



## Call for Proposals

Service contract to upgrade Jordan Ministry of Labour's IT platform 'Hemayeh'

*Interested applicants to submit technical and financial proposal by 31 January 2021*

<b>Organizational Unit</b>	ILO Regional Office for Arab States, Beirut (FAIRWAY Programme)
<b>Requirement:</b>	IT company or specialist(s)
<b>Duty Station:</b>	Jordan
<b>Duration:</b>	1 March 2021 – 31 May 2022
<b>Budget:</b>	Based on technical and financial proposal.

### 1. Background

The Labour Inspection Department under the Ministry of Labour (MOL) has the mandate and responsibility to address labour complaints from employers and workers. Following the outbreak of COVID-19, and the promulgation of a number of Defense Orders amending the Labour Law provisions, the government decided to implement an online modality to enable the submission of labour complaints. The Hemayeh platform ([hemayeh.jo](http://hemayeh.jo), hereafter 'the platform') has a number of functionalities enabling workers (Jordanian and non-Jordanian) to register labour complaints, and to receive requests from employers to implement the provisions of Defense Order No. 6 and the instructions and decisions issued under it.

The Ministry of Labour has reported having a high volume of interaction on the platform. It reported having received 52,000 complaints from the beginning of COVID-19 in early 2020, until 29 September 2020, against more than 8,000 enterprises related to delayed payment of wages, and 3000 enterprises for illegal dismissal of workers. Interaction through the platform has enabled the Ministry to ensure protection of workers, including nearly 5,000 male and female workers who have had their employment reinstated after the Ministry found that they had been unlawfully laid off.<sup>1</sup>

The Ministry of Labour has requested the ILO's support in strengthening the functionality of the platform to make it easier to use, and more accessible to workers, particularly non-Arabic speaking migrant workers. The support falls under a Memorandum of Understanding signed between MOL and the ILO on Developing Labour Inspection, which was signed on 21 May 2020. Under the ILO's FAIRWAY Programme,<sup>2</sup> the ILO is inviting proposals from reputable and qualified companies with a track record of success in designing and producing digital solutions to develop new templates for the platform. The templates will provide a new look-and-feel to the website and will unlock the potential

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<sup>1</sup> <http://labor-watch.net/ar/read-news/151829>

<sup>2</sup> The FAIRWAY Program (2019-23) is an interregional program which aims to improve conditions of labour migration and better protect all migrant workers in vulnerable situations within the Arab states region,

functionalities of the current software while displaying the content in a more organized, attractive, and user-friendly manner.

## 2. Objectives

The inspection department at MOL received a number of requests from various workers and employers to upgrade the platform with new interactive development, and to translate to other languages (currently only available in Arabic). The goal is to further promote accessibility of, and interaction with, the key users of the site.

The objective of the work will be to:

- Create a new web design and improve the usability to provide a better experience to users: employers and workers (end users) and labour inspectors (admin).
- Expand to new sections on the hemayeh.jo site.

Develop a user manual and deliver a webinar for the support staff and system administrators to perform the content upload, system maintenance, and administration.

- Ensure that administrative and technical support, quality control for a period of 12 months.

## 3. Methodology and deliverables

The methodology and timeline for delivery is as follows:

Activity	Responsibility	Timeline
Briefing arrangements	Attend a briefing session with MOL focal points (IT department and inspection department) to understand the overall project and expectations.	March 2021
Preparation of design concept	Design concept for the site (desktop, mobile). The service provider will share a maximum of three proposals with the MOL team, and adjust concept based on feedback and comments from the MOL team.	April 2021
Development of platform	Develop the visual concept and language for the site adapting it to the different components outlined in the Annex (wire frame), and adjusting it based on feedback and comments from MOL team. Old data on current software must be migrated by the provider.  Develop the web sections and content upload, pending final approval by MOL.	April – May 2021
Testing	Test site before going live	May 2021
Knowledge transfer	Develop a user manual and deliver a webinar for the support staff and system administrators to perform content upload, system maintenance and administration	May 2021
Source code handover	Full source code including all developed libraries and Database shall be handed over to MOL.	May 2021

<b>Maintenance and support</b>	Administrative and technical support, quality control for a period of 12 months.	May 2021-May 2022

The technical requirements of the platform development are provided in the Annex.

#### 4. Contract duration

The contract duration will be approximately 15 months from March 2021 to May 2022.

#### 5. Reporting relationships and identification of responsibility

##### Reporting guidelines

The service provider will be required to report to a project committee comprising of representatives of MOL and the ILO National Programme Officer for Jordan.

##### Responsibility of Ministry of Labour

The MOL will be responsible for:

- Granting access to the current hemayah.jo website code and content including administration console, all documents and pages, plugins, themes and additional files.
- Conducting weekly meetings with the service provider on the project;
- Responding within 5 working days on any questions raised by the service provider;
- Purchasing a subscription for SMS to be ready to use in new software in order to send automated texts to those who have created an account.

