

Terms of Reference

Decent Work for Women Programme
Service contract - Software and Web Development Companies
Development of a Platform for the Unified Labour Contract of Private Education Workers

Duty Station:	Amman – Jordan
Duration:	3 months (25th January 2024 – 25th April 2024)
Closing Date	15 January 2024

I. Background and Context

The International Labour Organization (ILO), as a specialized agency of the United Nations, provides technical and programmatic support in Jordan to combat gender discrimination. This support is part of the Proposed Jordan Decent Work Country Programme (DWCP) for 2023-2027, which focuses on three main priorities. Firstly, the DWCP aims to enhance accountability and representation, with a particular focus on improving the representation of women and youth in the workforce through collaboration with the government and social partners. Secondly, the program targets youth and women's employment to ensure their active participation in shaping the country's future. Lastly, by promoting social dialogue, the DWCP aims to involve social partners and civil society in national decision-making processes.

The Decent Work for Women Programme (DW4W) in Jordan addresses critical issues such as violence and harassment in the world of work, pay equity, and maternity and paternity protection. DW4W collaborates with its partners to bring about meaningful changes in policies and institutions while strengthening women's economic participation in the labour market. The programme positively impacts thousands of female workers annually. It achieves this through raising awareness of women's rights under national legislation, empowering female workers in private sectors like education and services, promoting women's leadership positions, and improving measures to address gender-based violence in the workplace. Additionally, the programme works closely with the Ministry of Labour (MoL), the Jordanian National Commission for Women (JNCW), the General Federation of Jordanian Trade Unions (GFJTU), the Jordan Chamber of Industry, and the Jordan Chamber of Commerce to address gender and decent work challenges, particularly among women and youth, in alignment with International Labour Standards, the National Strategy for Women in Jordan (2020-2025), and Jordan's Economic Modernisation Vision.

In a development in Jordan's private education sector, a newly approved collective Bargaining Agreement (CBA) is set to change how teachers' employment is structured. This agreement increases the duration of a teacher's initial contract from 10 to 12 months, showing a proactive effort to meet the changing needs of the workforce in private schools and early childhood education centers. Led by the GFJTU, the updated unified contract aims to strengthen the protection of labour rights, offering a comprehensive set of rules for employment in the sector.

A key aspect of this updated contract is the emphasis on automation, a forward-looking measure to ensure the contract's integrity and prevent any potential tampering. Requiring stakeholders to automate the agreement creates digital protection around the unified contract, making sure it remains authentic and reducing the risk of unauthorized changes. At the same time, the changes call for a modernization of payroll processes in private education institutions, urging the systematic transfer of teachers' wages to banks or electronic wallets. This not only simplifies financial

transactions but also improves transparency and brings the private education sector in line with current financial practices.

Importantly, these contract adjustments have broader implications, canceling the previous unified contract that applied to private education institutions associated with specific unions. This step demonstrates a commitment to updating the regulatory framework for private education, aligning it with current needs and standards. Through these efforts, the GFJTU are not only supporting labour rights but also creating an environment of fairness, adherence to rules, and accountability in the private education sector.

II. Objectives of the Assignment

The overall objective of this assignment is to develop a comprehensive platform for the unified contract in private education. The platform aims to enhance the efficiency, transparency, and compliance of the contracting process, streamlining administrative procedures and providing clear visibility into employment terms. By prioritizing these elements, the platform seeks to benefit both educational institutions and workers, fostering a fair, accountable, and modernized labour environment within the private education sector.

The objectives of this assignment shall include the following:

1. Streamline the contract creation process by automating the generation of contracts for private education labour workers. This reduces the time and effort spent on manual paperwork. Enable quick and efficient contract turnaround times, allowing educational institutions to onboard workers promptly.
2. Ensure that contracts generated adhere to relevant labour laws and regulations in the education sector, reducing the risk of legal issues. Maintain consistency in contract terms and conditions to avoid discrepancies or misunderstandings.
3. Allow for the customization of contracts based on specific roles, responsibilities, and terms relevant to different education labour positions.
4. Create a centralized repository for all contracts, making it easy for both educational institutions and workers to access and manage their contractual documents. Implement version control to track changes and updates to contracts over time.
5. Minimize error as well as the administrative burden associated with manual contract creation and management, leading to potential cost savings for the Ministry of Education, educational institutions, and workers.
6. Ensure that the platform is user-friendly and easy to navigate, catering to both education institutions and workers.
7. Implement robust security measures to safeguard sensitive contract information. Ensure compliance with relevant data protection and privacy regulations.

The selected company will be working closely with the ILO team, GFJTU team, and other entities.

