**Mongolia Emergency Relief and Employment Support Project (MERESP)**
**IDA CREDIT#  P174116**

**IT SPECIALIST**

**Information technology consultant responsible for the "eJob" platform at the General Office for Labor and Welfare Services (GOLWS)**

1. **Background**

The Ministry of Labour and Social Protection (MLSP) of Mongolia is executing the Mongolia Emergency Relief and Employment Support Project (MERESP) with the aim of enhancing labor market opportunities for job seekers and micro-entrepreneurs in Mongolia while providing temporary relief to eligible workers in response to COVID-19. The project, implemented through a soft loan and technical assistance provided by the World Bank, spans the period from 2020 to 2024. The MERESP comprises four key components:

**Component 1**: Comprehensive realignment of the current public employment service system for an improved client-driven approach through collaboration with private intermediation services.

**Component 2:** Strengthening the design, relevance, and demand orientation of select active labor market programs.

**Component 3:** Enhancing the quality and availability of labor market information and analysis to help institutional and non-institutional actors with informed decision-making and reinforcing project monitoring and management.

**Component 4:** Provision of temporary relief to the Social Insurance contributions for eligible workers and their employers.

Under Component 1, the MERESP has planned to implement the following main activities:

i) development and implementation of the streamlined work organization based on the recommendations from the functional reviews; ii) re-designing the LMIS and making 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 Welfare Services (GOLWS) labor market functions and facilitates process automation through standardized management information system, and an ICT-based job-matching tool for better synergy; iii) physical upgrading of the General Office for Labor and Welfare Services (GOLWS) office to house the improved LMIS and facilitate streamlined work organizations and training facilities; iv) capacity strengthening of public employment services (PES) through technical assistance and staff training.

The MLSP (Ministry of Labor and Social Protection) launched the "Ejob" platform and online portal for job-matching modules on November 25, 2022, after redesigning the LMIS (Labor Market Information System). The platform comprises three subsystems and thirteen modules, including a front office, an online portal, a mobile application, and a back office for employment specialists.

Here are some potential functionalities and capabilities that the "eJob" platform could offer.

Through the online portal and mobile application, the system will enable employers to access information, search for job seekers, and allow job seekers to submit their CVs, access pertinent information, register as job seekers, and search for job-related information

In addition to the job search and job matching functions, it provides valuable information and includes detailed job searches, training programs, career guidance, relevant social benefits (such as unemployment benefits), and links to other resources. The mobile application, a sub-system of the "eJob" platform, has been developed for both the Android and iOS operating systems, catering to both job seekers and employers.

Through the back office portal, the operational aspects of the employment services, measures, and programs implemented by the MLSP have been automated. This advancement will diminish the workload of Labor and Social Security employees, curtail administrative costs, and elevate work performance and productivity. The process of formulating public policy decisions and monitoring outcomes concerning employment will undergo enhancements, fostering increased collaboration between the public and private sectors.

Additionally, the monitoring of budget allocation and financial activities devoted to employment promotion projects and programs will experience enhancements and improvements.

As of February 2024, the "Ejob" platform:

➢ Number of registered jobs – 93,496
➢ Number of job seekers- 84,274
➢ Number of employers – 11,689
➢ Number of recruited citizens – 24,894
➢ Number of mobile application users– 48,929

The present workforce at the Information Technology Center of the GOLWS is understaffed, having only one specialist responsible for system operation. To ensure the more effective utilization of this system, further development and improvement, and the provision of client-centric services, additional staffing is imperative. Additionally, the system is undergoing continuous enhancements and further development efforts.

Based on the above-mentioned, the MLSP plans to hire an information technology consultant who will provide technical assistance to the MLSP and GOLWS for the effective implementation of activities such as ensuring the smooth operation of the system, solving errors in a timely manner, or making some additional improvements.

