Ministry of Education and Research (MoER)

**Moldova Higher Education Project (MHEP)**

**Procurement References: MD-MOED-243666-CS-INDV**

**TERMS OF REFERENCES**

**Individual National Consultant to provide support to the National Employment Agency (NEA) and Ministry of Labor and Social Protection (MoLSP) in elaboration of the Concept, Regulation and Terms of Reference for development of the Labor Management Information System (LMIS), managing system development and acceptance.**

1. **Background information on the project**

Moldova Higher Education Project (MHEP) is a World Bank-financed Project to be implemented between May 2020 and December 2025.

The total cost of credit is EUR 35.7 million (US$39.4 million equivalent) financed by the International Development Association (IDA) and is provided to the Republic of Moldova in support of Moldova Higher Education.

The Project Development Objective is to improve the labor market orientation of selected higher education institutions and the quality assurance mechanisms. The Project is organized around three components and includes systemic interventions in the areas of higher education quality, financing and management, as well as a targeted program to be implemented by selected higher education institutions and pedagogical colleges to address some of their most pressing needs in labor market orientation.

The MHEP components are described below:

1. Improving the Quality Assurance Mechanisms
2. Improving the Labor Market Orientation through Targeted Interventions
3. Project Management

*Component 1* – Improving the Quality Assurance Mechanisms. This component aims to improve Moldova higher education system’s quality assurance mechanisms, which would also contribute to improve its labor market orientation. It comprises three sub-components that support activities in: (i) National Qualifications Framework (NQF) and Quality Assurance (QA); (ii) System Management and Monitoring; (iii) Higher Education Financing.

*Component 2* – Improving the Labor Market Orientation through Targeted Interventions. This component will finance the design and implementation of a targeted and needs-based program (Higher Education Improvement Program - HEIP) aimed at improving the labor market orientation of Moldova’s higher education institutions, as well as their research capacity.

*Component 3* – Project Management. This component will support the day-to-day management of the Project by the MoER with assistance of a dedicated team of individual consultants who would provide managerial, fiduciary, and technical support to the implementation of the proposed Project for its full duration.

The sub-component 1.2 System management and monitoring will finance activities to improve the higher education system’s management and monitoring capacity. This sub-component will support the development and installation of the following information systems: (i) unified electronic higher education admission system (e-Admission), (ii) unique Higher Education Management Information System (HEMIS), and (iii) Labor Market Information System (LMIS).

LMIS will consist of two main components – (i) National Employment Agency’s Management (NEAM) and (ii) the Labor Market Observatory (LMO), as described below which could be developed as two separate information systems.

The implementation of the sub-component that supports the development of the LMIS will require close collaboration between the MoER and the Ministry of Labor and Social Protection (MoLSP), which would be done through the team of consultants, including one National Consultant and one International Consultant, that will assist the MoER with information system development management and NEA with technical support throughout the development and implementation of the information system.

NEAM component will collect and manage reliable data on job seekers and employers’ needs, as well as facilitate NEA’s daily activities in relation to labor market programs and policies (passive or active). The LMO component will become the primary mechanism for fetching and dissemination of labor market information and intelligence, building on existing fragmented data and analyses, and would gradually address certain data exchange gaps between labor market information systems and enhance the anticipatory focus of the outputs. Overall, it would: integrate data and analyses contributing to an improved understanding of labor market and skills dynamics (short and medium-term); foster cooperation and dialogue of partners and stakeholders in making sense of the produced information; enhance coordinated data collection and production of needed analysis; and disseminate information on labor market trends for social and economic decisions for the wider public.

The MoER intends to hire an individual National Consultant who will elaborate the LMIS Concept and Regulation and will collaborate with International Consultant who will be acting as team leader, in the process of elaboration of the Terms of Reference (ToR) for development of LMIS (NEAM and LMO components) and will provide support to MoLSP and NEA in system development and acceptance. The MoLSP and the NEA will be a beneficiary of the LMIS and will be responsible units for implementation of these activities.

1. **Objective(s) of the assignment**

The Objective of this assignment is to elaborate the LMIS Concept, Regulation and the Terms of Reference (ToR) for the development of LMIS (NEAM and LMO components) and to provide support to MoLSP and NEA in system development and acceptance.

1. **Scope of Work**

The assignment includes but is not limited to review of national legislation, policies, and procedures, and other relevant regulatory documents related to information systems, labor market, review international best practices and elaborate the Concept and Regulation of LMIS, as well as collaborate with International Consultant in process of elaboration of detailed ToR for development of Labor Management Information System (LMIS) including its two main components (NEAM and LMO) that will be incorporated in the Bidding Documents according to World Bank procedures (ICB for Information Systems).

For all key activities and deliverables, the consultant will consult the MoLSP, NEA and Project Management Team (PMT), particularly the MoLSP Policies and regulatory occupational migration Department and NEA IT Department. The consultant’s tasks will include but will not be limited to the following:

