# “Nork” Social Services Technology and Awareness Center

# Project name: "Electronic labour exchange"

**TERMS OF REFERENCE**

for the provision of services

on finalizing the terms of reference for the creation of a unified state online platform “Electronic Labour Exchange”

1. **Basic information**

The aim of the “Electronic Labour Exchange” Project (hereinafter the Project) is to provide a unified state online platform for employers and job seekers in the Republic of Armenia, which is an alternative opportunity aimed at balancing supply and demand in the labour market, contributing to the   
integration process and formation of a unified labour market within the Eurasian Economic Union (EAEU).

The project is funded by the Eurasian Fund for Stabilisation and Development (EFSD) and has four components.

Component 1 of the **"Design, Development and Implementation of an Electronic Labour Exchange"** project includes the following components:

* 1. Studying the experience of implementing similar projects within the EAEU;
  2. Development, testing, installation and implementation of a public e-Labour Exchange platform available to employers and jobseekers.

These terms of reference provide for the provision of services in preparation for the work implementation under point 1.2 of the Component.

## Objectives of the terms of reference

The purpose of this terms of reference is to finalize the terms of reference developed by the Customer for the design, development, testing, installation and implementation of the state platform of the Electronic Labor Exchange, available to employers and job seekers.

## Prerequisites

Currently, the business processes of providing services to job seekers and employers in the field of employment in the Republic of Armenia are automated in the information system (hereinafter IS "Gorts"), which performs the functions of providing services in the field of employment in the Republic of Armenia. The mentioned IS was introduced in 2003. The tools of the "Gorts" IS, at the moment, are outdated and have a number of technical and functional problems:

* "Gorts" IS works with the Internet Explorer browser. As the technology currently used in the IS is outdated, this slows down and limits the use of the IS.
* "Gorts" IS database collects data in ASCII format, i.e. there is a problem of reading the material after entering it into the system or retrieving the data from the system (Data Export). In this case, there are technical difficulties, which can be resolved, but require adjustments and additional time investment by the IS users.
* The structure of the "Gorts" IS is complex and overloaded with information, making it difficult for users to register in the IS and find the data they need.
* The structure of the "Gorts" IS is outdated and its optimisation is not feasible: there are sections that need to be removed or added due to changes in legislation. There are state employment programmes and related business processes that need to be automated in the IS, but the technical format of IS limits such automation processes.
* The "Gorts" IS lacks a separate interface for job seekers and employers, which would make it much easier to accept applications and receive services online without requiring users to visit the relevant agencies in person.

In order to solve the above-mentioned problems and to ensure that job seekers and employers receive employment services in Armenia at a qualitatively new level, saving time and resources, it is planned to design, develop and implement the information system (state online platform) "Electronic Labour Exchange", which will include all the basic functions of the "Gorts" IS, but will be much more convenient and efficient in use.

Following the development and implementation of the “Electronic Labour Exchange” information system, the "Gorts" IS will be decommissioned and the “Electronic Labour Exchange” IS will fully replace the "Gorts" IS.

The main advantages of the “Electronic Labour Exchange” online platform will be, among others, the following

* The “Electronic Labour Exchange” online platform has two main modules: external and internal. With the external module, job seekers and employers will be able to create and manage their personal profile, create their CV or publish job ads, search for and find an employee or vacancy, apply for unemployment status, participate in public employment programmes and apply for other employment services. The internal module of the “Electronic Labour Exchange” online platform will allow for full automation of the business processes carried out by the employment departments of the regional centers of the Integrated Social Service, allowing them to increase the efficiency of their work and reduce the time spent through a user-friendly interface and up-to-date solutions.
* The availability of an analytical block of the "Electronic Labour Exchange" online platform, which will make it possible to obtain accurate data and statistics on employment indicators in the Republic of Armenia, which will contribute to improving the legal regulation of employment and increasing the effectiveness of the programmes being implemented.
* Integration with external databases will make it possible to retrieve data from primary sources in real time. This will improve the quality of public services provided to users.

## Subject of the terms of reference

The consultant shall:

In close cooperation with the Customer represented by represented by the “Nork” Social Services Technology and Awareness Center (hereinafter - the Customer), in order to obtain a more complete and accurate technical document, study the current version of the terms of reference for the design, development, testing, installation and implementation of information system (state online platform) “Electronic Labor Exchange”, developed by the Customer, and using his own expertise, make proposals for finalizing the terms of reference, in particular, on the functionality of the information system and the proposed IT and technical solutions designed to ensure the effective development, implementation and further operation of the information system; finalize the terms of reference developed by the Customer and submit the final version of the document for approval to the Customer. The terms of reference approved by the Customer must comply with the following minimum required structure:

## STRUCTURE OF TERMS OF REFERENCE FOR THE DESIGN, DEVELOPMENT, TESTING, INSTALLATION AND IMPLEMENTATION OF THE STATE ONLINE "ELECTRONIC LABOUR EXCHANGE" PLATFORM

