TERMS OF REFERENCE

FOR

LABOR MARKET SERVICES SYSTEM

May, 2021

Addis Ababa, Ethiopia

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1. Background

Ethiopia is experiencing significant demographic change as every year more than 2 million youth enter the labor market, leading to a projected rise in the labor force of more than 30% between 2019 and 2030. More than 17 million people in total will enter the labor market during this period, and ensuring they have access to quality jobs is crucial to the economic growth and development of the country.

The Jobs Creation Commission was established in 2018 with the vision of creating a country where all have access to decent and sustainable jobs. With a mission to drive job creation through innovation and action, the Commission is tasked with governing, coordinating and monitoring the job creation agenda in all sectors. The Commission aims to facilitate the creation of 3 million jobs by 2020, 14 million by 2025 and 20 million by 2030.

The work of the Jobs Creation Commission is organized around three main themes serving the following objectives:

A. To provide a clear institutional framework for employment management and promotion.
B. To promote the attainment of productive and freely chosen employment for all job seekers.
C. To support the development of a globally competitive, skilled and productive workforce.

Many initiatives are underway by the Commission and its partners in order to achieve these objectives. Among these is the establishment of Job Centers across the country which will perform the following roles:

1. Register and profile job seekers
2. Gather job vacancies and other employment opportunities
3. Match job seekers and opportunities by working with employers and employment agencies
4. Provide information about job search and labour market information to jobseekers
5. Provide recruitment information and labour market information to employers
6. Carry out counselling sessions for job seekers
7. Provide intense services to jobseekers (trainings, internships, subsidies)
8. Provide HR and legal support to employers
9. Cooperate with private sector firms that provide employment services
10. Track progress and success of job seekers

The Urban Productive Safety Net and Job Project (UPSNJP) aims to support the Government of Ethiopia in improving the incomes of the urban poor and the labor market inclusion of disadvantaged urban youth. The Project has five components. 1. Expand the Urban Productive Safety Net to Improve the Urban Environment by providing public works and livelihood support to selected urban poor households, including refugees, in up to 83 cities. 2. Foster Urban Youth Employment by fostering the development of human capital (Subcomponent 2.1) and strengthening labor market intermediation (Subcomponent 2.2). 3. Strengthen Social Assistance

and Services for the Urban Poor and Destitute by expanding direct income support to up to 83 cities and by providing reintegration services for homeless in up to 11 cities 4. Institutional Strengthening, Project Management and Monitoring and Evaluation which includes strengthening of the UFSJCA, MoLSA, JCC and ARRA to further build safety net systems and foster public private partnerships for livelihood development and jobs. 5. Contingent Emergency Response which is a zero-dollar component that will be activated and funded in case of a declared emergency that affects urban populations.

Under sub component 2.2 in strengthening labor market intermediation, to efficiently deliver the Job Center services and monitor their performance, the Commission requires a Labor Market Services System (LMSS). Accordingly, the Commission would like to hire a software development firm that will build the LMSS.

Objectives of the Assignment

The objective of the LMSS is to make the Job Centers more efficient by digitizing and automating their services to job seekers. The LMSS will have the following three components that facilitate the engagement and participation of job seekers, employers and employment agencies in the jobs creation and placement efforts.

A. *An information system for Job Center staff* to support them in delivering all services provided by the job centers, which include performing the registration of jobseekers and vacancies, matching job seekers and vacancies, and following-up on a jobseekers' cases.
B. *An online Job Center for self-service delivery to job seekers, employers and employment agencies.* This platform will offer job seekers and employers access to online self-services such as self-registration, uploading vacancies, obtaining career advisory guides, registering for career counselling and related events.
C. *A National Jobs Portal* that will aggregate and centralize vacancies (from existing job listing portals and those directly posted by employers at the Job Portal) and help job seekers apply for jobs and employers post their vacancies online.

2. Scope

Within scope

The scope of this project includes the following activities which are further detailed in the 'Requirements' section and 'Appendix A' of this document.

The vendor shall:

A. Gather and document detailed system requirements at the start of the project. The Vendor shall also maintain a pipeline of new requirements and regularly prioritize them for design and development.
B. Design and prepare a detailed technical (architectural) framework depicting the different components of the platform and how they work together.
C. Build and test the LMSS: develop and test the software for the system.
D. Pilot the LMSS systems at 15 Job Centers and 20 One Stop Service Centers (OSSC) in selected locations.
E. Roll-out the system.
F. Train 500 end users, 50 trainers and 5 system administrators (all government staff), and produce manual guidelines for self-training.
G. Before the end of the project, transfer to the Commission's system administrators (five in total) all technical knowledge and capacity required to sustainably run and maintain the system.
H. At the end of the project formally handover all data, software code and infrastructure paid for or required for the system.
I. Provide a year and a half of technical system support (issues such as bug fixes) after the end of pilot project phase. The technical support relates only to the scope of this project.