III. Scope of work

- All solutions will be deployed on the cloud (SaaS model basis). There is also an on-premises solution available. Should there be a need for an on-premises version, the required on-premises prerequisites would have to be acquired while the SaaS licenses shall be terminated in compliance with the work order.



- The scope of work, deliverables, and project plan is based on the list of requirements as stated in the requirement compliance in section XIII.
- After the project initiation, all parties will meet and finalize the activities required to accomplish the objectives of this project and develop a project plan, timeline, and milestones for both parties. It is possible that because of this meeting, the proposed project scope may change. This scope change may result in additional responsibilities for each party. In that case, this tender will be modified with a change order, independent of whether there will be any funding changes.
- The implementation of the project, training, and all related documentation will be done using both Arabic and English language as per the preference of GFJTU.
- Data for the upload to be provided on the bidder's provided Excel sheets if needed.
- Two iterations of the data upload will be in the scope, one for the UAT and another for once the portal is live if there is a need for data upload.
- Delay in Data upload from bidders will have an impact on the project schedule. Then the project activities and resources will be rescheduled based on the availability of the resource.
- Any anticipated changes to the core team must be communicated to the steering committee within ten (10) working days. The steering committee will evaluate the impact of any core team replacement on the project's schedule and cost.
- Committed technical resources will be available to maintain and troubleshoot any data conversion and/or interfaces being tested.
- The project implementation approach is based on a hybrid (Onsite-Offsite) delivery model.
- All onsite activities will be carried out from one central location of the XXXX which shall be agreed on with the XXXX to provide the location details before the project kick-off.
- For the offsite activities, meetings will be recorded.
- Bidders must train the core team to become self-sustaining by emphasizing 'training' and the core team's enablement.
- For testing, it might require to be onsite in one of the XXXX organizations.

IV. Tasks and activities

In coordination with the ILO's/DW4W and GFJTU teams, the company is expected to perform the following tasks and activities:

- Develop and Submit all needed documents stated in the deliverables section (V)
- Conduct requirement gathering session to collect the detailed requirements of the portal with the assigned business owners from GFJTU
- Conduct CRP sessions to show the portal based on the signed design document
- Conduct key user training for the key business owner in order for them to train the end users
- Provide test users for the business owners in order to train end users
- Conduct user acceptance testing by the business owner with all required changes requested in CRP sessions (if any)
- Provide a rollout plan for the portal including and not limited to the following:
 - End-user credentials
 - Assign the needed role for each user
 - Refreshment training if needed

V. Deliverables

The assignment is expected to span over 3 months duration between **25 January – 25 April 2024**. The table below presents the specific deliverables expected from the selected company:

#	Tasks	Deliverables	Delivery date
1	Inception:	- Submission of a Confirmed and signed Statement of Work (SOW) Business Processes - Submission of a confirmed Project schedule - Submission of a confirmed Project management plan that includes the following: - Change Management Process (change requests, change order procedures) - Risk Management - Schedule Management - Governance Structure and Escalation procedure - Project status meeting cadence and reporting procedures - Deliverable review and acceptance procedures - Communication management	25 January 2024
2	Construction	- Submission of business blueprint document Conduct conference room pilot (prototype) based on the signed business blueprint. - Update and submit business blueprint version 2 (if any change was needed and requested during the CRP sessions).	25 February 2024
3	Transition	Submission of the following: - Training Plan - Training Material - System Test Plan and Test Scripts - Conduct System Key Users Training (Train-the-Trainer) - Conduct user Acceptance test - UAT Sign off	25 March 2024
4	Closure	Submission of the following: - Go-Live Certificate - Lessons learned - Full functional operational platform in both Arabic and English	25 April 2024

VI. Project Reporting Structures



VII. Roles and Responsibilities

No	Role	Responsibilities
1.	Project Sponsor (ILO)	- Provide funds and ensure cashflow of the project
2.	Steering Committee (Workers, Employers, MoE, ILO)	- Manage Key Project Decisions - Review major risks and issues and agree on clear - Mitigation actions - Review/ Approve key change requests
3.	Program/Project Manager GTUPE Consultant	- Develop detailed project plans and schedules - Monitor project progress and track activities - Manage and control change control - Track work streams deliverables, plans, resources - Identify and document RAID (Risks, Assumptions, Issues & Decisions) - Manage project scope
4.	Business Owners (Workers Rep.)	- Provide subject matter expertise within their respective functional areas - Authorized to sign off on behalf of their department on deliverables and milestones - Ensure the availability of resources during session - Either will act as or nominate super users
5.	Functional / Technical Team (Bidder)	- Provide product expertise in each module - Capture requirements - Configure solution - Provide key users' trainer

VIII. Escalation Procedure



IX. Payment Schedule

The table below summarizes the planned schedule for payments to be made upon the completion and submission of deliverables detailed in the above section. All deliverables are considered completed upon review and satisfaction of the ILO.

