* Terms of Reference

Employment and Social Affairs Platform 2

Electronic Case Management System Development: Workflow Mapping, Wireframing, and Software Requirements Specification

**Project title:** Employment and Social Affairs Platform 2

**Lead Office** ILO DWT/CO Budapest

**Subject:**  Request for proposals regarding the following steps of the Electronic Case Management System Development for the Labour Inspectorate of Kosovo: Workflow Mapping, Wireframing, and Software Requirements Specification

**Application deadline:** 27st of April 2023

**Eligibility**: This call for Expression of Interest is open only to vendors registered in Kosovo

Should you have any requests for information, please contact [esap@ilo.org](mailto:esap@ilo.org) indicating the nature of inquiry in the e-mail subject.

1. Background and justification

The International Labour Organization is implementing *Employment and Social Affairs Platform* 2 (ESAP 2) project, financed by the European Commission, in the six Western Balkan economies. The ESAP 2 project seeks to improve employment opportunities and working conditions of women and men in the Western Balkans by addressing:

* ***Informal Employment and Undeclared Work***
* ***Effectiveness of Labour Inspectorates***
* ***Social Dialogue***

The ILO has been active in Kosovo since 1999 with a focus on developing vocational training; reforming the network of employment offices; promoting youth employment; combatting child labour; and enhancing social dialogue. Currently, the ILO contributes to developing effective employment and social policies with a focus on youth employment; strengthening labour inspection and occupational safety and health as well as social dialogue; reducing informal employment and undeclared work; elimination of child labour in all its forms, in particular the worst forms of child labour, and forced labour.

The ILO’s Labour Administration, Labour Inspection and Occupational Safety and Health Branch (LABADMIN/OSH) will provide support to the Labour Inspectorate of Kosovo through the ESAP 2 project. LABADMIN/OSH is responsible for strengthening workplace compliance through labour inspection and promoting awareness of the dimensions and consequences of occupational fatalities, injuries and diseases. The Branch supports action at international, regional and national levels to promote prevention and enforcement mechanisms to improve working conditions. LABADMIN/OSH additionally assists labour inspectorates seeking to build or enhance ECMS. Well conceptualized and implemented Electronic Case Management Systems (ECMS) provide unparalleled opportunities to make labour inspectorates more efficient, effective, and ultimately strategic. ECMS can standardize procedures for common labour inspection actions. They can enable traceability and oversight of those actions, which increases transparency and protects due process. They facilitate the collection and analysis of results of compliance initiatives and promote evidence-led decision making. ECMS facilitate improved information exchange with workers, employers, other government agencies, and the public by automating report generation.

This expression of interest seeks a local IT vendor capable of mapping and assessing the procedural framework for labour inspection at the Ministry of Finance, Labour, Transfers (MFLT) in Kosovo and using the mapped workflow to develop a wireframe and Software Requirements Specification (SRS).

1. Role objective

The project recently completed an initial draft of the labour inspectorate’s procedural workflow. The contracted vendor will assist in supplementing the existing workflow by assessing the labour inspection procedures; developing a wireframe; and developing a Software Requirement Specification (SRS). A wireframe is a two-dimensional skeletal outline of the proposed ECMS to illustrate its core components and layout. The wireframe also illustrates the user journey to show the connections between different screens of the proposed ECMS. The wireframe is not a functional version of the application but helps the end user better understand where the information will be placed before the developers build the interface. The Software Requirement Specification (SRS) will provide the software developer the required roadmap with descriptive requirements to programme the ECMS.

The vendor will identify accurately and comprehensively, document, visually map, and validate recurrent processes and procedures of the labour inspectorate, which may result in more than one workflow or various deviations or branches from a single workflow. Different workflow(s) may also be required to document the different processes and procedures for local authorities. These workflows will form the basis for the wireframe and SRS.

