Annex A: Terms of Reference and Scope of Services [Final Draft]

Mongolia Employment Promotion Project (MESP)
IDA CREDIT# P159215

SENIOR IT SPECLIALIST

Technical assistance to Ministry of Labour and Social Protection for the Design and Implementation of LMIS Platform

1. **Background**

The Ministry of Labour and Social Protection (MLSP) is implementing Mongolia Employment Support Project (MESP) with the soft loan and technical support from the World Bank. The project seeks to provide jobseekers and micro-entrepreneurs in Mongolia with improved access to labor market opportunities. MESP has three distinct and interlinked components to achieve this objective. Component 1 intends to orient the current Public Employment Services (PES) towards more client-centric service providers with greater collaboration with private employment services. Component 2 will strengthen the design, relevance, and demand orientation of select active labor market programs. Component 3 plans to improve the quality and availability of labor market information and analysis to help institutional and non-institutional actors make informed decisions and provides support for strengthening M&E and management of the project.

Under Component 1, the MESP has planned to achieve the following three main outcomes: i) enhanced and more effective organization, processes and tools of public employment services and greater collaboration between public and private employment agencies; ii) remodeled offices of public employment services that support enhanced work organization and processes and that offer greater customer-orientation; and iii) improved function and inter-operability of the MLSP's management information system, including redesigning the Labour Market Information System (LMIS).

Specifically, when it comes to re-designing the LMIS, the project seeks to make the system functionality that is efficiently aligned with the business needs of the Ministry of Labour and Social Protection (MLSP) and General Office for Labor and Social Welfare Services (GOLSWS) labour market functions and facilitates process automation through standardized management information system. In this regard, the MLSP and GOLSWS is seeking to support greater efficiency of the labour market by introducing technologically advanced job matching portal/system that reduces the time for and enhances the effectiveness of employers' search for suitable workers and job seekers' search for suitable jobs and increase effective use of automation in all employment promotion services and activities under the labour market active programs.

2. **Objectives of this assignment**

The main objective of the assignment is to hire a qualified Senior IT Specialist who could provide a top-line ICT support and technical guidance to the MLSP/GOLSWS for the design and implementation of an integrated LMIS Platform.

3. Collaboration with Korean ODA and other entities

One of the key objectives of this assignment is to ensure a proper harmonization of LMIS development efforts under *Mongolia Employment Support Project* (MESP) and *Korean Official Development Assistance (ODA)* support being provided to the MLSP by the Korean Government. A close collaboration between MLSP, GOLSWS, MESP and Korean ODA is necessary and becomes crucial since the later also aims to provide support MLSP towards the development and implementation of job matching technology (WorkNet) for Mongolian PES offices. This job matching is expected to be based on the Korean WorkNet platform will have include functionality such as front end application for online job application, job search through online portal, matching of jobs with vacancies etc. While at an outset, the functionalities may sound similar with the proposed LMIS functionality, the exact distinction of scope and functions between the LMIS and the Korean WorkNet platform shall discussed and finalization during the system requirement study phase of this assignment. Moreover, SRS phase is also expected to define the software development methodology between these two systems in terms of user interface standards, data exchange protocol, system navigation, single sign on procedures, among others. It is therefore important to have a close coordination between MLSP, SI and Korean ODA team to ensure that there is no duplication of effort and both these systems operate seamlessly through a proper mechanism of data exchange or inter-operability established in a most secure and reliable manner.

Likewise, there are also few other systems or databases that become relevant in the context of LMIS design and implementation for data exchange. The SI is expected to collaborate and work closely with the agencies that are currently maintaining these systems with an aim to establish a secure and reliable means of data exchange with these systems with LMIS. The details of such data exchange functionality and its protocol shall be discussed and finalized during the SRS phase.

Job matching technology (WorkNet): WorkNet is a job-matching platform designed and developed under Korean ODA that is expected to have functionality to match jobs with job seekers and display the relevant outputs for the PES offices. Besides, the WorkNet is also expected to have functionality to registry online jobs for job seekers, employers to post jobs and search vacancies through an online portal etc.

Data Exchange Platforms: The National Data Center (NDC) has implemented a *XYP (Exchange Your Platform) platform* – a data exchange mechanism that enables exchange of data between multiple systems that are hosted in NDC. Likewise, *Decentralized Authentication Network (DAN)* is the platform that can operate with the other independent systems of public as well as private sector services and authenticate the customers to access those services easily. Using DAN platform, the citizens could access the public services anywhere using their own mobiles or laptops. This system creates the great impulse to intensify the mobile services all around Mongolia.

National Civil Registry database: is a national database designed and maintained by the Ministry of Justice and Internal Affairs (MoJIA). The system maintains the demographic information (including picture and biometric) of each individual

citizens of Mongolia in a centralized manner that issues a unique ID. This system shall be used to validate uniqueness of LMIS beneficiaries and the job seekers.

Social Insurance database: maintains the database of social insurance beneficiaries and track the monthly contribution made by the beneficiaries and the job seekers.

MLSP databases: that maintains the databases of various social assistance programs being implemented by MLSP that includes programs such as elderly, child money program, food stamp program.

Integrated Household Database: maintains the household information and generates a poverty scorecard through a Proxy Means testing (PMT) method inbuilt for each household.

