



**International Labour Organization
NIRF Programme (VNM/16/02/USA)**

**Terms of Reference for a Service Contract
*Labour Inspection Case Management System Development (3.5.2)***

I. Background

1.1. ILO's NIRF project

The ILO Country Office for Vietnam is implementing a technical co-operation project entitled Developing and Implementing a New Industrial Relations Framework in respect of the ILO Declaration on Fundamental Principles and Rights at Work ("NIRF Project"), funded by USDOL. The aim of the NIRF Project is to assist Vietnam to reform and improve its industrial relations framework consistent with the ILO Declaration on Fundamental Principles and Rights at Work (1998). It also aims to engage employers, workers and their representative in legal and institutional reform and enable them to realise their rights and responsibilities.

Long term objective 3 of the project is Labour inspectorate effectively enforces and promotes compliance with national labour laws in industrial relations. The ILO NIRF team is collaborating closely with the Inspectorate to achieve this objective.

1.2. Labour inspection system and the case management application

In recent years, the labour inspection system has undergone changes and innovations, including looking to introduce the use of technology to improve the inspectorate's efficiency and effectiveness through better data collection, planning and monitoring of inspection action. According to an International Labour Organization (ILO) global survey¹, 56% of countries reported the use of an integrated computerized inspection management system, showing the increasing use of such systems but at the same the significant scope for introducing such systems. The use of information and communication technologies in national labour administration systems in general, and for labour inspection systems in particular, is a general trend that the ILO believes would greatly benefit Viet Nam in its effort to strengthen its ability to enforce the labour law in line with its obligations under ILO Convention 81.

The ILO has been providing technical assistance for many years to strengthen the labour inspectorate's institutional and technical capacity, the effectiveness of the Labour Inspection system and the labour inspection information system. As part of this work, the ILO will support the development of a computerised case management system for labour inspectors as a means to digitize inspection work processes as a contribution to implementing ongoing labour law reform and improving compliance in the changing world of work.

As a preliminary step, the ILO, in collaboration with MOLISA, conducted a feasibility study to understand how to build such a system given existing inspection workflow processes, IT and personnel capacity and needs of the labour inspectorate in light of international good practice. The study provided a positive standpoint for developing an electronic system to manage labour inspection cases in Viet Nam.

¹ Galazka, A.M., 2015. *Report on the global survey into the use of information and communication technologies in national labour administration systems*. International Labour Office.

The ILO now seeks a local firm or a Viet Nam-based international firm to collaborate closely with MOLISA Inspectorate to design, develop, test and roll out an application that will be effective in managing labour inspection cases in a systematic, strategic and efficient manner.

Currently, labour inspection cases are mainly processed and recorded using a paper-based manual system. The information recorded is not organised and the inspection cases are not standardised between different inspectors or offices. The information is also not always in line with the recommended guidelines from the central level.

This computerised application will be used for labour inspectors at the central and provincial levels to process the inspection cases.

II. Objectives

The objective of this work is for MOLISA to have an efficient and user-friendly computerised system to manage the labour inspection cases and data that has been piloted and refined in response to any problems found.

In the long term, the application is expected to:

- Strengthen the capacity and efficiency of labour inspectorates to carry out and follow-up on inspections at the central and local levels.
- Improve the quality of workplace compliance monitoring
- Analyse collected data collected through the inspection system to identified priority for inspection planning
- Assist the inspectorate in compiling data on labour inspection actions and compliance outcomes in order to fulfil its reporting obligations under ILO Convention 81.

III. Expected output

The Contractor is expected to complete the following key outputs to the satisfaction of the ILO:

- The full technical design and specifications of an application which will enable:
 - (i) inspectors to fill in the information on inspection cases (single input);
 - (ii) inspectors to digitally execute all the steps of the existing inspection workflow (e.g. reporting, document preparation, managerial approvals, issuing of notices etc.);
 - (iii) managers to monitor the progress of cases and the performance of inspectors;
 - (iv) all users to search data based on a range of criteria (e.g. company, sector, geographic, compliance issue etc.);
 - (v) all users to access key legislative and policy documents as well as other reference materials used by inspectors in the performance of their duties.
- The system will be user-friendly, easy to maintain and offer the possibility for up-scaling and for the development of other functions or for use in new settings in the future. It must be accessible and usable remotely (outside of the inspectorate office using laptops and/or mobile devices) as well as inside the office using desktop

computers. The application must be functional for inspectors and inspection managers using their existing equipment.

