



Labour Market Activation of vulnerable groups

This project is funded by the European Union



SIM IT TOOL TERMS OF REFERENCE

REF.NO. 12-7581/1- 01/2021

I. Position Information

Title: IT Expert
duration: 8 weeks (April – May 2021)

II. BACKGROUND:

The ESA Direct Grant “Labour Market Activation of vulnerable groups” Project started as of 20.09.2020 and with duration of 36 month has overall objective for reduction of long-term unemployment and social welfare dependence of the GMA recipients by implementation of new approach of labour market activation process linked to provision of support and services aimed at development of individual capabilities and potentials of the GMA recipients.

The Labour Market activation of the 1200 GMA recipients is foreseen through main Components such as Counseling and Motivation Services that covers Psychosocial support, Mentorship support and Support Employability by Trainings Training for vocational occupations In-work trainings Cost-sharing employment

Basic process and interventions under the Labour Market Activation of GMA beneficiaries covers the following:

- Process of coordinative and joint approach of professionals’ from SWC and ESC regulated by bylaws. Based on joint and common assessment made by the case manager in the SWC and job counsellors in ESC’s on needs and employability, an Individual Plan that will define activation is developed.
- Set of Services for employment under the so-called SIM programme (PS support and Mentoring Services) is provided to the GMA beneficiaries prior and during their inclusion into active labour market measures
- Set of active labour market measures that enables strengthening the employability of the GMA beneficiaries and supports their inclusion into labour market

The GMA recipients as a targeted vulnerable group according to the Law on social protection are referred to by the SWCs in coordination with the job counsellors in the ESA. The case manager from SWC and job counsellor from ESC make a common assessment of the needs, potentials and employability of the GMA recipients. The counsellor from the respective ESC assess the GMA recipients with regards to their education, work experience, professional qualifications and skills at the workplace, which determines their level of employability.



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The Counselling and Motivation (so-called SIM Programmme) as one of the components of the project “Labour Market Activation of Vulnerable Groups” is foreseen as an outsourced service for supported employment in the activation process of GMA Recipients. This SIM programme is aimed at encouraging and supporting the process of inclusion of these persons in trainings and other employment active measures, thus facilitating the integration of these persons in the labour market. The SIM Program is consisted of two types of support aimed directly at GMA recipients. Namely, the first part of the support of SIM Program refers to **intensive Psychosocial support of the recipients before entering into active employment measure**, while the second part is **Mentorship Support which is the most intensive in the period when the recipient enters the training or other active employment measure, and by reduced intensity after employment and integration of the recipient in the labour market.** The SIM Program is complementary to the employment programs and services, provides counselling and motivation, as well as monitoring of the recipient within the entire process of activation.

Implementation of the SIM and active employment measures requires well-functioning partnerships and multi-level arrangements. Also, it is needed intensive collaboration between the ESA and social work centers, Service providers of the SIM services that shall complement the usual tasks and assistance offered by the ESA counsellors and Case Managers in the Social Work Centers of ESA should

The Counselling and Motivation (so-called SIM Programmme) should be supported by SIM IT tool that basically shall serve as a database of all final beneficiaries (GMA recipients) supported with Counseling and Motivation Services and as a tool that shall strengthen the quality control mechanisms, monitoring and reporting of the activities implemented under the Psychosocial and Mentoring Support Services to GMA recipients.

III. TASKS

Development of ToR with technical specification for development of user-friendly SIM IT tool including following by not exhaustive list of following activities:

- Define in detail the Business/operation processes of the new SIM IT tool from information and data gathering to delivery, monitoring and reporting of Psychosocial Support and Mentoring Support Services, including all outputs integrated into SIM IT Tool,
- Define the scope and functionalities of the new IT tool such as:
 - Integration in the SIM IT Tool of developed and applicable reports and PS and Mentoring Support Services, data and information entering in reports
 - Recording, real time monitoring and follow up of the progress of provision of PS and Mentoring Support Services to the GMA recipients by experts such as Psychologists and Mentors.
 - Registration process and different level of access and users of the SIM IT Tool such as Service providers of PS support and Mentorship support, ESA and SWC employees etc .
 - Electronic/digital data collection and alerting on real team, processing, generating reports, storage and exchange of data within Service providers of PS support and Mentorship support, the employees in ESA and SWC etc.
 - Linkage of the SIM IT tool with IT modules/ ESA IT data base system and SWC IT Data base related to activation of GMA recipients;