Private sector databases: these are essentially databases belonging to the external service providers, which have potential linkages with the proposed LMIS for data exchange. Such relevant databases are potentially the databases belonging to the payment service providers/financial institutions, private sector employers' database, training service providers' database etc;

Scope of work and activities	The consultant will be part of the the MLSP Technical Working Group established for the purpose of supporting LMIS development and play an active role in ensuring a proper coordination of tasks between MLSP, GOLSWS, Korean ODA and the World Bank funded Mongolia Employment Support Project (MESP) System Integrator (SI) to achieve the desired objectives. Specific tasks include: • Take a stock of existing ICT infrastructure (existing systems, hardware, connectivity, human capacity) in terms of its readiness, usefulness and relevance in the context of the implementing an integrated LMIS through the MESP and other broad based LMIS business needs for its user's such as: PES officials, other relevant officials at GOLSWS and MLSP users; • Understand the overall business process of the project implementation to analyze and map from the context of LMIS design and implementation; • Take a lead role in gathering and documenting the business requirements (as-is and to be) to support the development of LMIS; • Provide technical inputs to the System Integrator (SI) firm and GOLSWS during the System Requirement Study (SRS) phase and the overall LMIS development phases, such as the finalization of Business Process Review (BPR), LMIS design, development, system integration aspects, user testing, training and deployment etc in close collaboration with the Korean ODA team to ensure a smooth harmonization between LMIS development and Korean ODA's WorkNet implementation; • Review of the key documentation deliverables such as System Requirements Study document (SRS), System Design Document (SDD) with inclusion of data flow diagrams, Entity Relationship Diagram (ERD), system inter-operability design protocol and provide technical comments/feedback to ensure that the LMIS objectives are met as desired; • Take a lead role in developing a technical and functional scope for establishing an integrated MIS platform ensuring a robust mechanism for systems interoperability for GOLSWS; • Identify and document potential technical issues, challenges foreseen during the development and implementation period with clear recommendation and time bound action plan to mitigate such potential challenges for the higher management to take an appropriate resolution measure; • Identify training and capacity building needs for the operational staff and relevant users at central and local levels to ensure long-term system sustainability with clear recommendations for its timely implementation;

	• Take a lead role in timely resolution of any bugs or error encountered, troubleshooting and any other related technical matters during the implementation in coordination with the SI; • Take a lead role in timely data backup and regular monitoring of the system; • Perform tasks and duties as assigned by MLSP, GOLSWS and the Project team and report to the Technical team on necessary measures; • Actively participate in meetings/discussions with various line ministries and counterparts including the Korean ODA team, World Bank project team, Asian Development Bank (ADB) team among others.

Required expertise, qualifications and competencies.	**A. Qualifications** • B.Tech/B.E Degree in IT/Computer Science or in equivalent field; MCA/ME/M.Tech in equivalent field is preferred. **B. Experience** • Eight years of professional work experience in the area of Information Technology (IT); • Demonstrated experience of working as a System Analyst/Team Leader in at least 2 (two) MIS/IT development and implementation project of similar size and nature is must; • Proven experience of system design, development and implementation, system testing, training of users, intersectoral database management, business automation system development; • Specific work experience in IT development of public sector organizations (preferably human resources and social sector) • Knowledge in the area of design and implementation of MIS for cash transfer programs, Labour information management system, Human Resource Management Information System, G2P Payment systems, Social Security or similar nature would be an additional advantage; **C. Skills** • Should have a strong knowledge of system analysis, RDBMS concepts and IT project implementation life cycle; • Knowledge of technology such as PHP, ASP.Net, Windows applications, CSS, HTML, C#.net, MVC framework, Database (MySQL/Oracle/MS SQL); • Strong inter-personal and communication skills; • Experience in working with team and team building spirit; • Ability to analyze business processes and provides technical solutions. • Strong problem solving and analytical skills. • Strong trouble shooting skills; • Participate in project discussion/analysis. • Learning and using new technologies Research & Development • **Good command in English language in written and oral is a must**. **Preference shall be given to the candidate experienced in similar job as mentioned in the Scope of Work;**
Monitoring and progress control, including reporting requirements, periodicity format and	Consultant will develop action plan to perform tasks and Performing the above-mentioned activities, the national consultant will work under the supervision of the MLSP and the World Bank team.The performance of the consultant will be evaluated based on the following indicators: - Completion of tasks specified in the ToR; - Monthly progress report; - Compliance with the established deadlines for submission of deliverables;

deadline:	- Quality of work.
Inputs / services to be provided by MESP PIU	Consultant can utilize MLSP and MESP PIU office space and equipment.
Deliverables and timeline	The consultant will produce the following outputs: 1) Monthly progress and activities report stating the work accomplished, issues and challenges, next steps, key recommendations and timeline for each activity identified. 2) Technical inputs on the deliverables of IT firm (SRS, SDD etc); 3) Provide technical spport for the development of Business Process Review (BPR) document;
Reporting and payment	The consultancy period will be from **November 2019 on a full time basis**. The total number of months for the consultancy is expected to 18 **months** over the course of the contract duration with possible extention. The consultant will report to the MLSP DG /MESP Project Director and World Bank IT specialist. Payment will be made in a monthly basis.