

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Ministry of Higher Education,
Labour and Skills Development

Malé, Republic of Maldives

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Terms of Reference

Procurement of the services of a firm to develop and enhance the National Job Centre portal

1. Introduction

- 1.1. The Government of the Maldives (GoM) is currently in the process of devising an unemployment insurance (UI) scheme tailored for formal sector Maldivian workers, alongside a career guidance mechanism. In conjunction with these initiatives, the government intends to revamp and extend the National Job Centre (NJC), under the purview of the Ministry of Higher Education, Labour and Skills Development (MOHELSD). This endeavour aims not only to provide support for unemployed UI beneficiaries in their pursuit of (re)employment, but also broaden their access to active labour market programmes (ALMPs) regardless of their eligibility for UI benefits. The UI scheme will complement the Maldives Retirement Pension Scheme (MPRS), while its employment services (ES) will serve as a foundational platform for strengthening ALPMs, mitigating the challenges faced by Maldivians in securing employment, and building an integrated Labor Market Information System (LMIS). The scheme will forge partnerships with governmental and non-governmental entities aimed at promoting employment of Maldivians, with a particular focus on women and vulnerable groups, and address critical gaps in the labour market, such as opportunities within green and blue economy sectors.
- 1.2. At the request of the GoM, the World Bank is providing development financing to support these objectives through the Sustainable and Integrated Labor Services (SAILS) Project, which is being jointly implemented by MOHELSD and Maldives Pension Administration Office (MPAO). As part of the UI and ES implementation, the MOHELSD wishes to contract a firm to develop and enhance the existing NJC portal.

2. Objectives

- 2.1. The purpose of this consultancy is to design, develop, and implement a UI beneficiary case management system, career guidance system, and jobseeker profiling system for the NJC. This initiative seeks to enhance the existing

functionalities of the NJC portal by introducing new features that align with the objectives of UI and ES programmes. The consultant will have to review the existing NJC portal, after which they will have to develop and implement a fully integrated user interface and database to support the UI beneficiary case management system and career guidance system within the NJC portal framework.

- 2.2. The consultant must ensure seamless integration of this newly developed system with the existing NJC portal, Business Portal, Koshaaru and other government digital infrastructure. It is expected that the consultant will incorporate modules enabling offsite registration, payment (along with) updates, case management, jobseeker profiling, career guidance, and monitoring of UI and ES programmes. Furthermore, the UI beneficiary case management and jobseeker profiling system must be intuitive and accessible via commonly used web browsers, as well as compatible with and enhanced for iOS and Android systems.
- 2.3. The business process design for the UI beneficiary case management system, career guidance system and jobseeker profiling portal has been formulated. The consultant must develop the NJC portal, ensuring adherence to the specifications outlined in the business process design and document all the necessary aspects in building the portal.

3. Scope of Services

- 3.1. The consultant will design, test, and deliver a fully operational user interface and supportive database for the UI beneficiary case management, career guidance system, and jobseeker profiling system, as per guidance from the business process design. This also includes facilitating registration, payment updates, and providing support for institutional users.
- 3.2. The consultant will also prepare comprehensive documentation of the full stack development process and conduct training sessions to familiarise NJC, MOHELSD, MPAO, and other key stakeholders' teams with the new system.
- 3.3. The consultant is responsible for developing a basic operation manual or user guide of the developed system to assist users in navigating the portal effectively.
- 3.4. The developed portal must undergo rigorous testing to ensure compatibility across various platforms and mobile devices. Apart from the NJC, MOHELSD will collaborate in testing the portal, and the consultant must provide technical support for launch of the service.
- 3.5. When developing and enhancing the system, the consultant is encouraged to recommend design methods to improve user friendliness, system performance, and versatility. The consultant is also encouraged to make recommendations on improving the process flows.
- 3.6. In developing and enhancing the systems, the consultant must consider the following aspects:
 - 3.6.1. Researching, designing, implementing, and managing software programs.
 - 3.6.2. User supervision and generating analytical reports.

- 3.6.3. Testing and evaluating new programs to ensure functionality.
- 3.6.4. Identifying areas for modification in existing programs and implementing these necessary changes.
- 3.6.5. Writing and implementing efficient code to optimise system performance.
- 3.6.6. Assessing operational practicality to ensure user needs and project objectives are met.
- 3.6.7. Developing quality assurance procedures to maintain high standards.
- 3.6.8. Deploying software tools, processes, and metrics for effective management.
- 3.6.9. Maintaining and upgrading existing systems to keep it relevant and current.
- 3.6.10. Training users.
- 3.6.11. Collaborate closely with other developers and UI/UX designers at the Ministry and other government institutions, along with the business systems analyst.
- 3.6.12. Providing necessary support, adjustments, and bug fixes for a period of 1 year.