Out of scope

The Vendor is not required to develop career development and advice content such as tips on how to build a CV or give a job interview. The platform, as detailed in the 'Requirements' section, shall have features to accommodate provision of such information but the content will be provided by the Commission.

Similarly, all text and content (e.g. pictures, logos) that will be made available on the system will be provided by the Commission.

3. Requirements

The LMSS shall have three main components as outlined below.

A. An information system for Job Center staff
B. An online Job Center for self-service delivery to job seekers, employers and employment agencies, and
C. A National Jobs Portal

Detailed system requirements for the LMSS are provided in Appendix A

4. Deliverables

In addition to the fully functioning LMSS, the vendor shall provide the following deliverables to the Commission during or before the completion of the project. The Vendor is encouraged to include additional deliverables required for the project's success.

A. Updated project governance diagram
B. Requirements document
C. High-level and detailed system architecture diagram
D. All software code including coding for front-end, backend and information security components.
E. All data including user data, administrator's data, user documents, and usage log.
F. Description of web security measures in place
G. LMSS test reports
H. Detailed LMSS build and deployment plan
I. LMSS training plan
J. Weekly progress report
K. User guide
L. All technical documentation required for the maintenance of the system including documentation for APIs.

Reporting Requirements and time schedule for the deliverables

The Consultant shall prepare and submit directly to the Client the following major draft reports and documents in the numbers stated as per the format that will be provided by the Client for the contract.

Schedules for delivery of Draft and Final Reports will be determined by negotiations with selected consultant. The consultant may assume delivery and review times (schedule) in its proposal, which will be negotiated and finalized later, and be included in contract document.

The project is expected to start in August, 2021 and to complete in August 2022. The table below outlines a schedule breakdown for the project deliverables.

Table: Summary of Deliverables

Item	Deliverable	Format / Media	Submission Date (This can be adjusted in line with the project duration)
1	Inception Report	Hard and Soft copy	2 weeks after commencement of the service

Item	Deliverable	Format / Media	Submission Date (This can be adjusted in line with the project duration)
2	Systems Requirement Study (SRS) and Assessment Report	Hard and Soft copy	6 Weeks after delivery of the first inception report
3	System Design Document	Hard and Soft copy	10 Weeks after delivery of the first inception report
4	Progress Reports	Hard and Soft copy	End of each month
5	Product Releases	Demo + working pieces of the LMIS system running on a cloud platform	At the end of each iteration period
6	Fully functional LMIS web portal and Mobile Application for Android	Fully running on Cloud Platform	End of Project
9	Administrator and user guides	Hard and Soft copy	End of project
10	Working Copy of Binary / Compiled Code / Database	Soft copy	End of project
11	End users and administrators training	None	At the end of each product release
12	Final Project Closeout Report	Hard and Soft copy	End of project

Schedule of payment

Item	Milestone	Schedule
1	Advance Payment	10% of the total contract amount shall be paid as an advance payment against the submission of an advance payment guarantee from a reputable bank acceptable to the client. The advance payment will be repaid in three equal installments in the first three payment invoices to be submitted by the Consultant
2	Inception Report	10% of the total contract amount shall be paid upon submission of the inception report

Item	Milestone	Schedule
3	Systems Requirement Study (SRS) and Assessment Report	15% of the total contract amount shall be paid upon submission of the Systems Requirement Study (SRS) and Assessment Report
4	System Design Document	10% of the total contract amount shall be paid upon submission of the System Design Report
5	Product Releases 1: This release should include working modules of: 1. User profiles 2. Informative pages 3. Authentication 4. Job seeker registration and profile management 5. Employer registration and profile management 6. Employment agency registration and profile management	20 % of the total contract amount shall be paid upon submission of Product Release 1
6	Product Releases 2: Components of this release would be: 1. Job seeker identification 2. Skill assessment and profiling 3. Career advice and guides 4. Counselling/training delivery 5. Job portal 6. Job matching, placement, linkage and tracking	20 % of the total contract amount shall be paid upon submission of Product Release 2
7	Product Releases 3 – This release's components are: 1. Notification 2. Data collection 3. Report generation 4. Language requirements 5. Admin module	20 % of the total contract amount shall be paid upon submission of Product Release 3
8	Final Project Closeout Report	5 % of the total amount after project handover

5. Governance and reporting

Project governance

The vendor shall recommend a governance structure for the project. The project will have at a minimum a steering committee. The Commission, with advice from the Vendor, will decide on the final project governance structure.

Project reporting requirements

The Vendor is required to provide the following to the Commission regarding project updates.

A. Steering committee meeting reports: cadence will be decided by the Commission.
B. Weekly project progress report including risks and issues.
C. Ad hoc project progress report as requested by the Commission.
D. Ad hoc project effort and financial report to the Commission when payment is requested.

