



International
Labour
Organization



Better
Regional
Migration
Management



- **Terms of reference for a consultancy Service to align and integrate and operationalize the KSP prototype into the ASPYEE portal**

► Introduction

Knowledge management is key in ensuring that people share experiences and learn from each other. It is also a mechanism through best practices documented and shared for replication and or sustenance. With technological advancement in the information and communication sector the ever-dynamical labour markets, tools and opportunities for learning and experience sharing is improving and covid 19 has fast track the development and utilization of online knowledge management systems.

One body of knowledge that has experienced dearth of reliable source of information and knowledge in the continent is on skills dimensions of labour migration. Whilst there is a huge amount of content on the topic on migration that is shared in different forms and platforms, Information on programmes, tools and approaches is limited and scattered making it difficult for practitioner, policy makers and researchers to learn, share and generate knowledge on the topic.

In response, the ILO carried out consultations with national partners in 2021 and produced the report highlighting partners preferences of and interest in supporting a knowledge sharing platform with focus on skills dimensions of labour migration. Amongst the recommendations provided for in the report is the need for the KSP to not duplicate but utilize existing regional platforms and knowledge sharing structures. Partners also advised on the need for sustainability and synergy building to avoid project driven programmes that are designed in silo and ends after the project. As a result, the ILO has developed a KSP prototype based on the recommendations from the consultations. The KSP was reviewed and validated and is now ready for deployment. Here linked is the KSP prototype <https://xd.adobe.com/view/017776d9-9287-4e71-bf6f-b2cf0ed292d2-5424/> for your reference to study its features and here linked is the ASPYEE portal that will be hosting the KSP <https://aspyee.org> and in which the KSP will be onboarded

Why Skills and Labour Migration KSP

Labour migration is key driver of change is shaping the current and future world of work. Africa, as a relatively young continent with rapidly growing population is gradually becoming source of labour for other regions (labour migrant in figures). Some countries in Africa are adopting labour externalization as an employment promoting strategy by integrating labour migration into their national employment policies and programmes. At the continent, AU is also rallying member states and joining other global frameworks to ensure that labour migration is fair, regular and rights based. For most labour migrants from and within Africa, there their move is often irregular, with many of them characterized as low or semi-skilled. As a result, migrant workers from Africa mostly work as labourers and or in informal economy where working conditions are poor. Low skilled workers are also more likely to be less educated, and thus are prone to abuse.

Skills based migration can help reduce this challenge and improve the prospects of migrant workers in both their countries of origin and destinations. Through strengthening and expanding access to training for potential and migrant workers including returnees. Matching skills demands in the destination countries with labour supply from countries of origin can lead to better employment outcomes and enhance regular migration.

As such, (skills partnership) for labour migration is a global initiative to put skills development at the Centre of labour migration. But capacity of member states on tools and approaches is still very low and experiences from other countries are rarely available for member states to learn from. This platform is aiming at bringing all stakeholders together so that they can learn from each other and constantly share.

The following are the key features of the KSP:

- i. Develop and integrate the platform with consistent web design, be visually attractive and align to existing AUDA -NEPAD branding
- ii. Enhance the platform for user-friendliness for the benefits of the stakeholders and users.
- iii. Be responsive to popular browsers (Google Chrome, Microsoft Explorer, Mozilla Firefox etc.) and to devices (computer, laptop, tablet and mobile phones).
- iv. An open-source content and a document management system supported with a publication, infographics, maps, image gallery, multi-media.
- v. A knowledge exchange system.
- vi. Quality assurance system.
- vii. Possibility to integrate social media tools and other easy-to-use share buttons and publishing tools to promote better use and access.
- viii. Incorporating Search Engine Optimisation, e.g. including the key words that speak to the KSP page.

Synergy and complementarity with ASPYEE

Within the Continent, AUDA NEPAD is the technical arm of the AU which hosts a knowledge sharing platform for skills development and TVET called ASPYEE (African Skills Portal for Youth Employment and Entrepreneurship, <https://aspyee.org>). The platform already enjoys wide acceptance and audience from key stakeholders and has the ownership of the AU. In addition, the GIZ which is has supported the platform is a reliable partner in the region supporting several skills development programmes including the skills initiatives for Africa (SIFA). However, the ASPYEE platform currently do not cover a topic related to skills dimension of labour migration. As such it is relevant to build on their success and complement the knowledge sharing efforts by utilizing the existing platform and integrating/adding into it a new component. This will expand coverage of skills related topics but also add clients and partners to the platform. Most importantly, it provides the sustainable and integrated avenues for knowledge and experience sharing.