At a minimum, the workflow(s) must capture the following information:

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| 1 | Start date | * Date on which an action is initiated; |
| 2 | End date | * Date on which an action is concluded; |
| 3 | Trigger | * Factors that individually or collectively result in the initiation of each labour inspection action; |
| 4 | Step | * Specific activities necessary to conduct and complete the action (legally required activities as well as activities required or recommended by existing policy or practice); * Differentiation of what is required by law and immutable, and what is done in practice and may be legacy/bespoke and modifiable. * the action from initiation to conclusion. |
| 5 | Decision Point | * Moment at which a predetermined course of action (series of steps) is (or must be) initiated; |
| 6 | Timeframe | * Specific period by which a step must occur by law, policy, or practice; |
| 7 | Role | * Personnel designated to assume the function related to the step, which may include administrative personnel, front-line inspectors/investigators, supervisory inspectors/investigators, higher level labour inspectorate decision-makers, and others; |
| 8 | Obstacle | * Impediments to the efficient and effective conduct and conclusion of a step (e.g., unnecessary or redundant approval processes, excessive documentation requirements, delays due to bottlenecks, lack of process clarity and others); |
| 9 | Document | * Necessary letters, forms, checklists, decision-making guidance, templates, and/or reports required to be completed for a particular step. * Resulting map and annotated version of workflows to support the development of the ECMS |
| 10 | Interconnectivity | * Required and desired links to relevant actions of other authorities such as courts, employment injury insurance claims, and dispute settlement mechanisms. |

1. Functions and responsibilities

The vendor will be expected to undertake the following tasks:

* examine the Labour Inspectorate Information System (LIIS) web-based Software[[1]](#footnote-1) and provide a technical assessment whether it can be functionalized or whether parts of it can be used to build the ECMS.
* review all relevant documents, such as laws, regulations, and manuals, to understand the current labour inspection process at local and central levels facilitate case management system modelling sessions with internal personnel or external experts to refine and validate the draft labour inspection process
* highlight decision points that may create deviations or sub-actions, and links to relevant actions of other institutions such as the Tax Administration, The Business Registration Agency, Judiciary, and other relevant authorities.
* analyse the current labour inspection process with the objective of identifying if/how they can be made more efficient taking care to identify steps that are required by law and immutable, and steps that are legacy/bespoke and modifiable.
* document an annotated version of these workflows, explaining each procedure and how it can be adopted as the SOP manual for the national and local government entities.
* present the resulting map, identifying all steps in the action from initiation to conclusion with defined timeframes and required forms or templates to be used in each step and for what purpose
* review the final and validated map of the procedural workflow to identify the different “screens” of the interface of the ECMS, such as:
* Log in
* Create a user profile
* Initiate an action (register a complaint, start a proactive inspection, etc.)
* Each step for each procedure
* Dashboards for different users
* Dashboards for reports modules
* Database of economic units
* Outward facing components (file a complaint, report accident/injury, register/renew a workplace, public reporting)
* Others based on the workflow
* identify standardized documents needed to be developed or modified for the ECMS, such as templates for notices, certificates, and checklists. These standardized documents may include a template for notification to workers for valid and invalid complaints, notices of prosecution, charge sheets, labour registry, complaint registry, case register, notice of contravention, stakeholder matrix required for updating the enterprise list in the system, contravention letter template, compliance letter template, certificate of compliance template, checklist for reviewing complaints, list of "types of cases" for automated assignment of cases, assigning cases by addresses, complaint form template, resource/transport request template, process to request a vehicle for inspection, template letter to initiate ADR, feedback loop between labour/OSH department and courts if administrative action reviewed through the court, system prompt for inspector to verify that a violation has been corrected within the stipulated timeframe, and others based on the workflow
* create visual representations of all "screens" and "standardized documents" to be used in the ECMS using an electronic tool. Ensure that the visuals accurately reflect what users will see on the screen and use appropriate terminology
* develop a user journey to show how each screen connects and present the draft wireframe and user journey to the labour inspectorate for review and feedback. Amend as necessary and finalize the wireframe and user journey
* define the functional features and system requirements of the ECMS by reviewing the final and validated map of the procedural workflow and the wireframe, including:
* Functional Requirements for standard and administrative users, interconnectivity potential, platform/connectivity, user interfaces, performance, security, and software quality attributes.
* User Interfaces, including front-end, back-end, and database software, as well as hardware interfaces.
* Identify software, hardware, and connectivity gaps between the current infrastructure of the labour inspectorate and the proposed ECMS requirements. Ensure that the proposed interface is user-friendly and can be learned easily without a tutorial, while also allowing users to accomplish their goals without errors.
* The ESCM should be able to generate reports and statistics about every data field that the inspectors complete into the system regarding the results of the inspections as per ILO guide on labour inspection statistics.

1. Deliverables

The deliverables for the project are:

**Deliverable 1:** Detailed Workplan for conducting the assessment, to be submitted to the ILO within seven days of signing the contract.