6. Project Timelines

The vendor is requested to Communicate, through its tender documents, to the Commission a high-level but realistic schedule for the project together with a justification.

The Commission expects the project to start in August 2021 and be completed in twelve months.

7. Required Qualifications of Vendor

Bid eligibility requirements

The Vendor must have a proven, relevant prior experience in developing, customizing and supporting large-scale implementation of a computerized, mobile and web-enabled MIS system in an environment with many employees, stakeholders and various organizations.

The vendor shall fulfil the following criteria in order to participate in this bid.

No	Qualification Criteria	Supporting Document to be Provided
1	Must have adequate experience in Software	Company Profile, Company

	Development activities; web, mobile, desktop	registration document
2	Must have worked on large IT projects used by many employees, stakeholders and various organizations	Recommendation letter, work order/completion letter, contract document, acceptance letter/certificate, or any related documents clearly demonstrating the objective of the work done.
3	Company Registration, VAT & TAX Certificates	Company registration and renewal, VAT certificate
4	Must be in good financial standing	Income and balance sheet for the past three years and certified by an independent auditor

Table: Vendor eligibility criteria

Qualifications of key Staff and Skills Required

Only the CVs of key personnel indicated below will be submitted with technical proposal and the same will be evaluated. However, the successful consultant can recommend a list of any other key personnel it believes have also the essential qualifications, skills, experiences and expertise to add significant value to the successful completion of the project. The consultant shall submit the CVs of these and all other key personnel and the technicians during negotiation and should fulfill the minimum requirement set.

All key personnel assigned for the project shall have profound knowledge and specific and verifiable experiences in major LMIS design and development of similar scope and complexity.

The qualifications and experiences of both the High-Level Executive overseeing the LMIS project and the Project Manager shall include a minimum of Fifteen years' strong experiences in Planning, Design, Implementation, Project Management, Monitoring and Supervision of a similar major and complex system development and integration project as that of the planned LMIS deployment.

Below is a list of key personnel, which must be included, but not limited to the CVs of the consultant that will be submitted. The titles of the key personnel may be similar or different in the consultant's proposal submission, but the qualifications need to be less than the requirements given below.

NB. The assignment of all staff including the intermittent ones shall be subject to the clients' prior approval. The estimated man months are listed for the purpose of proposal submission by

consultant. The final amount of labor needed and cost will be determined after negotiations in line with required scope of work and schedule.

Table: Project Team, Key personnel and Estimated Key Staff Man-month

I. No.	Positions	Staff input (Man-month)	Number of Experts
1.	Senior Executive to oversee LMIS project	12	1
2.	Senior Scrum master	12	1
3.	Senior Systems Designer/Architect/Business Analyst	12	1
4.	Senior Software Developer	40	4
5.	Senior Communications Specialist/Network Engineer	3	1
6.	Senior Mobile Applications Developer	36	3
7.	Senior Graphics, UI/UX Designer	12	1
8.	Software Testing and quality assurance	1	1
9.	Documentation and Training expert	12	1
Total Man-month		151	

Note:
- All non-key or support staff the consultant would bring will be evaluated based on qualification and experiences. They have to be listed in the proposal submission.

Senior Executive to oversee LMIS project
- An in-depth knowledge, profound understanding and expertise in the software development, design, integration, project management field, including technical, policy, institutional and organizational issues, challenges and solutions as well as international best practices and standards.
- Should have a demonstratable track record of overseeing large scale projects.
- A minimum of M.Sc. Degree in the Computer Engineering, Business Administration, Electrical or Electronics Engineering or related fields specializing in MIS Project Management, Planning, Design and/or Installation and Integration practices.
- Minimum of 15 years experiences as an executive director and leader, in overseeing major MIS Projects in the areas of Strategic Planning, Systems Design and/or Integration, including MIS Systems Deployment; integration of systems, big data analytics, mobile and web applications, as well as infrastructure Design & Integration for a major system.

- A minimum of seven years in a senior management position of an internationally well-known major entity/agency, or company with international reputation and experiences in major MIS contracts and project implementations.
- Active Membership and certifications in internationally well-known project management, system development or infrastructure professional institutions and associations.

Senior MIS Scrum master
- An in-depth knowledge, profound understanding and expertise in the software development, design, integration, project management field, including technical, policy, institutional and organizational issues, challenges and solutions as well as international best practices and standards.
- A minimum of M.Sc. Degree in the Software Engineering, Computer Science, Electrical or Electronics Engineering or related fields specializing in MIS Project Management, Planning, Design and/or Installation and Integration practices for a minimum of 10 years experiences.
- Minimum of 10 years experiences as a Project Manager/Engineer and Team Leader, in managing major and complex MIS Projects with specialties in the areas of Strategic Planning, Systems Design and/or Integration.
- A practical knowledge and expertise in application of Systems Engineering methodologies and practices for software development projects, including Needs Assessment, Concept of Operations, Systems Requirements, Design, Installations and SAT.
- Excellent knowledge of the software development cycle with focus on scrum framework, with all its artifacts and techniques with the ability to coordinate people and the projects (occasionally facilitating changes) with good mind set on deliverables.
- Demonstration and reference to major MIS projects, successfully planned, managed and implemented, in a challenging environment, preferably in a developing country, closely similar to Ethiopia or a Sub-Saharan country.
- Certified Scrum Master. Certificates like from Project Management Institute (PMI) and other prestigious organizations and certifying agencies with relevant work experiences would be helpful.