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- Get aggregated, upload and encrypt data from the ESA database system, SWC system and generate and aggregate new data and information entered by psychologists and mentors from PS and Mentoring Support Service providers
- Upgrade and maintenance of the SIM IT tool for the duration of the direct grant and provision of the PS support and Mentoring Support Services
- Development of user-friendly manual and provision of training for use and administration of the SIM IT Tool.
- Prepare ToR with technical specification for development of the IT tool

IV. DELIVERABLES

Under direct supervision by the Project Team and ESA ICT Department the Expert shall perform the following tasks:

- Technical document about the scope and functionality of the new IT tool along with a description of the SIM IT tool software/design compatible with the ESA IT Software and ESA ICT structure. Data protection by design and default should be considered and reflected in the technical document as per Article 29 of the Law on Personal Data Protection.
- Terms of References with technical specification of the SIM IT Tool for managing information linked to delivery of the SIM programme Services (PS support and Mentoring Services) for GMA recipients
- Technical specification of the needed hardware/ necessary technologies for installation, operation and upgrade of the SIM IT tool software
- Provide support during tendering phase of the TD for development of SIM IT tool

V. REQUIREMENTS AND QUALIFICATIONS

Education:

University degree or equivalent qualification with relevant work experience in relevant discipline (Software engineering, Software development)

Experience:

- Experience in database system design and development solution;
- Demonstrated experience in the field of web application development especially with:
 - NET
 - VISUAL STUDIO
 - SQL
- Experience with preparing functional and technical requirement and specifications for IT.



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VI. Other competencies and attitude:

- The candidate must be fluent and competent in English with excellent written communications skills;
- Ability to work independently, remotely as well in team environment ;
- Flexibility and ability to work under tight deadlines.

VII. Indicative timeline

1. Recruitment phase:

- 1.1. Launch of the call for applications for experts on: 24 March 2021
- 1.2. Applications deadline till: 01 April 2021
- 1.3. Selection and Signature of the contract with the expert by: 09 April 2021

2. Discussion with Project Team and ESA IT Department to contextualize the assignment and understand the scope of work by: 21 April 2021

3. First draft of the TORs: 29 April 2021

- 3.1. Comments by Project Team and ESA IT Department by 07 May 2021

4. Final version of the Terms of Reference by: 12 May 2021

5. Support during the tendering process of the TD SIM IT Tool

VIII. Application procedure

Qualified candidates are invited to apply until Thursday 01 April 2021, 15:00h by sending the following documents to: **ipa@av.gov.mk** and **ipa4esarm@gmail.com** (Subject line: TOR expert)

- CV (maximum 4 pages, in English)
- List of References (maximum 2 pages, in English)
- Financial proposal* (specifying a total lump sum amount for the task specified in this call, in MKD within all taxes).

*Maximum Budget Amount is 2.000€





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IX. Evaluation criteria

ESA applies a fair and transparent recruitment process that will consider both the expertise and skills of the applicants, as well as their financial proposal.

The following criteria will be used to evaluate the received offers / bids:

Criteria / Points

- Education / 30 points
- Experience / 60 points
- Financial Proposal / 10 points

Abbreviation	Description
GMA recipients	Guaranteed Minimum Assistance recipients
ESA	Employment Service Agency of Republic of North Macedonia
SWC	Social Welfare Centers
ToR	Terms of Reference
ICT	Information and Communication Technologies
SIM	Counselling and Motivation Programme (so-called SIM Programme)
TD	Tender Dossier
PRAG	Procurement and Grants for European Union external action-Practical Guide