**Deliverable 2:** Final and validated map of the procedural workflows including an annotated version of the current labour inspection process workflows, identifying immutable and modifiable steps and how they can be adopted as the standard operating procedures (SOP) manual at local and central level

**Deliverable 3:** Visual representations (using an electronic tool) of all "screens" and "standardized documents" for the ECMS, including realistic terminology and user journey to show how each screen connects.

**Deliverable 4:** A functional and technical requirement document for the proposed ECMS, including functional requirements for standard and administrative users, interconnectivity potential, platform/connectivity, user interfaces, performance, security, and software quality attributes. The document should also identify software, hardware, and connectivity gaps between the current infrastructure of the labour inspectorate and the proposed ECMS requirements.

**Deliverable 5:** A Quality Assurance Plan to ensure the successful implementation of the ECMS. This plan will outline the key quality control measures that will be put in place throughout the project lifecycle, including testing, review, and approval processes.

**Deliverable 6**: A technical assessment report of the existing Labour Inspectorate Information System (LIIS) web-based Software. The report shall also include an analysis comparing estimated costs on advancing LIIS against building a completely new ECMS.

1. Timeline

Applications for this call should be submitted to [esap@ilo.org](mailto:esap@ilo.org) by 21st of April 2023. The assignment specified in these ToRs should be completed by 30th of June 2023 the latest.

1. Required qualifications

* Experience in software development: The vendor must have at least seven years of experience in developing software applications, especially in the field of case management systems. The vendor should have a good understanding of software development methodologies, tools, and technologies that are commonly used in software development.
* Expertise in workflow mapping: The vendor must have expertise in workflow mapping, which involves mapping out the business processes involved in case management. The vendor must be able to analyze existing workflows and identify areas for improvement.
* Strong wire-framing skills: The vendor must have strong wire-framing skills to design the user interface of the case management system. The vendor should be able to create mockups of the system that accurately represent its functionality and user experience.
* Proficient in software requirements specification: The vendor must have experience in writing software requirements specification documents. The vendor should be able to translate user needs and business requirements into detailed software requirements that developers can use to build the system.
* Knowledge of relevant regulations: The vendor must have knowledge of relevant regulations that apply to case management systems, such as data privacy laws, security standards, and industry-specific regulations.
* Strong project management skills: The vendor must have strong project management skills to manage the development of the Electronic Case Management System effectively. They should be able to plan and execute the project within the given timeline and budget.
* Good communication skills: The vendor must have excellent communication skills to ensure that they understand the client's requirements and can communicate effectively with stakeholders, including business owners, end-users, and developers.

Qualifications of the **Key Staff Member** to be involved in the assignment

* Advanced university degree in business, economics, labour law, or computer science
* A minimum of seven years of experience as a Business Analyst on large and complex projects
* Demonstrated work experience with a public enforcement agency in reviewing or mapping business processes
* Experience with visually mapping processes and procedures
* Experience in facilitating workshops and focus groups
* Strong analytical skills to extensively analyze case management and workflows
* Experience with MS Visio, Bizagi, or other commonly deployed workflow modelling applications
* Proven track record of wireframing and developing UI designs for complex systems
* Ability to develop detailed systems requirements specifications based on user requirements
* Familiarity with software engineering and programming concepts
* Excellent communication and facilitation skills, including in multi-cultural settings
* Understanding of government structure and inter-government relations
* Fluency in English and Albanian (both written and spoken)

1. Documents to be submitted

* Business Registration Certificate
* Company profile highlighting similar work in the past three years and three traceable references
* Technical Proposal explaining the applicant's suitability to undertake the assignment and the methodology/workplan on approaching the assignment (Gantt chart for delivery must be included)
* CVs of the proposed staff to be involved in the assignment
* Financial Proposal, using the template below, not including VAT[[2]](#footnote-2). The vendors are required to propose a detailed budget following the financial template. The proposed budget must be justifiable and rational. The ILO holds the right to negotiate the proposed budget.



1. A Labour Inspectorate Information System (LIIS) web-based Software was developed between years 2014-2016. The Software was built on PHP, Apache Server, and MySQL Database but was not functionalized. [↑](#footnote-ref-1)
2. The ILO, a United Nations Specialized Agency, is excluded from VAT. The total financial liability will be paid by direct bank transfer from the ILO Office in Budapest, HU, upon satisfactory completion of work approved by the ILO and receipt of signed contract and invoice. The ILO bears charges levied by its bank and the vendor bears the charges levied by its own bank [↑](#footnote-ref-2)