Senior Systems Designer/Architect/Business Analyst
- An in-depth technical knowledge, profound understanding and expertise in the software field, including development of systems requirements, preparation of detail design, verification and validation plans, SAT and systems deployment and integration schemes.
- M.Sc. Degree in the field of Computer Science, Electrical and Electronics Engineering, specializing in business analysis, systems architecture, software specifications, Supervision, Verification, Integration and Testing.
- Minimum of 10 years experiences as business solutions analyst, software architecture, systems Design, designing of major and complex Software Development Projects, which involve MIS and related Systems.

- Solid experience in analyzing the business content and conducting an assessment of project requirements in collaboration with clients to design systems that are user-friendly, stable, and appropriate.
- Demonstrated experience in reviewing the MIS business processes from end-to-end to identify and address operational, financial and technological risks. Identify opportunities to improve efficiency.

Senior Software Developer
- BSc. Degree in Computer Science, Electrical Electronics Engineering, with in-depth knowledge of the software development trends, ICT industry and best practices, specializing in systems design and development on multiple platforms; databases design, management and administration; deployment and integration of systems; testing and documenting code.
- Minimum 10 years' experience in the planning and design, and/or development of installation, integration and testing software systems. Full understanding of software development lifecycle with more emphasis on agile methodology.
- Relevant experience in designing data storage structures including, staging area design, operational data stores (ODS), data warehouse design, and data mart design, reporting and analytical mechanisms including any business intelligence tool design specifications.
- Develops software solutions by studying information needs, conferring with users, studying systems flow, data usage, and work processes; investigating problem areas; and following the software development lifecycle.

Senior Communications Specialist/Network Engineer
- A minimum of BSc Degree in Communications Systems, Networking, Electrical/Electronic Engineering and ICT and/or Computer Engineering.
- Five years' relevant experience as a communications specialist, ITS and communications network engineer, telecom specialist and/or electronics systems analysis and testing such as digital audio/video and data transmissions.
- Certifications in networking and security.

Senior Mobile Applications Developer
- Mobile app developer to lead the design, development and maintenance of Android and iPhone apps. The developer will lead the entire app lifecycle right from concept stage until delivery and post launch support. App will be mainly content based and integrated closely with the web portals.
- 7+ years of Android and iOS development experience.
- The senior mobile application developers typically have a Bachelor's degree in software engineering, computer science with at least 3 demonstrable projects.
- Working knowledge of Xcode and Android Developer Studio, Java, Kotlin, Objective-C and Swift Coding languages, Experience consuming and integrating JSON web services, Experience working with SQL and No SQL databases, Experience in developing applications with heavy transaction volume.

- Experience in Database Design including for Transaction Systems and Data Warehouse will be a plus.

Senior Graphics Designer, UI/UX designer
- A minimum of B.Sc Degree in computer science, software engineering, multi-media with, preferably specializing in digital arts.
- 8 Years relevant work experience in designing digital consumer UX or product design fields as well as professional hands-on experience working with design tools to create comps and prototypes (i.e. Adobe Creative Suite, Figma, Sketch, InVision, among others).
- Understanding of basic front-end technologies such as HTML and CSS, and how design comps translate to code.
- Familiarity with the design in creating user centric digital experiences for the web and mobile from ideation to prototype, including design frameworks, conceptual design, wireframes, interaction design, visual design, design specifications and research.

Software Testing and quality assurance
- B.Sc. degree in computer science, information systems or related with 7 years of professional work experience in software development practices.
- Solid knowledge in checking new software products, such as those for web-based systems or mobile applications, for defects or issues. QA testers run various tests on software to ensure it meets all standards and guidelines and is ready to be moved into production environment.
- Use different testing tools like selenium and techniques such as unit, acceptance testing and to identify issues and run debugging programs as needed. Generate reports, work with software developers to correct issues, and upgrade databases as required.

Documentation and Training expert
- A Specialist in Data and Software Documentation responsible for planning, developing, delivering, and maintaining knowledge and processes for the LMIS data management platform supporting analysis and visualizations for decision making.
- The Documentation Specialist will focus on technical writing data documentation, help systems and operational procedures as well as support to the development team.
- Very good knowledge and experience in JIRA and Confluence to be applied for use in the project management, project tracking and collaboration tool between the project team and the client.
- BSc degree in information systems, computer engineering or related field with 8 years of experience.

