TERMS OF REFERNCE

Technical assistance to the Mongolia Employment Support Project team in assessment of and upgrading of current Management Information System (MIS) of Public Employment Services (PES)

Mongolia Employment Promotion Project (MESP)

Background

The Mongolia Employment Support Project (MESP) financed by the World Bank 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 realign the current Public Employment Services (PES) to orient them 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.

Component 1, among other things, will support the strengthening of the Ministry of Labor and Social Protection (MLSP) the current Management Information System (MIS) used by the PESs. It will make sure that the MIS is friendly to the end-users of the system (counselors and officials at the PES) as well as to the clients of the system. The clients include the jobseekers, individuals seeking career guidance, private and public training institutions, as well as firms that post their vacancies. In addition, the Labor Market Research Institute (LMRI) will also use the PES MIS in its efforts to develop the Labor Market Information System (LMIS).

MESP PIU is seeking for a national consultant with expertise on information technology and information management to conduct the review of the status of existing PES MIS and provide specific, actionable, and time-bound recommendations to improve the usage, functionality, and efficiency for end-users. In addition, the consultancy will also provide recommendations to improve the flow of data, aggregated information, and user privilege at various levels to provide better oversight and monitoring from various levels.

The national consultant will work closely with an international consultant hired by the World Bank throughout the entire assignment.

Scope of Activities	**A. Prepare background note and provide technical input for assessment.**
	
	1. In preparation for the visit of the international consultant hired by the World Bank, the local consultant needs to prepare background note for PES MIS with description of the business processes and the system design architecture. The following output will help the international consultant to prepare his mission and to ensure the effectiveness of the trip and the overall work:
	    - MLSP Institutional structure;
	    - Outline of the data/information flows;
	    - Entity Relationship Diagram (ERD) of the PES MIS;
	    - Table definitions of the system that will articulate the backend design architecture;
	    - Information about the data center and DR provisioning;
	
	2. Work with an international consultant hired by the World Bank team to understand how information, data/databases, access as well as control flow through various levels of users (bagh/khoroo, aimag/district, central) as well as the integration of databases and services across various ALMPs under the MSLP.
	3. Work with an international consultant to conduct an in-depth analysis to identify: i) functional and design bottlenecks in the current system; ii) ways to improve the design and functionality of the PES MIS to provide better client-oriented services; and iii) ways to improve the design and functionality of the PES MIS to provide better and more efficient monitoring of various programs.
	4. Work with an international consultant and the World Bank team to identify ways in which the data reports could be improved to inform the development of the LMIS to be carried out by the LMRI
	
	B. Support in translation/interpretation to the international consultant.
	1. Provide written input in development of assessment report with concrete and actionable recommendations/suggestions to improve PES MIS.
	2. Work with the international consultant to provide language translation support during the meeting/discussions with the counterparts and other desired information related to systems during the missions and as when requested by the World Bank team.
	3. Translate the final documents produced by the international consultant into Mongolian.

Required expertise, qualifications and competencies.	The consultant will have: 1. At least 5 years of increasingly responsible professional experience in the information technology/management services and if possible familiar with information system for public services; 2. Bachelor in Information technology/MIS/Computer science or equivalent; 3. Relevant experience in management information system as well as current civil service IT policies and procedures such as familiar with Khur systems. 4. Experience of developing database (extensive experience with Oracle) is an advantage; 5. Knowledge on Apache TOMCAT is an advantage; 6. Experience in developing web-based system on J2EE technology and programming in Internet environment (JEE7, HTML, CSS, JavaScript, JQuery etc.) is an advantage; 7. Sufficient knowledge on RedHat Enterprise is desirable; 8. Demonstrated capacity for strategic thinking and for providing actionable recommendations are essential. 9. Proven ability to write concise reports. 10. Demonstrated team working qualities and achieve anticipated results. 11. Flexibility in responding to the needs of the contracting agency. 12. Proficiency in written and spoken English. 13. Experience in working with International Development Agencies will be an asset.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Performing the above-mentioned activities, the national consultant will work under the supervision of the MLSP/MESP PIU and World Bank team and in close collaboration with IT officers of Ministry of Labor and Social Protection (MLSP), General Office for Labor and Social Welfare Service (GOLSWS) and local labor offices in Mongolia. The performance of the consultant will be evaluated based on the following indicators: - Completion of tasks specified in ToR; - Compliance with the established deadlines for submission of deliverables; - Quality of work; - Demonstration of high standards of work with MLSP/GOLSWS, World Bank and counterparts
Inputs / services to be provided by MESP PIU	Consultant can utilize MESP PIU office space and equipment.

Deliverables and timeline	The consultant will produce the following outputs: 1. Proposed work-plan: (3 working days) 2. Background note/report for the assessment (8 working days) 3. Provide the necessary technical support to the international consultant on the detailed report with current design, implementation, and structure of the PES MIS; identified gaps, bottlenecks, and issues; recommendations to make the MIS more user-friendly and to allow better monitoring, supervision, and analysis using the databases and information; as well as an action plan to implement the recommendation: (5 working days) 4. Participate in technical missions and other technical tasks as assigned by the World bank task team (3 working days) 5. Translations of finalized assessment reports into Mongolian (3 working days).
Reporting and payment	The consultancy period will be from February 20th to June 20th, 2019. The total number of days for the consultancy is expected to be 22 working days over the course of the contract duration. The consultant will report to the World Bank and MESP PIU team. Payment may be made in two installments as following: 1. 40% of the total amount upon satisfactory submission of the deliverables #1, 2 2. 60% of total amount upon satisfactory submission of the deliverables #3, 4, 5