- A comprehensive cost assessment on the application deployment;
- The operational system, ready for use, in accordance with the design agreed, and piloted.
- A technical guide on how to use the system for labour inspectors and managers.
- Delivery of a training course for a pool of labour inspectors to enable them to use the system properly;
- A handover package of the application for system administrators, including information on its deployment, maintenance, licences or permits necessary to enable its long term and independent use.
- All the outputs will become the property of the ILO, with the organization's full copyright.

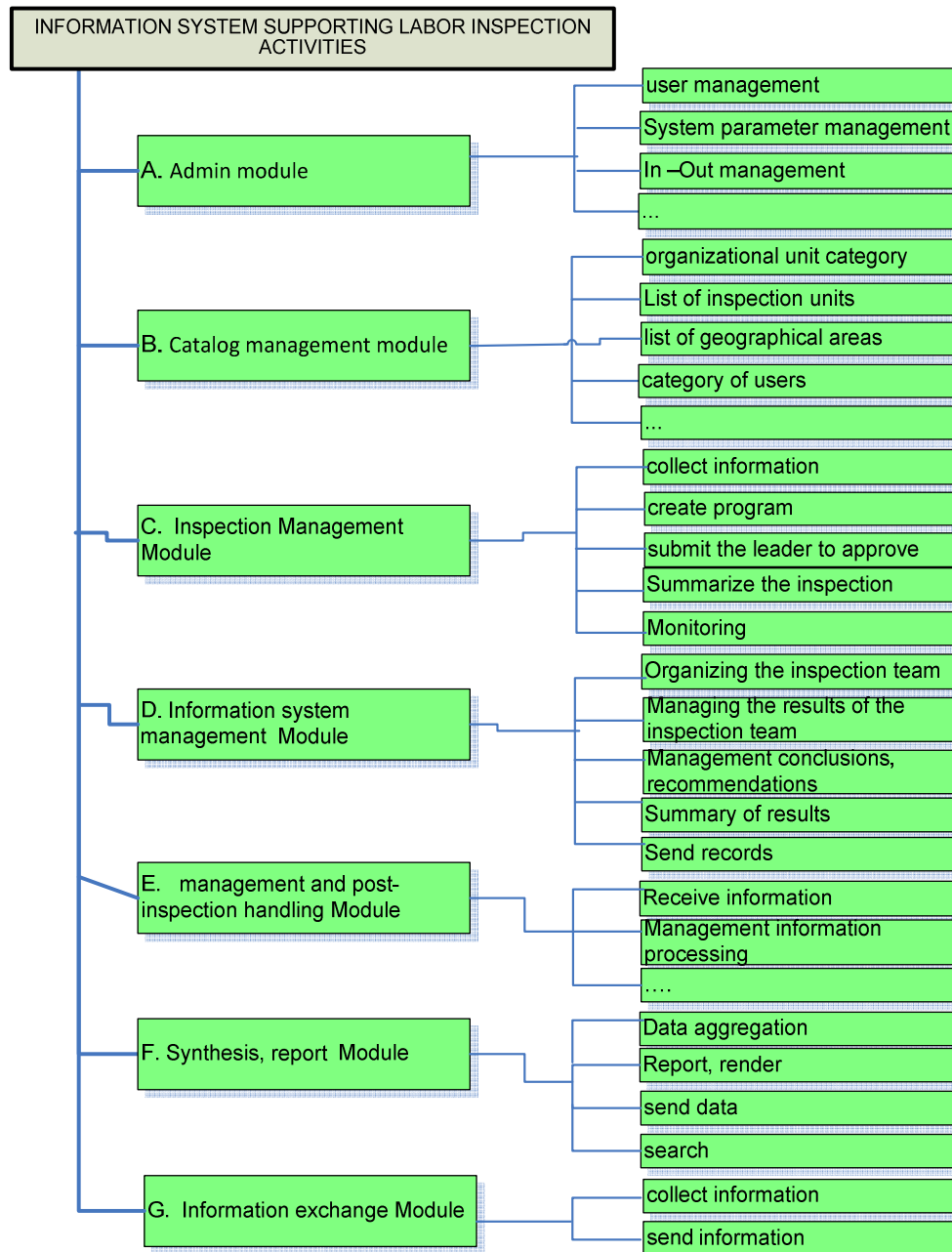
IV. Capacity and functionalities of the proposed system