8. Bid Issues, Clarifications and Timelines

A. Vendors are required to submit their bid documents in hard copies by (insert date when confirmed). The bid documents shall be delivered or mailed to the Commission's main office:

FDRE Jobs Creation Commission
Ground,1st and 2nd Floors
Erkata Building, Bole Addis Ababa
info@jobscommission.gov.et
Tel: +251 11 6 671 792

B. Vendors may ask the Commission for clarification via an email **(info@jobscommission.gov.et)** or through an official letter on the contents of this TOR. The Commission shall respond to a clarification within two business days of receiving the clarifications.

C. Vendors are required to respond within two business days to the Commission's clarifications on their bid documents.

Appendix - A: Requirements

I. Functional requirements

1. Platforms
The system shall be accessible on the following platforms.
   A. Native Android application
   B. Web app (optimized for mobile devices and tablets) accessible through a browser

2. User profiles
   A. Job Center staff: register job seekers and vacancies, match them and provide career counselling and other support to job seekers. Job counselling will be provided in person. However, job centre staff need to be able to:
      i. register job seeker, employers and post vacancies
      ii. use the Job Portal to refer job seekers to vacancies and apply for jobs on behalf of the jobseeker
      Iii. add information about services provided to the job seeker, add comments and notes about the job seeker (e.g., after counselling or after the follow-up)
      iv. book an appointment for a job seeker/employer
      v. access information about job seeker and employer (e.g., information collected during registration, information about services provided)
   B. Job seekers: register online at Job Centers, search for jobs, receive career development guidance. Job seekers need to be able to:
      i. register online
      ii. book an appointment at a Job Centre
      iii. access and modify their profile online (e.g., registration information, information added by the job seeker counsellor, information about vacancies they were referred to etc.)
      iv. use Job Portal to search and apply for jobs
      v. view websites with job search and labour market information that will be customized based on the information provided by the job seeker (e.g., different for those following wage-employment path than those following self-employment path)
   C. Employers: post their vacancies on the system, look for suitable job seekers, and receive relevant information online. Employers need to be able to:
      i) register with the system online
      ii) post vacancies online
      iii) book an appointment at a Job Centre
      iv) access and modify their profile online (e.g., registration and vacancy information, information added by the employer counsellor, information about job seekers that applied for their vacancy etc.)
      v) view websites with recruitment and labour market information

D. Selected private employment agencies: post vacancies on behalf of their clients (employers) and look for suitable job seekers. Selected private employment agencies that signed an agreement with Public Employment Services will have access to some information about job seekers.

3. Informative pages

The system shall have the following informative pages.
- A. About Jobs Creation Commission
- B. LMIS and how it works
- C. Information about #etworks and how it works
- D. Information about the Job Centres, their location and the services they provide
- E. Information about private providers and the services they provide
- F. Contact us, basic info and direction
- G. A page where users can follow the tweets/posts of JCC accounts by pulling this info from the official JCC sites
- H. Terms and conditions, and privacy policy
- I. FAQs
- J. A user manual so that users can learn about the system and its features
- K. Various websites with information for job seekers and employers (such as how to prepare a CV, how to recruit job seekers etc.)

4. Authentication
- A. The system shall authenticate users before they obtain access (i.e. log in) to it.
- B. Based on predetermined roles/privileges of users, the system shall reveal and hide some modules of the system.
- C. The system shall have a page where first time users agree to the terms and conditions of using the system including data sharing and privacy agreement.
- D. Job Center/OSSC staff shall only see content relevant for their wereda/zone/city/region based on their profile which is created based on the position of the employee.

5. Job seeker registration and profile management

- A. The system shall have two job seeker registration steps.

    a) An initial registration that takes two minutes and requires the job seeker to create login and password, and answer a few questions.

    b) The system shall enable the job seeker to continue with the full registration online and answer more questions, or make an appointment with the Job Centre in order to finish the registration at the Job Center.

- B. The system shall assign an employee of the Job Center to the job seeker upon registration.
- C. They system shall inform job seekers that by continuing the registration online they will be able to avoid registration at the Job Center, save time and receive other services faster.