4. Deliverables

Deliverable 1	
<p>a. Review existing system, study its BPR documents, and confirm the design specifications in consultation with the Project Team.</p> <p>b. Subsequently prepare basic documentation outlining the proposed UI for beneficiary case management, career guidance system, jobseeker profiling.</p>	<p>1. Review Report:</p> <ul style="list-style-type: none"> ○ Submit within three weeks of awarding. ○ Must depict the findings and details of the assessment undertaken. ○ Must outline the design specifications for the proposed system. ○ Recommendations for improvements or enhancements based on the review findings. <p>2. Basic documentation:</p> <ul style="list-style-type: none"> ○ Overview of the proposed user interface (UI) for the beneficiary case management system, career guidance system, jobseeker profiling system and NJC portal. ○ Description of key features and functionalities. ○ Preliminary mock-ups or wireframes illustrating the UI design. ○ Database design. <p>3. Detailed timeline: Submit a detailed timeline which will have to be signed off by the Project Team within four weeks of start of assignment.</p>

	<p>11. Upon approval of the training plan, provide training to users and analysts. The timeline expected for this task is 30 weeks from start of the assignment.</p> <p>12. A team of approximately 60 users will be trained to use the portal and this will be a one-time training.</p>
h. Support to the launching exercise	13. Provide necessary technical support to launch the portal and its rollout across primary institutions and stakeholders.
Deliverable 4	
i. Support and maintenance for a year	14. Provide necessary support, adjustments, and bug fixes for a period of 1 year.

5. Experience, Skills, and Qualification Requirements

- 5.1. Must be a duly registered firm.
- 5.2. The interested firm shall have a qualified technical lead/developer proficient in software development including both front-end (user interface) and back-end (database) components. The individual should have a minimum of 3 years of demonstrable experience in software designing, implementation, and optimisation. Additionally, familiarity with full-stack development, covering both client-side and server-side technologies, is essential.
- 5.3. The interested firm must demonstrate a proficient team of qualified domain experts specialising, software development, database designing, and UI/UX designing. The team must include at least one certified UI/UX engineer. Additionally, the firm is expected to have experienced and certified DevOps engineer familiar with OAuth and identity projects.
- 5.4. The firm must have experience in developing and delivering Thaana multilingual platforms, along with big data stacks for visualisations.
- 5.5. The firm must have experience integrating with application performance monitoring stacks.
- 5.6. The interested firm shall have at least 1 (one) relevant experience in evaluating user requirements and implementing IT systems and business applications. Evidence of such experience, including client references and feedback must be provided.
- 5.7. The interested firm shall have the required technical expertise and experience to perform the assignment. Submission of the firm’s portfolio is required to assess prior works on similar projects.
- 5.8. The interested firm shall have quality assurance and testing practices. The interested firm must submit documentation related to testing practices and the approach to quality assurance.
- 5.9. The firm must have cyber security engineers for unit testing architecture review. Experience with AI and machine learning (ML) will be an added advantage.

5.10. The interest firm shall be experts in documentation and training. Submission of sample technical documentation, user guides, operational manuals, and details of previous training sessions conducted is required.

5.11. The interested firm shall have experience in developing mobile-responsive web applications. This must be specified within the firm’s portfolio.

6. Data, services and facilities to be provided by the client

6.1. Data access and reports:

6.1.1. The client shall ensure timely access to relevant data, databases, and systems necessary for the work.

6.1.2. Clear guidelines shall be provided regarding data security, privacy, and any restrictions on data usage.

6.2. Information Access:

6.2.1. The client shall grant the developer access to relevant information sources, such as internal documents, policies, and related materials.

6.2.2. Access to specialised tools, software licences, and subscriptions (if required) shall be provided.

7. Reporting and Supervision

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

8. Duration of the Assignment

8.1. The selected firm is expected to complete the assignment within 08 (eight) months from the date of contract signing.

9. Terms of Payment

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

#	Deliverables	Percentage
1	Review existing system	10%
2	Develop and test the NJC Portal	70%
3	Documentation and training	10%
4	Support and maintenance	10%

10. Selection and Evaluation Criteria

10.1. 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 expression of interest (EoI), the firm demonstrating outstanding qualifications and relevant experience will be selected and invited to submit their technical and financial proposals for negotiations.

11. Type of Assignment

11.1. This assignment shall be carried out under a lump-sum contract. The service provider is expected to complete the specified tasks within the agreed timeframe and budget. Payment will be made in a lump sum upon satisfactory completion of the deliverables as outlined in the TOR. The lump-sum payment is inclusive of all costs associated with the assignment, including but not limited to personnel costs, travel expenses, and any other direct or indirect costs. The service provider is responsible for managing the resources efficiently to meet the expectations and deliverables specified in the TOR.