The web server application will allow the access of 700 labour inspectors at MOLISA Inspectorate and 63 DOLISA inspectorates nationwide. The application is runnable on a popular web server (IIS, Apache) and is able to work with MySQL database. The recommended programming language is Java, (.Net, PHP is acceptable) and the recommended database administrator is Oracle.

At the Synthesis - Report Module - the System should be able to generate mandatory reports on each case and multiple cases based on different disaggregation. End users should also be able to customize their own reports with the following functionalities:

- Connect to many data sources such as SQL, MySQL, Excel, Access
- Configurable filtering, sorting, bookmarking, or aggregation.
- Interactive dashboard with pivot tables, charts, images, or rich text.
- Should support output formats such as PDF, XLS, CSV, HTML, and XML.

The tentative framework of the application is as follows:



V. Expected tasks

The Contractor, in close collaboration and consultation with MOLISA Inspectorate and the ILO's NIRF project team, is expected to perform the following tasks:

5.1. Undertake desk research, consultation meetings with key stakeholders

The Contractor will be provided with the system feasibility study report, all the available technical documentation, standard operation procedures, standard forms and templates currently in operation to facilitate the Contractor's work to fulfil the required tasks.

The contractor will conduct face-to-face consultation meetings, phone calls and email exchange to MOLISA Inspectorate and ILO NIRF Project to explore the necessary information for system development.

The contractor is required to review the provided documents and prepare a detailed workplan to be agreed by the ILO and MOLISA Inspectorate.

5.2. Develop the detailed and technical system design based on available forms, templates and workflow

The contractor will develop the system design based on the provided information with the tentative framework set in Section IV.

5.3. Prepare a cost assessment for the system

The Contractor shall prepare a comprehensive price assessment with at least the following information:

The price assessment provides information on:

- Direct cost in developing and maintaining the application
- Direct cost in improving the system in line with changes in legal framework
- Ongoing operating costs
- Direct costs in IT infrastructure and hardware costs accounting for depreciation and replacement
- Human resources costs
- Any other relevant costs
- The mentioned budget items shall be classified into critical costs (must have) and optional costs

5.4. Subject to agreement on the cost assessment, create the system, operationalise it, test (pilot) and improve the system and present the case management system to the key labour inspectors

In collaboration with MOLISA Inspectorate, the Contractor will test the system with at least five actual labour inspection cases. Based on the test results and feedback, the Contractor shall improve the system accordingly.

The Contractor will facilitate a technical workshop with the participation of central and local inspectors to introduce and demo the application then collect feedbacks from the inspectorate leaders at the central and local levels for system improvement.

5.5. Develop the technical guidance for labour inspectors and managers and provide training for a group of 20 labour inspectors at the central and provincial levels on utilizing the system.

The Contractor will prepare a technical guidance on applying the application

The technical guidance's contents may cover:

- Application framework information
- Coding logic, folder structure
- Application functions and deployment
- Case management steps
- Liability and rights of users
- Practice of conducting LI case in the system.

The contractor shall provide guidance to labour inspectors via a training course for a group of 20 labour inspectors at the central and provincial level for three days including practice sessions.

5.6. Facilitate system pilot of the system at three inspectorates and provide daily technical support for the labour inspectors to pilot the system.

The contractor shall develop a pilot plan and facilitate system pilot at MOLISA Inspectorates in Ha Noi, Hai Phong and Dong Nai via regular meetings and further face to face guidance. Response time for any issue which may arise from the LI should be within 24 hours.

Improve the system according to the lesson learnt and feedback from the pilot process

5.7. Finalise the system and develop a handover package

The contractor shall improve the system, correct the gaps and mistakes to ensure the smooth application of the application to real LI cases.

