and job center team and international consultant to conceptualize jobseeker journey, defining all stages of jobseeker experiences, the channel through which jobseeker enrolls into the employment services, the changing composition of services available during unemployment spell and job matching and skill enhancement intervention.

4.5 Work closely with the project and job center team to conceptualize the process of administering UI benefits, including of:

    (a) filing of UI benefit applications,
    (b) assessing claims to determine initial eligibility for benefits, based on information in the Koshaaru Pension system as well as additional employer information as needed,
    (c) determining continuing eligibility for benefits, based on monitoring of recipients' job search as part of the case management process and employment status as recorded in Koshaaru Pension system, and
    (d) developing an appeal process for jobseeker grievances.

4.6 Develop and structure system designs by understanding and focusing on the core institutional and directorate needs.

4.7 Design appropriate backend and frontend that satisfies the user requirements as well as project implementation guidelines.

4.8 Enabling interoperability of government and state administrative platforms to allow real-time secure sharing of information across platforms, including in house systems such as the Business Registration Systems and Expatriate management systems.

4.9 Obtain key inputs from system architecture and technical teams to identify solution interdependencies and identify any potential integration requirements.

4.10 Document both functional and technical requirements; solution design, supplemented with the required process and data analyses.

4.11 Analyze and communicate stakeholder needs by translating business requirements to the technical team using an agile/scrum methodology via an established software project management tool.

4.12 Define and propose the system architecture and system specifications required to undertake the development processes. Develop user stories and field specification documentation to be handed over to the development team to initiate the development of the proposed UI and ES system.

4.13 Design a comprehensive development plan/charter by defining key development milestones, processes, and activities over the entire development lifecycle under an agile/scrum development methodology.

4.14 Ensure that the proposed development plan is practical, easy to execute and adheres to the industry's best practices and standards.

4.15 Design the wireframes required for finalizing the UI/UX design of the proposed UI and ES system and LMIS, including the administrative backend to manage the programs with minimum reconfiguration.

4.16 Design and finalize a fully functional and comprehensive prototype covering all the features and functionalities of the UI and ES scheme system and LMIS which will be referenced in the development process.

4.17 Conduct an extensive system and process audit of the existing systems/platforms to identify process inefficiencies and inadequacies by analyzing the business processes and operating principles.

4.18 Provide technical recommendations based on the system analysis to undertake process refinement and enhancement exercises to achieve greater efficiency and process optimization.

4.19 Assist admin users in conducting the User Acceptance Testing (UAT) process by providing UAT test scenarios and scripts.

4.20 Liaise with stakeholders and assist with project management team in executing the project tasks in a timely manner.

4.21 Proactively build and maintain good relationships with the project management team, technical team, developers, and any other stakeholders of this project.

4.22 Consult with the relevant stakeholders; and conduct thorough research and analysis on existing international UI and ES systems established in other countries to determine the needs of the system and adopt internal best practices.

4.23 Collaborate in a team environment to share best practices and ensure meeting deadlines.

4.24 Proactive liaison between internal and technical stakeholders to ensure the successful delivery of services.

4. <u>Deliverables</u>

#	Deliverable	Delivery
1	Assignment Plan and Timeline	Within 1 week of the commencement of the activity
2	System Requirements Specification (SRS) document comprising at least the following areas: a. System research and analysis b. Business process documentation and analysis c. Functional and technical requirements d. System audit report and recommendations e. Development Plan	On the 4th week of the commencement of the activity
3	Functional and development ready prototype	On the 8th week of the commencement of the activity
4	User Acceptance Testing (UAT) and Training activities Training documentation/resources and user reference materials (i.e. workflows, process diagrams, etc. required to prepare policy documents and SOPs)	On the 12th week of the commencement of the activity

5. <u>Experience/Skills/Qualification Requirements</u>

6.1 Must be a Registered Firm (Provide copy of the Certificate of Registration)

6.2 The interested Firm shall have a qualified technical lead/Developer with more than 5 years of system analysis, development and deployment experience and they shall be fluent in Unified Modeling Language (UML) and its tools.

6.3 The interested Firm must employee a Solutions Architect/ Business Process Designer with more than 5 years of experience in business systems and applications, implementation, and project management processes.

6.4 The interested Firm shall have qualified domain experts in the fields of economic and employment policy and research; information and communications technology; software development; graphics and UI/UX designing.

6.5 The interested Firm shall have at least 1 (one) requisite experience in business requirement analysis, process modelling including documenting and analysing functional procedures and workflows, business process re-engineering and definition and evaluation of user requirements and implementations of IT systems and business applications.

6. **Selection and Evaluation Criteria**

A Consultant will be selected in accordance with the Consultant Qualification Selection (CQS) method set out in the Procurement Regulations of the World Bank. From the firms that have submitted an EoI, the firm with the best qualifications and relevant experience will be selected and invited to submit its technical and financial Proposals for negotiations.

7. **Reporting and Supervision**

The selected firm shall report to the Project Director on the status of the assignment on a regular basis.

8. **Contract Duration**

The selected firm is expected to complete the assignment within 3 (three) months from the date of contract signing.

9. **Terms of Payment**

Payment for the selected firm will be paid in tranches upon provision of the following deliverables:

#	Deliverable	Percentage
1	Review and acceptance of Project Plan and Timeline	10%
2	Review and acceptance of System Requirements Specification (SRS) document	20%

3	Review and acceptance of Functional and development ready prototype	40%
4	Review and acceptance of User Acceptance Testing (UAT) and Training activities, including documentation	30%