D. For those who do not complete the registration online, the system shall inform job seekers that by answering the first few questions they will be able to book a timeslot for full registration and skip the queue at the Job Center.
E. The system shall ask those job seekers who choose to continue with the registration questions about their education, experience, vulnerabilities and job preferences.
F. The job seekers shall be automatically profiled based on the information s/he provided and a set of pre-specified conditions.
G. The system shall enable job seekers to upload their CVs.
H. If job seekers are not able to upload their CVs to the system, it will inform them they can bring their CVs to the appointment at the Job Center.
I. The system should enable the job seekers to upload reference letters (this is an extension of the functionality that makes it possible to upload CV/cover letters)
J. The system shall allow any job seeker to register by providing basic information such as photo, credential scan copy (e.g. diploma), and other documents either at Job Centers or online.
K. The system shall enable job seekers to schedule an appointment with OSSC/Job Center staff.
L. Those job seekers who choose to make an appointment with a Job Center will be asked by the system to choose a Job Center they would like to register with and will be offered a time slot. Each job center/OSSC will have a calendar with time slots for registration and that during registration a job seeker will be able to book an appropriate time slot
M. Job seekers booking an appointment with a Job Center shall receive a confirmation email with a link to the useful parts (e.g. job portal) and content of the system (e.g. how to write a CV, how to give an interview).
N. Job seekers shall be able to amend their profile information whenever necessary.
O. The mobile app shall enable job seekers and OSSC/Job Center staff to capture data offline and send it when the device is connected to the Internet later.
P. The system shall capture the historical activities of the job seeker and their timing (e.g. vacancies applied to, jobs matched to, jobs obtained, training provided via system and taken by the job seeker, events and career counselling sessions registered to and attended). And the job seeker should be able to view some of this information when logged into the system.
Q. The system shall enable Job Center staff to edit job seekers' historical timeline of activities.
R. Jobseekers should be able to see job search information and LMI (tailored to the needs of the jobseeker)
S. There will be two versions of the job seeker registration questionnaire (one for pilot job centers and one for OSSCs) and might be subject to changes during the system development period which the service provider should follow agile development approach, reflect the changes in the system.

6. Employer registration and profile management

A. Employers shall be able to register themselves and post their vacancies either online or through the interface for Job Center users, which is the same process of registration as online but it's carried out by an employee of the job centre rather than by employer

B. Employers shall be able to amend their profile information whenever necessary.

C. Employers shall be able to view information about job seekers who applied for their vacancy and information added to their profile by the employees of the job centre.

D. Employers shall be able to see recruitment information and LMI (tailored to the needs of employer).

7. Employment agency registration and profile management

A. Agencies shall be able to register themselves either online or through Job Center assistance using the Job Center employees' user interface.

B. Agencies shall be able to amend their profile information whenever necessary.

8. Job seeker identification:

A. A method of unique identification of job seekers based on their personal information shall be developed.

B. Upon registration, a unique identification number will be assigned to the job seeker

C. Once successfully registered, the system should auto-generate an ID card for a job seeker with basic job seeker information and unique identification number

9. Skill assessment and profiling:

A. The system shall enable job seekers to perform psychometric tests either online or through the assistance of OSSC/Job Center staff. The Vendor will work together with JCC on the specific psychometric tests and tools to be included in the system.

B. Based on the information about the job seeker collected through the questionnaire, results of the psychometric tests and a set of pre-specified rules, the system shall assess job seekers' job-readiness and group them according to the employment pathway they've selected and the assigned job-readiness level.

C. The system shall allow Job Center staff to override the above job seeker classification.

D. The system criteria used to assign job seekers' job-readiness are to be defined but will likely include:
   ● Demographic data: age, gender, geographical location, civil status, family responsibilities, disability, migration status, affiliation to a minority group
   ● Employment and skills related assets: skills and qualifications, education level, work experience (also as compared to potential experience), length of unemployment
   ● Other non-employment related factors: housing, health problems, availability of affordable child-care services

E. Information provision (websites):
   All job seekers that are interested in following the wage employment path, after finishing the registration, shall see a screen with links to materials about:
   ● How to choose a career? – together with a tool that helps job seekers assess their skills, interests and motivations (activities one is good at, work they are interested

in, how they prefer to work, what they want from work – this follows the tests offered by the UK Career Service)
- How to look for a job? - adapted to Ethiopian context, this will also contain a link to the Job Portal with information how to use it
- How to prepare a CV? – together with a tool that creates the CV for job seekers after they answer some questions.
- Benefits of providing references together with a template of a reference letter
- How to prepare a cover letter?
- How to prepare for a job interview?
- How to dress for a job interview?
- Trainings and services provided by the private sector
- Other websites as required

Job seekers following self-employment/entrepreneurship pathway will see websites with information about:
- Is entrepreneurship right for me?
- How to come up with a business idea?
- What are the business structures in Ethiopia?
- Other websites as required

Job seekers following overseas-employment pathway will see websites with information about:
- What is overseas employment?
- Verify that overseas employment is for you
- Rights of job seekers
- Other websites as required

Job seekers will see websites with labour market information such as:
- Description of responsibilities for the profession
- Pay at the profession
- Job opportunities for the profession (chances of getting a job)
- Qualifications required for the profession
- Length of training for the profession
- Work conditions for the profession
- Career prospects for the profession (progression)

F. Application for business registration:
Job seekers following self-employment/entrepreneurship path who indicate during registration that they would like to register a business will be redirected to a check-list with the most important decisions that need to be made before registering (e.g., business name, business structure etc.) and the documents that are needed. Once the job seekers has verified that they have all the necessary information/documents to register their business, they will be redirected to a questionnaire that will be the preliminary stage of business registration. The online application to register a business will consist of a series of questions (to be determined). It will be made clear that

business registration online is not equivaled to opening a business and that business registration needs to be completed at the job centres. A list of documents that the job seeker needs to provide at the job centre to complete registration will be displayed.