► The Assignment:

The ILO and AUDA-NEPAD wish to engage a consulting firm to integrate and onboard KSP prototype on skills and labour migration into the ASPYEE portal. The integration should ensure that the KSP and the ASPYEE portal are completely aligned in a complementary manner in which features are not lost but completely and functionally integrated. This shall be done by closely consulting with ILO, ASPYEE technical staff to ensure seamless integration.

► Scope of work

As indicated, KSP prototype provides a space for all stakeholders to come together and learn from each other and serve as a platform for capacity building, a clearinghouse and repository of knowledge products, tools and resources that AU and its partners collect and/or produce. The KSP has a public face and a secured private interface through virtual communities of practices for promoting analysis, dissemination of proven best practices and knowledge products on skills and labour migration from the RECs and the countries. The consulting firm is expected to redesign, develop, integrate and implement the KSP prototype on skills and migration into the ASPYEE portal, using Drupal CMS.

Specific tasks of the consulting firm:

- i. Review the KSP prototype and ASPYEE portal and design suitable integrations for each section of the prototype with the relevant sections of the ASPYEE portal.
- ii. Suggest, based on consultations with ILO and ASPYEE teams, a knowledge organization strategy and a revised portal architecture that integrates KSP prototype and ASPYEE portal.
- iii. Produce the UI/UX aligned to ASPYEE visual identity for review by technical team. The design has flexibility to allow test and adjustment based on feedbacks.
- iv. Provide technical guidance on additional functionalities needed (social networking, service request tracking, collaboration spaces and tools, instant messaging, multilanguage capabilities, user feedback, usage metrics and reporting).
- v. Develop and integrate the KSP with ASPYEE, using Drupal CMS, ensuring the implementation of the approved approach and designs for overall smooth user journey and experience. The integrations should be free from any bugs and technical faults.
- vi. In consultation with ASPYEE team, assess the capacity and feasibility of the department hosting the platform with the intended functionalities.
- vii. Develop user manual and final report on the knowledge management of the platform along with budgetary requirement for management of the platform and possible enhancements based on industry best practices.
- viii. Conduct virtual training for staff, handover, including all technical document and user guides.
- ix. Upload all existing information in a web suitable format including thematic pages, country profiles, news etc. and work closely with stakeholders to update information on a regular basis.
- x. Provide a detailed and innovative yearly engagement and communication plan for the stakeholders to learn about skills and labour migration.
- xi. Design and implement online events, and create awareness, including but not limited to, data infographics, virtual community engagement, designing social media posts, creating, and managing online webinars etc.
- xii. Provide guidance on exit strategy and potential or steps towards integrating the whole platform fully into AUDA-NEPAD in the next 3 years.
- xiii. provide maintenance of the whole platform as would be agreed upon by partners

► Summary of activities and deliverables

- i. An inception/conceptualization report by the selected firm detailing the approach to be used in carrying including business requirement analysis, technical audit and UI/UX design to commence the work.
- ii. Develop and test the KSP sections and integrate the platform with ASPYEE to ensure they are functioning properly.
- iii. Deploy the platform on ASPYEE.
- iv. Provide final source-codes, user training, user manual
- v. Provide a detailed and innovative yearly **content management and communication plan** for KSP.
- vi. Design and implement online events, and create awareness activities, including but not limited to, data infographics, virtual community engagement, designing social media posts, creating and managing online webinars etc.
- vii. Provide maintenance schedule and its implementation report

► Payment schedule

The payment schedule for this assignment is output/delivery based and will be affected as follows

15% of the agreed sum upon submission of a final conceptualization/inception report

35% of the agreed sum upon submission of **the KSP test link**

30% of the agreed sum upon submission for migration of content and deployment of the **KSP** on cloud server

20% of the agreed sum upon submission user guide, training, yearly content and platform engagement plan, maintenance records and handover document

► Evaluation criteria

The successful firm will have a team with a mix of expertise and qualifications in the focus areas related to this assignment. Evaluation of the suitability of the firm to work on this assignment will be made against the following criteria:

Evaluation Criteria/profile of a firm	Maximum mark
Part I: Technical proposal (100)¹	
A. Expertise/Qualification of the team	
The team leader has a minimum of university degree in computer science, information systems, or a relevant field, Proven experience in carrying similar assignments before of (at least 5 years.)	10
Familiarity with web server environment and setup, knowledge of hosting configuration and Familiar with mobile responsive website and web deployment	10
Teams' qualifications and experience on specific roles in the assignment	10
B. Proposed approach to deliver the objectives of the ToR's	
Applicant demonstrates (via submitted technical proposal) their clarity on understanding the objective of the assignment.	30
Applicants, demonstrate the appropriate approach/methodology to be used to deliver on the objectives of the assignment including and innovation/new idea proposed. This approach will entail clear delivery and timed workplan with detailed logical activities leading to the attainment of the objectives	40
Total Points (A+B)	100
NOTE: Minimum Acceptable Score for the Proposal to be considered for financial evaluation proposal reviewed	70

► Minimum qualification & experience required for consulting firm and team

All development team members with the following minimum requirement:

¹ Part one constitutes 70 percent of the total scores

Web developing firm with a team leader and members who have at least 5 years of professional experience in UI/UX, web development, Drupal CMS, and graphic design with extensive knowledge and working experience in the region. Proven track record in developing similar platforms with team exhibiting the following skills:

Good understanding of new and evolving collaboration platforms

- Strong layout and design skills
- Proven experience of having developed interactive and exchange platform
- Skills in Cloud Hosting and development environments
- Skills in agile software development
- Good Project management

Academic Qualification of the team

A minimum of university degree in computer science, information systems, or a relevant field is desirable.

Experience

- Familiarity with web server environment and setup, knowledge of hosting configuration
- Familiarity with mobile responsive website development using Drupal CMS
- Familiarity with ongoing communication and engagement plans for promotion and popularization

Competencies

- Excellent knowledge and skills of reading, writing, and speaking English.
- Knowledge and ability to use computer for research and report writing.
- Some other expected broad competencies of the team are
- Ability to work in a multi-cultural environment.
- Must display a high standard of ethical conduct and exhibit honesty and integrity.
- Strong work ethic, ability to be self-directed and self-motivated.
- Gender-sensitive behaviour and attitude.
- Good communication skills.

► Duration of the assignment

The overall duration of the assignment shall not exceed 12 months from the date of signing. However, upon identifying and selecting the suitable firm detailed and specific timelines and workplans will be jointly discussed between the selected consulting firm and project management team: below are some of the indicative durations for some activities.

task	duration
An inception/conceptualization report by the selected firm detailing the approach to be used in carrying including business requirement analysis, technical audit and UI/UX design to commence the work.	1 week

Develop and test the KSP sections and integrate the platform with ASPYEE to ensure they are functioning properly. Deploy the platform on ASPYEE. Upload content currently existing as per information provided for by the needs analysis ²	4 weeks
Provide a detailed and innovative yearly content management and communication plan for KSP.	1 week
Design and implement online events, and create awareness activities, including but not limited to, data infographics, virtual community engagement, designing social media posts, creating, and managing online webinars etc.	as per schedules -this activity will span throughout the year (currently at least one online webinars every 3 months). The project target is to hold 3 webinars from the second quarter of 2023
Provide maintenance schedule and its implementation report	Various, as will be provided by the consulting firm but within the contract period

Closer and Handover

All documents, project data and information obtained in connection with this assignment shall be treated confidential and shall not without the written approval of ILO be made available to any third party. All the documents provided by ILO, both soft and hard copies are to be returned to ILO upon completion of the assignment. All documentation and reports written for this assignment or otherwise related to it shall remain the property of ILO. No part of the package shall be reproduced except with the prior, expressed, and specific written permission of ILO.

Management of the assignment

The consulting firm will work under the direct supervision of ILO CO-Addis Ababa, Daily management of the assignment and correspondence will be managed by okal@ilo.org SKILLS Specialists, under the guidance of the Project manager and AUC and ASPYEE team.

Application

Interested consulting firms are invited to submit their application (technical and financial proposal separately) as per the instructions in the bidding documents.

The technical and financial proposal should be prepared in accordance with this TOR and the request for the proposal.

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The technical proposal should contain the following:

- Team/firm profile listing other relevant tasks already completed, technical certifications of the firm/team demonstrating the relevant experience and competencies to the TORs.
- Experience of having at least 3 similar experiences in the region.

² Additional information may be provided for by the SAMM project

- Examples of similar projects including using Drupal CMS, with links completed by the firm recently.
- 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.
- Tentative methodologies and work plan with timeline are presented.
- Recommendations/references from previous clients for whom similar work has been conducted.