##### Responsibility of ILO

The ILO will be responsible for:

- Providing the translation of platform content in workers' languages.

#### 6. Required Skills and Experience

The service provider should

- Be a reputable firm with at least 4 years of prior experience designing the user interface and user experience for responsive websites.
- Have a broad knowledge of current web development technologies (backend and frontend) and design tools in the field, and new software and other web programming languages and programs including use of HTML, XHTML, CSS, XML, XSLT, JavaScript, PHP, and relational databases such as SQL.
- Demonstrate and provide examples of previous experience in the performance of similar services.

Key professional staff qualifications and competence needed for the assignment:

##### Lead developer:

- The lead developer is responsible for the overall development process and assures that all code contributed is in line with coding standards. The lead developer has extensive experience (at least ten years) in programming and CMS development, including modern versioning systems, like git.

- The lead developer is an expert in web programming languages and tools that will be used in programming.

**Junior developer:**

The junior developer will support the lead developer with the overall development process. The junior developer has at least three years of work experience in programming.

**UI/UX designer:**

The UI/UX designer will be responsible for the usability of the platform and support the development of navigation, graphics design, etc. He/she will develop a graphic concept and the visual language of the new templates and must have experience in designing consistent visual language by introducing fixed styles in templates ensuring consistency in fonts, formatting, icons, images, layout techniques.

## **7. Application Process**

All proposals must be received by email to Mr. Abed Aljawad Al-Natsheh, FAIRWAY National Programme Officer ([Alnatsheh@ilo.org](mailto:Alnatsheh@ilo.org)) no later than 31 January 2021. The proposal must include the following:

- A proposal describing the previous work done in this area;
- A portfolio of previous work of web systems, local servers, web servers, cloud servers;
- CVs of the team to be involved and approximate number of working days for each;
- An approximate budget with a breakdown of all costs (all inclusive)<sup>3</sup>

Once a preferred supplier is selected, the ILO will enter into more detailed discussions regarding the terms of reference and a precise budget under the contract.

## **8. Selection Process**

Submissions will be evaluated in consideration of the following evaluation criteria:

- The work presented through the firm portfolio will be evaluated to assess the quality of the company's work;
- Experience and qualifications of the team proposed to deliver the work by the company. This part of the evaluation will be based in the CVs of the individuals comprising the team that need to be share by the firm in their proposal;
- Demonstrated ability to deliver the objectives of the assignment based on the timelines provided in this document; and
- Value for money

## **Annex: Technical Specifications**

### **Summary of key changes**

- a. Employers' services
  - i. Employers can access the system and view complaints and legal actions that have been taken against their establishments
  - ii. Employers can upload any documents or on the institution's page and write any action taken to resolve the complaint
- b. Workers' services

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<sup>3</sup> Including, for example, all software licenses (if any needed or required)

- i. Workers can submit complaints in their language and follow the procedures that have been taken on the complaint through the system
- ii. Workers can submit inquiries about any procedure related to Defence orders
- iii. Ability to upload documents related the service.

For both workers and employers there will be a new subscription service by SMS so that they can create an account, and receive notifications by SMS.

- c. Inspectors' (admin) actions
  - i. Receive the complaint through the system and classify it based on the degree of severity and importance (coding: pending, closed, etc as specified by MOL)
  - ii. Send the complaint to the competent directorate after it has been classified and given a period of time to take the appropriate action.
  - iii. Notification system will alert the responsible inspector if action not taken in a specified period
  - iv. Dashboard will allow a nominated admin focal point to see the status of all complaints
  - v. Legal action (have a manual control from MOL to send legal actions to other parties such as Ministry of Justice).

## Software Requirements

1. Multilingual Software: the worker will use the system in his or her own language, and select from predefined list of services, basically English, Arabic languages and other translations can be added from admin side, and help from provider covered by maintenance period.
2. Notification system by SMS or Email overall the system.
  - a. Between system admin, labour inspectors and head of inspection directorate.
  - b. Between Service complainant (worker), company and employers.
3. Theme and design should be compatible with MOL style, and follow the latest web standards and best UI/UX designs, and fully mobile responsive.
4. Use a common programming language such as HTML, XHTML, CSS, XML, XSLT, JavaScript, PHP and common technologies such as MySQL (for the database).
5. The website needs to load quickly  
Service provider should provide the source code as well as all admin access to the backend (servers / database / etc.).
6. Password protected pages for admin use.

## New look and feel

- Standard page elements including header, footer, tabs, persistent navigation, contact us, email and page print options should be included in the new templates.
- The new templates should guarantee that most recent content on the site is captured in automatically in the homepage in an organized way following specific categories, tags or other custom taxonomies.
- The current sections and sub-sections of the site should be adapted using the new templates.

## New sections

- Based on the agreed templates, develop new web sub-sections to the site based on, but not limited to the structure, functionalities and features as agreed with the MOL.