Abbreviations

* + 1. Basic information
       1. Current situation of public online employment platforms (indicating advantages and disadvantages of online platforms) in the Republic of Armenia and in the countries analysed
       2. Legal provisions on employment in the Republic of Armenia
       3. Description of the platform's user groups
       4. Purpose of the assignment
    2. Project description of the design, development, testing, installation and implementation of the "Electronic Labour Exchange" IS
       1. Project participants / project beneficiaries
       2. Responsibility matrix for project participants
       3. Key steps in project implementation
       4. Identifying the critical path of the project
       5. Project timetable (shown on a Gantt chart)
       6. A description of the required project team to be involved in the design, testing, development, installation and implementation (all five of the above steps together will hereafter be referred to as "creation" or as derivatives of the word "creation") of the online platform (the project team composition should be described separately for each of the above steps)
       7. Minimum qualifications for the project team that will create the online platform
       8. Project communication matrix
    3. Assessing risk factors
       1. Identification of risks that may arise in the process of setting up the platform
       2. Analysis of the risks that may arise in the process of setting up the platform
       3. Managing the risks that may arise in the process of setting up the platform
    4. Project monitoring
       1. Description of the controls of the project by the Consultant whose team will build the online platform
       2. Temporary and financial control by the Consultant
       3. Functional and temporal control by the Consultant
    5. Brief description of the online platform
       1. Description of the online platform
       2. Description of the subsystems
    6. Functional aspects of the online platform
       1. General description of functionality
       2. Detailed description of business processes
       3. Functional requirements (including management functions)
       4. Detailed description of functionality
       5. Design and detailed description of the interface
    7. Technical project
       1. Structural description of information flows
       2. Description of the information
          1. Description of the input information
          2. Description of output information
          3. Full description of the database
       3. Online platform development methodology, programming languages (front- end, back-end technologies), database management system and determining the choice of operating system
       4. Structural description of technical means
       5. Description of the minimum technical requirements for the establishment and operation of an online platform
    8. Testing of the online platform (specify, among other things, how to test, types of tests, order of tests, duration of tests)
    9. Project Summary
    10. Training requirements for the minimum required team to operate the online platform
    11. Information and cyber security and reliability of the online platform
        1. Information and cyber security requirements for an online platform
        2. Requirements for the reliability of an online platform
        3. Testing of the online platform for information and cyberthreat resilience (specify, among other things, how to test, types of tests, testing procedures, duration of testing)
        4. Reliability testing of the online platform (specify, among other things, how to test, types of tests, order of tests, duration of tests)
    12. Data migration plan from the "Gorts" IS to the "Electronic Labour Exchange" online platform
    13. Cost of the online platform
        1. Estimate of the estimated cost of setting up an online platform (with detailed justification and detailed breakdown)
        2. Estimate of the estimated cost of maintaining the online platform (with detailed justification and detailed breakdown)
    14. Maintenance of the online platform during operation
    15. Appendices

The following modules of the future information system should be described in detail in the terms of reference:

## Content modules:

*Online platform:*

* An information module through which users of the online platform can obtain information on employment news in the Republic of Armenia.
* User account creation module.
* A login module for the online platform, which will have two main interfaces:

*Applicant:*

* + Applicant registration, with the following main options: registration using the social card number and automatic identification through it in the database of the State Population Register and registration using the eID system;
  + Creating a CV;
  + Job advertisements;
  + Ability to search for and filter vacancies of interest to the job seeker offered by employers (this section will include a tool for communication between employers and job seekers (as well as between job seekers and job seekers/employers and employers));
  + Online application module for job vacancies;
  + Public-private employment programmes;
  + Integration with the Unified Search System "Work without Borders" (EEU);
  + Certificates and other documents on the job seeker that can be automatically downloaded from the platform (the terms of reference to be developed by the Consultant should include a tool for automatic generation of certificates based on the "Electronic Labour Exchange" databases);
  + Notices;
  + FAQ (frequently asked questions);
  + Online chatbot - quick communication with a member of staff of the USS (hereinafter referred to as the Unified Social Service);
  + Settings.

*Employer:*

* + Employer registration / My vacancies, with the following main options: registration using a taxpayer number and automatic identification through it in the database of the State Register of Legal Entities;
  + Other job advertisements;
  + Ability to search and filter applicants of interest to employers (this section will include a tool for communication between employers and applicants (as well as between applicants and applicants/employers and employers));
  + Online application module for applicants to submit a job application;
  + Public-private employment programmes;
  + Integration with the Unified Search System "Work without Borders" (EEU);
  + Certificates and other employment-related employer documents that can be automatically downloaded from the platform (the terms of reference to be developed by the Consultant should include a tool for automatic generation of certificates based on the "Electronic Labour Exchange" databases);
  + Notices;
  + FAQ (frequently asked questions);
  + Online chatbot - quick communication with an ESS member of staff;
  + Settings.