The handover package provides information on:

- All administration authorisation and source code
- Workflow and structure diagram of the application
- Application Framework Information (allowed administration rights for access and edit the application contents and interface)
- Coding guidelines, rules and standards
- Design elements raw files, visual guides
- Server administration guidelines - installation, backup, server configuration, basic troubleshooting guides
- Updated procedures, data handling and protection protocols.

VI. Expected timelines and deliverables

The expected contract period is from 20 June 2019 to 31 January 2020 tentatively.

Expected tasks	Expected Deliverables	Tentative timelines
Undertake desk research and analyse all necessary legal, technological, managerial, financial and social aspects of the system.	Detailed work plan	20 – 25 June 2019
Design the system based on available forms, templates and workflow.	System description	26 June – 10 July 2019
Prepare the cost assessment for consideration by ILO and the inspectorate	A comprehensive price assessment for using and running the system	26 June - 10 July
Develop and operationalize the system.	System version 1.0	15 July – 15 September

Test the system with real inspection cases and improve the system and validate the case management system to the key labour inspectors	System version 1.1	16 – 30 September 2019
Develop the technical guidance, training materials and provide training for labour inspectors.	Application technical guidance, training materials, hand-outs and training reports	1 – 10 October 2019
Provide daily technical support for the labour inspectors to pilot the system.	Technical support filings	11 October – 31 December 2019
Improve the system according to the lesson learnt and feedback from the pilot process.	System version 1.2	01 – 31 January 2020
Develop and provide handover package.	Handover package	01 – 31 January 2020

VII. Required Qualifications

The following qualifications and experience of the contractor are required to successfully conduct the assignment:

- Software development: Demonstrated Software Development experience of at least 5 years; Knowledge of database architecture and design; Ability to code software according to published standards and design guidelines.
- Understanding about the public administration system: Demonstrated knowledge of labour law enforcement in Viet Nam is an advantage;
- Experience of designing and implementing similar systems for international organisations or the public sector.
- Quality commitment: Strong commitment to quality and a thorough approach to the work; Previous work experience for the ILO or UN agencies is an advantage; Examples of the results of previous projects; Technical standard certifications (ISO).
- Commitment to ILO standards for gender equality and non-discrimination. Firms that include both male and female engineers/designers will be particularly welcomed.

VIII. Administration, Reporting and Coordination

The contract for this assignment will be issued by ILO CO-Hanoi. Office space, equipment and other logistical arrangements in the course of the work are the responsibility of the contractor. The expenses for agreed necessary field trips will be covered by the ILO according to the UN-EU cost norms, USDOL Management Procedures and Guidelines and CO-Hanoi's practice by way of prior agreement with the ILO NIRF Project team.

The contractor will work closely with the project focal point of MOLISA Inspectorate and will report directly to the Chief Technical Adviser of the NIRF USDOL Project in CO-Hanoi.

IX. Application

Interested consulting/IT firms are invited to submit an application package in English including all the following documents by email to quynhn@ilo.org before **17:30 GMT+7 Monday 10 June 2019**:

- Team/firm profile listing other relevant tasks already completed, technical certifications of the firm/team demonstrating the relevant experience and competencies to the TOR.
- A list of the team members who will work on the assignment including gender profile, **CV(s)** of the key personnel demonstrating competence and qualifications in areas relevant to the TOR.
- A **brief proposal** (maximum 5 pages) where the tentative methodologies and work plan with timeline are presented.
- A detailed **financial proposal** indicating the cost required for undertaking the assignment².
- Examples of similar projects completed by the firm recently (optional).
- If possible, recommendations/references from previous clients for whom similar work has been conducted.

In the subject line, please indicate “Application_ LIS Developer_Name of the Firm”.

Only submissions with complete documents stated here above received before the deadline will be considered. We regret that detailed screening results will not be released and only shortlisted candidates will be contacted.

² Bidders are encouraged to referred to the UN – EU Guidelines for financing of local costs in development co-operation with Viet Nam, Version 2017 for proper budget estimation. The document could be found at the following link: https://eeas.europa.eu/sites/eeas/files/un_eu_costnorms2017_2.pdf.