10. Career advice and guides
   A. Based on job seekers' profile, the system shall suggest services that the job seeker can sign up for and receive at the job center.
   B. The system, via email or mobile text, shall send a confirmation to job seekers upon successful registration for a service
   C. Ready-made and general career advice should also be delivered to the job seekers either through scheduled meetings or via online documentation and links.
   D. The system shall also send a calendar invite to job seekers that register for scheduled services.

   The system shall allow job seekers to download templates (such as reference letter template or a job search plan template or cv/cover letter templates)

11. Counselling/training delivery
   A. The system shall have unrestricted content (e.g. how to write a CV, how to give an interview) that is accessible to anyone with Internet access.
   B. The system will provide restricted services which will be mostly provided in person (counselling, training). From the IT system point of view there will be constraint access to signing up (online) for these services. However, all information on websites etc will be provided in an unrestricted way.
   C. Only some job seekers will be able to sign up for more intense services (counselling, training). But the service will be provided at the Job Centre/OSSCs and then the information that the job seeker participated in a services will be added to job seeker's online account by an employee of the Job Centre/OSSC
   D. The system shall enable Job Center staff (counsellors) to update the system with the completion and successfulness of a counselling session or career event following the registration of a job seeker for such a session.

12. Job portal
   A. The system shall aggregate and centralize online vacancies for ease of access.
   B. The system shall enable Job Center staff to register vacancies.
   C. The system shall enable employers to post their vacancies to the portal.
   D. The system shall enable employment agencies to post their vacancies to the portal.
   E. The system shall enable job seekers, Job Center staff, employers and employment agencies search for and filter vacancies.
   F. The system shall list the Commission's stakeholders, their logos and contact addresses on the main page.
   G. Clicking on the logos or names of the Commission's logos shall redirect the user to the stakeholder's webpage in a new browser tab (session).

13. Job matching, placement, linkage and tracking
    A. The system shall allow job seekers and jobseeker counsellor (on behalf of the job seeker) to apply to jobs posted on the job portal. Aggregated jobs are excluded.
    B. The system shall allow jobseeker counsellor to refer a job seeker to a vacancy. Referral means that the jobseeker counsellor suggests to the job seeker that a vacancy may be suitable for her/him and the job seeker decides if to apply for this vacancy.
    C. The system shall propose possible job matching to the user.
    D. Job Center staff, employers, employment agencies can update the status of the job seeker's application status.
    E. The system shall enable job seekers to update their employment status.
    F. The system shall enable Job Center staff to filter job seekers and link them to employers and agencies as potential applicants.
    G. The system shall enable employment agencies and employers to:
        a. List applicants per vacancy
        b. Filter and search for job seekers per their custom search criteria
        c. Obtain an automated list of proposed job seekers for a vacancy
        d. Access job seekers' contact information.
        e. Consult Wage Employment - form 003-2 fields
        f. Consult Overseas - form 003-4
        g. Consult Enterprise - model - form 006-3
        h. Consult Enterprise profile status change - form 003-1

14. Notification
The system shall notify job seekers up on the following instances using text and mail:
    A. Registration
    B. On scheduled career advice
    C. Possible job matching
    D. Account management
    E. On successful completion of career counselling
    F. On successful completion of services delivery with possible attachment of electronic documentation
    G. Job placement status with an additional alert to update OSSC/Job Center staff if there is any change in status.
    H. Any additional action, customizable within the system.

15. Data collection
    A. The system shall enable data collection in offline mode; hence agents should be able to collect using the below forms even when the internet is not working. The system shall sync the data accordingly when the internet is back.
    B. Whenever possible, the system shall use drop-down menus in data collection forms in order to standardize data entry and improve data quality.

C. The system shall capture metadata such as timestamps (when is what part accessed, for how long), usage patterns (candidates opening the website, searching for x minutes for y, dropping out after z minutes, etc.), and tablet sensor data (e.g., GPS location of data entry) etc.
D. The system shall enable data collection through the following forms.
- OSSC profile collection - form 001
- Enterprise profile - form 003-1 - should be linked to registered job seekers (note that some forms below that revolve around enterprises cross cut with this one, hence one form should be in place that allow the data capture process to be seamless from different data input providers with appropriate roles/responsibilities)
- Enterprise work premises - form 006-1
- Enterprise - Youth revolving fund - form 006-3
- Center of excellence/career centers- 009-1
- Center of excellence/career centers trainees list - 009-2
- Incubation center - 010-1
- Incubation center counselled/Trained list - 010-2
- Machinery Lease requestors enterprise list - 011
- Machinery Lease beneficiary - enterprise list - 012
- Market linkage - Cooperatives with enterprise list - 013
- Foreign Market linkage - enterprise list - 014
- Technology Prototype list - 015
- Scaled up technology prototype list - 016
- Federal and regional research papers list - 017
- Training delivery for non-job seekers - form 005