## The internal ESS system:

* *Applicant:*
* Applicant registration module, which will display applications from applicants sent from their personal accounts, as well as for registration of applications received in paper form by the staff of the regional centers of the Republic of Armenia Unified Social Service;
* An applicant's personnel file that will contain all the information about the applicant that is necessary for the provision of employment services in the Republic of Armenia;
* Job offer;
* State employment programmes of the Republic of Armenia;
* References and other documents.
* *Employer:*
* Employer registration module, which will display applications from employers sent from their personal accounts, as well as for registration of applications received in paper form by the staff of the regional centers of the Republic of Armenia's Unified Social Service;
* Vacancies;
* An offer for job seekers;
* State employment programmes of the Republic of Armenia;
* References and other documents.
* A system for automatic generation of reports with forms approved by resolutions of the RA Government, orders of the RA Minister of Labour and Social Affairs, etc. for submission to the Statistical Committee, the RA Ministry of Labour and Social Affairs and other state bodies. (A set of reporting forms will be provided to the Consultant after the contract is signed between the Client and the Consultant). These reports will be automatically generated on users' requests in the relevant section of the "Electronic Labour Exchange" online platform in accordance with the specified time period, territorial attribute and other filters.
* A system for generating financial applications to be automatically generated based on the data of beneficiaries registered in the system who participate in public employment programmes
* A user and directory management module to be used by the "Electronic Labour Exchange" administrator via an interface, e.g., for the purposes of archiving a USS employee account or adding/editing values to directories.

## Technical modules:

* Individual microservices that provide overall system functionality;
* The network interface (API gateway) is the bridge between the user interface and the individual microservices. It should be responsible for receiving all requests from system users, managing the associated microservices and protocol conversion;
* The information system database, which is the main repository of system data;
* Data exchange services to provide data from internal databases to external databases through the RA Government Interoperability Platform;
* Functions and tools that will ensure information and cyber security as well as reliability of the "Electronic Labour Exchange" IS.

Additional requirements/information for the terms of reference to be developed:

* The terms of reference must imply the use of modern and reliable IT technologies;
* The terms of reference should include solutions/approaches/methodologies aimed at preventing problems/deficiencies in the "Electronic Labour Exchange" platform similar to those in the “Gorts” IS.

## Throughout the development of the terms of reference, the Consultant will work closely with the Client to obtain the necessary information and guidelines for the development of the

required documents. During the development of the terms of reference, the Client will provide the Consultant not only with the information required for the development of the terms of reference but also with additional information on the Unified Information System of the RA Social Protection Sphere, standards of this IS both technical and related to cybersecurity issues, as well as interaction of the "Electronic Labour Exchange" IS with the Unified Information System of the RA Social Protection Sphere.

In the process of finalizing the terms of reference for the creation of the IS "Electronic Labour Exchange", the Consultant can, in close cooperation with the Customer, correct and supplement the necessary structure of the terms of reference for the creation of the IS "Electronic Labour Exchange", maintaining the details in the description of the modules of the future information system offered by IT and technical solutions.

# Place of service

During the provision of services, the Consultant must be at the Customer's office (at Ulnetsi 68, Yerevan, Republic of Armenia) for at least 4 hours every working day and participate in face-to-face working discussions.

In addition to these meetings, online meetings may be held as needed.

1. **The results of the assignment Result 1:** Consultant’s report.

**Deadlines:** No later than 30 calendar days from the entry into force of the contract.

**Consultant’s** **Report:** The Report shall include the Terms of Reference for design, testing, installation and implementation of the "Electronic Labour Exchange" state platform, prepared in accordance with the structure given in Section 4.2 above of these Terms of Reference and supplemented as a result of joint work of the Consultant and the Client. The report shall be submitted in Armenian and English in hard copy (two copies in each language) and electronically.

Drafts shall be submitted by the Consultant to the Client 10 calendar days before the due date for the Consultant's Result 1. The Client shall, at least 5 calendar days before the due date for the Consultant's Result 1, provide comments to the Consultant for revisions (if any). After completion of the revisions, the Consultant shall provide the Client with the final documents for approval 2 calendar days prior to the due date for Result 1.

Upon completion of the consultancy services under Result 1 (after approval by the Client), the Client, represented by the PIT, and the Consultant shall sign a bilateral certificate of acceptance, which shall be the basis for payment.

The total deadline for the assignment is 30 calendar days.

## Qualification requirements for a consultant

The qualifications and experience of the Consultant must meet the following requirements:

* 1. Work experience as an individual consultant or as part of a consortium in the field of software development/programming and business process analysis for at least 3 years, participation in the creation of an information platform in the field of employment or the labor market, comparable in volume to the state platform "Electronic labour exchange”, will be considered an advantage;
  2. Successful implementation over the past 5 years (2017-2022) of at least 2 contracts in the Republic of Armenia or in the countries of the EAEU and the EU that provide for the development, installation and provision of technical support for the operation of such information systems. Experience in automated data collection from different sources (internal and external), including processing, storage and reporting, will be considered similar experience if it has a comparable data volume and structure, scale and security measures.