Payment	Deliverables	Percentage	Due Date
1 st Payment	D1 - Submission of a Confirmed and signed Statement of Work (SOW) Business Processes D2 - Submission of designed document And a final prototype (CRP2) The above with a corresponding invoice shall be submitted, revised, and cleared by the CTA of the project. All to the satisfaction of the ILO.	20%	28 February 2024
2 nd Payment	D3- Submission of the following: - Training Material - System Key Users Training (Train-the-Trainer) - System Test Plan and Test Scripts UAT plan and User Acceptance Test Status Report Test scripts - UAT Sign off The above with a corresponding invoice shall be submitted, revised, and cleared by the CTA of the project. All to the satisfaction of the ILO.	60%	30 March 2024
3 rd Payment	D4- Submission of the following: - Go-Live Certificate - Lessons learned - Full functional operational platform in both Arabic and English The above with a corresponding invoice shall be submitted, revised, and cleared by the CTA of the project. All to the satisfaction of the ILO.	20%	25 April 2024

X. Qualifications

- The bidder should be specialized in database development, coding, technical skills, and UI/UX specialty.
- The company should at least have 2 years of relevant experience in the market.

XI. Supervision

The selected company will work under the direct supervision of the ILO W4W team and in close collaboration with the GFJTU team.

XII. Timeline

The selected company shall commence the work on **25 January 2024** and shall complete all tasks and deliverables no later than **25 April 2024**.

The final project timeline will be agreed upon during the project kick-off. If there are any changes, the proposed schedule in this proposal shall be adjusted.

XIII. Requirements and criteria

When submitting the proposal the company is expected to include the following requirements and criteria:

General specifications:

- Full Dynamic Content Management System CMS
- CMS with rich text editor and ability to attach images or embed external media
- Provide portal users with the ability to log in to the website and use the following e-services:
 - o Update Profile Information- fill staff data – upload staff data – export contracts for a certain or all staff – Pay through the website - Reports & Dashboard
- Search: the site should include a robust and advanced search engine capabilities
- Cross-browser and platform compatibility with major browsers (IE, Chrome, Firefox, Safari, Opera, etc.)
- Responsive design: the site pages shall load within two (2) seconds.
- New design shall seamlessly integrate with any back-end CMS tools used to upload documents and maintain content.
- The website and CMS must be in Arabic and English.
- Survey and polls: the website should be able to conduct surveys, polling and voting system.
- Form to e-mail Component
- Homepage Image Slides
- The Website will have updates and a news section. This database component will dynamically display all news and upcoming news and updates.
- The Website will be scalable (module based) to accommodate future expansion.
- Unlimited Number of Inner Pages
- Printable Page: A link will open up a version of the page that is more suitable for printing by ensuring that the width fits on standard A4 printer paper.
- Administrator can control the website requirements from a control panel such as Add/Edit pages, gallery, events, news
- Site Map
- Maintain an audit trail for all activities

Security and Permissions

- Group-level security
- Security can be managed at a group level
- Multilevel access passwords
- User authentication and individual IDs
- Encrypting and decrypting of messages
- Security management
- Organization-level access control
- Position level access control

Integration and Interfaces

- Full integration through all the modules
- Customization flexibility
- Data integration with third-party systems
- Integrates with third-party HR application
- Interfaces with Email & SMS Gateways
- Integration with Payment Gateway provider
- Ready to Integrate with third-party applications (ex. Government entities)



Infrastructure Security

- Restricted access.
- Limited user-account permissions.
- Separation of server duties and least privilege access.
- Backup management

Reporting and Workflows

- ten (10) customized reports development. The requirements will be identified in the Business Requirement document.
- Five (5) Customized multi-level approval workflows. The requirements will be identified in the Business Requirement document.
- Ability to accommodate e-signatures

Maintenance

- Include the cost of 1-year maintenance. The start date of this maintenance will be activated immediately after the completion and full delivery of a fully activated and functioning platform.

XIV. Submission Process

Interested companies are invited to submit the listed documents below in English:

- A technical proposal including a workplan/Gantt chart.
- 2 Sample of previous work.
- 2 reference contact.
- Detailed financial proposal.
- Company profile.
- Official registration letter.

The deadline for applications is 10 January 2024. All documents should be sent by email to Asmaa Nashawati nashawati@ilo.org copying Reem Aslan aslan@ilo.org with the subject title **"Platform for the unified labour contract of private education workers"**.

XV. Evaluation and Selection Criteria

Proposals will be assessed against the following criteria:

- Demonstrated experience and expertise in the technical proposal (70%);
- Cost of service in the financial proposal (30%).