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| **Scope of work:** | The consultant will be responsible for the "ejob" platform and will work on the following activities. In this:<br><br>1. Work closely with the contractor and other eJob platform stakeholders;<br>2. Detection of errors in the system, identification of technical problems, correction of errors;<br>3. To ensure the normal and continuous operation of the "ejob" platform and mobile application of its database;<br>4. To make additional development and improvements to the "eJob" platform and mobile application according to user requirements;<br>5. Perform necessary development on other relevant systems such as DocMine[1], Keycloak[2], K2[3], Fine Report[4], Profiling[5] etc;<br>6. Making and presenting new proposals for improving the system;<br>7. Identify and connect other organizations, systems, and data to be connected to the "eJob" platform;<br>8. Provide guidance and advice to employees of the public employment service to solve problems related to the use of the "ejob" platform;<br>9. Preparation of infographics and posters to deliver information related to the "ejob" platform to citizens; |
| **Required expertise, qualifications and competencies:** | **A. Qualifications**<br>• Bachelor's degree or higher in software engineering or information systems;<br><br>**B. Experience**<br>• Have 8 years of experience in the field of information technology, of which 5 years have been in the field of software and web-based information system development;<br>• Mobile app development experience;<br>• Proven experience in system design, development, implementation, system testing, interdisciplinary database management, business automation system development;<br>• Specific work experience in IT development of public sector organizations;<br>• Preference shall be given to candidates experienced in if you have worked on the development of the employment service system;<br>• Knowledge and experience in database organization, connection and system integration, public information exchange KHUR and DAN systems;<br><br>**C. Skills** |

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[1] A Documentation Program (Domestic)

[2] Keycloak -Open Source Identity and Access Management : User accounts, groups, and access rights are recorded

[3] Configure all system parameters with the K2-Category and classification service program. eJob" platform subsystems were developed on the K2 platform.

[4] The report was developed with Fine Report software.

[5] Automated Assessment of employability skills/ /Profiling business processes.

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|  | <ul><li>High skills and experience in Angular, Flutter, and React technologies;</li><li>Ability to use Spring boot, Elastic search, Apache Kafka;</li><li>Experience using K2, Finereport, Keycloack;</li><li>Strong knowledge of MySQL and MSSQL databases;</li><li>Ability to work on Tableau and Power BI systems;</li></ul>**D. Other requirements**<ul><li>Strong interpersonal and communication skills;</li><li>Experience in working with a team and team-building spirit;</li><li>Ability to analyze business processes and provide technical solutions.</li><li>Strong problem-solving and analytical skills.</li><li>Strong troubleshooting skills;</li><li>Participate in project discussion/analysis.</li><li>Learning and using new technologies Research & Development</li><li>Good command of the English language in written and oral is a must.</li></ul> |
| **Reporting requirements:** | Performing the above-mentioned activities, the consultant will work under the supervision and guidance of the MLSP/GOLWS. The IT consultant is required to submit a monthly report to the Information Technology Center of the GOLWS and MLSP/PIU. This report should encompass an overview of activities conducted, system performance, issues addressed, enhancements implemented, and any recommendations for further improvements or optimizations.<br><br>The performance of the consultant will be evaluated based on the following indicators:<ul><li>Completion of tasks specified in ToR;</li><li>Compliance with the deadlines for submission of deliverables;</li><li>Quality of work.</li></ul> |
| **Reporting** | The consultant will report to the MLSP, GOLWS, and the World Bank. |

| Deliverables: | **Deliverables:**<br>Monthly progress report highlighting the key tasks/activities performed and accomplishments, issues/challenges encountered, and the key recommendations on the identified issues, if any. The report is submitted on the 25th of every month. |
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| **Contract duration:** | The consultant will work from May 1, 2024, to December 31, 2024. The consultant will work full-time for a total of 8 months. |
| **Consultancy fee:** | The total amount of the contract does not exceed **48,000,000 MNT.** |
| **Payment conditions:** | The consultant shall be paid as follows. In 2024 :<br><br>Payments will be made within 9 months upon receipt and approval of the consultant's monthly work report.<br><br>The payment will be paid monthly and based on the performance of the work, the monthly payment will be **6,000,000 MNT.** |