1. Review from LMIS perspective of the national legal framework regarding information systems, employment policies, labor migration and the labor market observatory and provide proposals for their adjustments, if necessary.
   1. Analyze existing normative acts.
   2. Provide list of normative acts to be adjust and recommendations for adjustments.
2. Review European best practices in the areas of employment, labor migration and labor market observations (such as the experience of Lithuania, Estonia, Czech Republic, Sweden etc.) and of the processes applied by public employment services in labor market management and provide recommendations on how these practices could be applied in Moldova.
3. Based on the methodology and the questionnaires developed by International Consultant:
   1. Engage in direct interviews with main stakeholders (MoLSP Policies and regulatory occupational migration Department and NEA divisions) and assist International Consultant in moderating the interviewing groups.
   2. Engage in analysis and interpretation of collected data, and preparation of report regarding actual labor market management.
4. Engage in the review of existing and under development relevant information systems managed by the NEA (such as Evidence of labor migration, Labor market forecast, Labor market IS (Jobless)), as well as web resources (such as <http://angajat.md>, <http://anofm.md>, <http://e-angajare.md>) and integration them with LMIS:
   1. Identify data sets stored in existing systems and national registers (e.g. State Register of Population, Education Management System, Higher Education Management System) necessary to be integrated with LMIS.
   2. Identify data sets to be managed by LMIS to be exposed to other national and local Information Systems (e.g., National Health Insurance Company, National Social Assistance Agency, National Social Insurance House).
5. Elaborate the Concept and Regulation of the LMIS:
   1. Elaborate Concept of LMIS in accordance with Law 105/2018, GD 1276/2018 and Order No. 78/2006.
   2. Elaborate the LMIS Regulation.
6. Engage in elaboration of ToR for the development of LMIS:
   1. Describe functional and non-functional requirements, including security and data protection requirements.
   2. Describe system high-level architecture, domain objects and database structure.
   3. Describe business workflows.
   4. Describe integration and interoperability with third party systems.
   5. Estimate high level effort of System development and recommend company qualification requirements.
7. Provide support to translation in Romanian of all deliverables developed together with International Consultant.
8. Assist NEA in LMIS development and acceptance:
   1. Provide support in drafting responses during tendering for LMIS development.
   2. Facilitate communication of selected company and stakeholders during process of LMIS development.
   3. Asist NEA team in user acceptance testing of LMIS.
9. **Timing and Deliverables**

This is a part-time assignment expected to begin in November 2021 and continue until LMIS will be developed and accepted by NEA (estimated July 2024) with a Level of Effort (LoE) of 30 days for Concept, Regulation and ToR development and up to 50 days to assist NEA in managing the system development, implementation, and acceptance.

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| Deliverables | Submission Deadline | Approval by |
| 1. Report\* on the legal framework review, LMIS needs and requirements (*in Romanian*), including:    1. List of normative acts analyzed and list of normative acts to be adjusted and recommendations for adjustments from LMIS perspective.    2. European best practices and processes applied in labor management and provide recommendation on how those best practices could be applied in Moldova.    3. Results of the onsite visits and interviews with MoLSP and NEA and analysis of collected data regarding processes to be implemented within LMIS    4. existing and future information systems (to be) managed by the NEA | 4 weeks from signing the contract | NEA, MoLSP |
| 1. Draft Concept and Regulation of LMIS in accordance with [Law 105/2018](https://www.legis.md/cautare/getResults?doc_id=124787&lang=ro), [GD 1276/2018](https://www.legis.md/cautare/getResults?doc_id=122928&lang=ro) and [Order No. 78/2006](https://www.legis.md/cautare/getResults?doc_id=47312&lang=ro) (*in Romanian*). | 5 weeks from signing the contract | NEA, MoLSP |
| 1. Final Concept and Regulation of LMIS (*in Romanian*). | 7 weeks from signing the contract | NEA, MoLSP |
| 1. Draft ToR\* for development of LMIS (List of functional and non-functional requirements, including flow chart diagrams, business model diagrams, Use-Case diagrams) (*in Romanian*) | 12 weeks from signing the contract | NEA, MoLSP |
| 1. Final ToR\* for development of LMIS (*in Romanian and English*) | 16 weeks from signing the contract | NEA, MoLSP |
| 1. Progress reports\* regarding MoLSP and NEA assistance in managing the system development and implementation (testing, accepting and using experience) (*in Romanian*) | Quarterly after 16 weeks from signing the contract | NEA, MoLSP |

\***Note:** The deliverables will be produced together with International Consultant.

All deliverables could be submitted in electronic format (editable). The reports could be submitted in electronic format digitally signed.

1. **Qualification requirements and evaluation criteria**

(i) General experience (30 points):

* University degree in areas such as computer sciences, economics, business administration, engineering, telecommunications, or related area.
* At least 7 years of professional experience in IT area.
* Proven track record of similar assignments (min. 2 assignments).

(ii) Adequacy for the assignment (50 points):

* Experience in development of ToR in labor management or related domains (such as statistical data processing, social assistance, labor market).
* Experience in software analysis and design including domain and data modeling. Experience in analysis and design of labor management or related information systems would be an asset.
* Experience in the elaboration of the regulatory documents in the ICT field would be an asset.
* Understanding of Cloud Computing principles and related architectural applications development approaches.
* Working experience in labor management domain would be an asset.
* Understanding of personal data protection principles and national regulations.

(iii) Language and Communication (20 points):

* Written and verbal communication skills.
* Flexibility and good analytical skills.
* Very good teamwork skills.
* Excellent knowledge in Romanian (both written and oral). Knowledge in Russian would be an asset.
* Good knowledge of English and ability to develop technical documents in English.

1. **Institutional arrangements**

The Consultant will report to the Project Coordinator, Project Executive Director, NEA IT Direction, MoLSP Policies, and regulatory occupational migration Department and MoLSP State Secretary. The MHEP project management team will oversee the process of consulting services and will manage the contract implementation.

The NEA and MoLSP and Project team will provide the Consultant the necessary support to complete the assignment: project documents necessary for assignment accomplishment, necessary work conditions.

**Confidentiality statement:** All data and information received from MoLSP and NEA for the purpose of this assignment is to be treated confidentially and are only to be used in connection with the execution of these ToR. All intellectual property rights arising from the execution of these ToR are assigned to MoLSP and NEA. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of the MoER or NEA.