16. Report generation
    A. The system shall allow users with privileges to filter/search/scope/categorize/sort and download reports in different file formats (pdf, word, excel, csv, …)
    B. The system shall enable users to generate the following reports on.
       - Total number of users of the system
       - Total number of new monthly users
       - Employer/agency with their job vacancy statistics
       - Available career advice with statistics on applicant statistics
       - Counselling statistics
       - Job matching, placement, tracking
       - Training delivery for job seeker and enterprise (details on their members)
       - Tracking
         ■ Wage employment - form 003-2 fields should be consulted
         ■ Wage employment - form 003-3 fields should be consulted
       - Statistical and detail report on
         ■ Jobseekers
         ■ Vacancies

■ Linkages (job seekers who found jobs?)

C. Report on data collection forms/services:
  - The system shall enable collection of data through the following forms.
  - The system shall enable users to obtain reports from the data collected through the following forms. The system shall manage use access and privileges to data based on the users' profile
    ● OSSC profile - form 002
    ● Enterprise profile - form 003-1
    ● Enterprise profile summary - form 004
    ● Enterprise service reports - form 003-1
    ● Enterprise saving and loan summary - form 006-2
    ● Enterprise work premises - form 006-1
    ● Enterprise - Youth revolving fund summary - form 006-4
    ● Enterprise - Market linkage summary - form 006-5
    ● Training delivery for non-job seekers - form 005
    ● Enterprise - model - form 007
    ● Job seeker - summary - 008-3
    ● Center of excellence/career centers- 009-1
    ● Center of excellence/career centers trainees list report- 009-2
    ● Incubation center - 010-1
    ● Incubation center counselled/Trained list - 010-2
    ● Machinery Lease requestors list - 011
    ● Machinery Lease beneficiary - enterprise list - 012
    ● Market linkage - Cooperatives with enterprise list - 013
    ● Foreign Market linkage - enterprise list - 014
    ● Technology Prototype list - 015
    ● Scaled up technology prototype list - 016
    ● Federal and regional research papers list - 017

17. Language requirements
    A. The system user interface for Job Center staff, job seekers, employers and employment agencies shall be in the following languages:

    a. English
    b. Amharic
    c. Oromifa, and
    d. Tigrigna
    e. Afar
    f. Somali

    B. The platform's administrative panel shall be only in English.

18. Admin module
   A. The system shall easily allow administrators to add language packages whenever there is a need to scale up the system to other languages without the need to release a new app version or assistance of a software engineer.
   B. Administrators shall be able to manage accounts, roles and assign appropriate user privileges to different modules of the system per OSSC/Job Center/wereda level based on the hierarchy.
   C. The system shall allow administrators to generate statistics reports on all users and user groups.
   D. The system shall enable administrators to configure and/or amend regions, zone and wereda names, other dropdown menus in the system, and the system shall be able to automatically use them.
   E. The system shall enable administrators to set up API for third parties so they can access the platform's data directly. This applies to all data that's captured by the system.
   F. The system should allow admin or other users with privileges to filter/search/scope/ download/sort raw data access from the system based on privilege and role. This can be used for many purposes including: This should also be available using an API for integration to other services and systems
      ● Data on job seeker (training given or not)
      ● Vacancy
      ● Linkage
   G. The system shall allow administrators to update and maintain the list of the Commission's stakeholders, their logos and contact addresses.
   H. The system shall track and maintain audit log of user activities in the system.
   I. The system should allow users to import and export batch data records for all data types the system captures (job seekers, enterprises……) using a standard export file types for easy analysis and reporting. Hence a standard template should be designed and used for the service.

II. Non-functional requirements

1. System hosting requirements

The system and its data shall be hosted on the Cloud. The Vendor is required to specify the hosting arrangements and include in its project price quotation the hosting fees for four years.

2. Technology requirements

The Vendor is preferred if it
   A. Uses open source (non-proprietary and free of charge) software and technologies all front, middle-ware and back-end components of the systems.
   B. Design and build a new platform using freely available technologies.

3. Project deliver methodology

The Vendor is required to adopt an agile methodology in executing the project. Accordingly, the Vendor shall work on deliverables iteratively, obtain feedback from the Commission on deliverables and implement them on the project quickly.

4. End user training and support

A. The Vendor, in addition to a detailed user manual, shall train selected staff of the Commission as trainers (training of trainers).
B. The vendor shall provide system warranty for one year following the completion of the system pilot. During this period the vendor shall fix all system issues without additional charge. This support shall not include the implementation of additional requirements.

Appendix -B Collection forms

Attached in a separate excel file.