



**Ministry OF Digital Economy and Entrepreneurship**

**Youth Technology and Jobs Project**

**Terms of reference (TOR)**

**Activity Reference #: JO-MODEE-423723-CS-QCBS**

**Activity Title: Development of the national digital skills development and employment portal**

## **Background**

The Youth, Technology, and Jobs (YTJ) project, implemented by the Ministry of Digital Economy & Entrepreneurship (MoDEE) in Jordan, is funded by the World Bank, with MoDEE serving as the implementing agency, which aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The YTJ project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the economy. The project duration is until 2027.

### ***Component 1 – Increasing the Supply of Digitally Skilled Youth in Jordan***

#### **1.1 Establishing a Digital Skills Training Ecosystem with Private Sector Involvement**

Establishing the National Skills Council for ICT (“NSC-ICT”) to carry out a program of activities aimed at (a) providing digital skills training; (b) assessing the demand for specific professions in the market and the supply of talent; (c) reviewing national occupational standards; (d) developing, accrediting, and providing online training courses and materials; (e) raising national awareness; and (f) monitoring and evaluation.

#### **1.2 Enhancing Digital Skills Competencies for Public School Students**

Carrying out a program of activities to develop and implement a digital skills curriculum in public schools.

#### **1.3 Providing Working Spaces in Underserved Communities through Tech Hubs**

Upgrading, equipping and managing technology hubs within the existing vocational training centers, or other appropriate premises, to provide venues for a variety of activities, including, inter alia, skilling programs, co-working spaces, ITO/BPO space and networking space.

#### **1.4 Enhancing Digital Skills Competencies for Youth**

(i) Technical assistance and Training to youth through eligible Training Service Providers and (ii) Provision of TSP Subgrants to eligible Training Service Providers.

### ***Component 2 - Expanding the Digital Sector and Digital Government Services in Jordan***

#### **2.1 Expanding Access to Market for Digital Firms**

(a) Developing growth plans of Digital Firms in underserved communities through payment of employment subsidies for Eligible Employees of Digital Firms;

(b) Providing Matching Grants to support implementation of business development plans of Digital Firms aiming to secure new contracts in outside markets;

(c) (i) Procuring services of selected Professional Intermediaries in key markets to support, inter alia, global scaling, attracting foreign investment opportunities, developing exit pathways and establishing commercial partnerships, and (ii) providing Intermediary Grants to selected Professional Intermediaries; and

(d) Providing Matching Grants to support growth and expansion of nonprofit companies, civil society organizations and private sector companies that adopt technology means to support vulnerable youth and poor areas;

(e) Providing technical assistance for the establishment of the Jordan Source on (i) national brand positioning and outreach, including developing an interactive website and social media presence, conducting reports, surveys and newsletters, holding meetings on good practices and lessons learned for ITO/BPO activities; (ii) preparing, conducting, and engaging in follow up activities related to yearly international exhibitions and roadshows; (iii) establishing a focal point for business facilitation of foreign ITO/BPO investors; and (iv) financing of temporary space for ITO/BPO investors to expedite their management relocation in Jordan;

(f) Supporting the development of an entrepreneurship pipeline through (i) technical assistance and training on extracurricular entrepreneurship development programs in selected universities; (ii) technical assistance to establish and operate a Government Services Acceleration Program; (iii) technical assistance and regional dialogue to increase access of Jordanian startups to neighboring markets; (iv) Technical assistance and Training to eligible Startup Firms via incubators on the development of their minimum viable products; and (v) provision of Startup Grants to eligible Startup Firms for the finalization of their minimum viable products.

## 2.2 Supporting Digital Transformation of Service Delivery to Citizens and Businesses.

(a) Provision of technical assistance to:

i. MoDEE for conducting public value assessments of digital services provided through the Borrower's government portal and an assessment of shared services necessary for digital payment systems;

ii. (a) re-engineer, simplify and digitize the services; (b) establish necessary quality assurance instruments, including data privacy; and (c) develop a unified mobile application for online service delivery; and

iii. train government employees on new technologies and design of a new citizen feedback mechanism or leveraging an existing citizen feedback mechanism, communication strategy and outreach campaigns.

(b) Upgrade the functionality and capacity of the e-service infrastructure, including, *inter alia*, development of the Borrower's document archiving and communication system, expansion of the interoperability platform for data exchange, upgrades to the government cloud, database security and public key infrastructure upgrades;

(c) Provision of technical assistance to develop government digital transformation plan, design of a change management strategy and related activities to implement Borrower's e- Government agenda, including capacity development of MoDEE; and

(d) Strengthening of institutional capacity of MoDEE through establishment of a digital transformation task team of consultants responsible for overseeing the implementation of the e-Gov activities including liaising with relevant ministries of the Borrower.

## 2.3 Digitization of Government Payments

Carrying out a program of activities aimed at facilitating digitization of government payments focused on front-end solutions providing end users with diverse options/tools to make digital payments, through technical assistance for (a) developing an overarching government payment architecture and roadmap; (b) supporting and growing capacity of an intergovernmental task force established for the digitization of government payments and revenues; (c) developing relevant policies and procedures that ensure satisfactory completion of digitization projects; (d) establishing and implementing a change management program for digital payment system; (e) developing and implementing required digital government-to-government payment enablers, including necessary regulatory changes; and (f) implementing IT enhancements in the ID systems to meet needs of the financial sector.

### ***Component 3 - Project Management and Implementation Support***

Provision of technical advisory services and goods to manage, coordinate, monitor and evaluate the Project, including Operating Costs, independent verification of the achievement of the DLIs and independent verification of completion of employment objectives for employment subsidies and relevant result milestones for Intermediary Grants, TSP Subgrants, Startup Grants and Matching Grants.

### **Objective (s) of the Assignment**

Digiskills Association, established in 2021 under Jordanian law and operating under the Ministry of Digital Economy and Entrepreneurship, is a leading non-profit organization dedicated to bridging the digital skills gap in Jordan. As part of the World Bank-funded Youth, Technology, and Jobs (YTJ) project, Digiskills focuses on enhancing technical and vocational competencies among Jordan's youth, contributing to national economic growth. Through strategic partnerships with accredited training providers, Digiskills delivers specialized programs in key industries like ICT, healthcare, and banking, ensuring that the skills of Jordanian professionals meet the demands of both local and international labor markets.

At the core of Digiskills' mission is its Skilling-for-Employment framework, which links digital skills training directly to employment opportunities. This comprehensive ecosystem is designed to address market needs, with a strong emphasis on accessibility, inclusion, and measurable employment outcomes. By integrating technical and soft skills training and leveraging advanced technology for talent pool management, Digiskills ensures that its programs not only equip participants with relevant skills but also

facilitate their successful integration into the workforce. This approach positions Digiskills as a key driver of Jordan’s digital transformation and economic development.

The Digiskills portal is needed to be designed as a central hub for digital skills development in Jordan, serving fresh graduates, professionals, and institutions. It offers targeted courses, industry insights, and job opportunities, and a robust digital skills talent pool to strengthen Jordan’s workforce. Inspired by successful global initiatives such as the UAE’s "One Million Arab Coders" and "Digital Europe," the portal will fine-tune its offerings to reflect Jordan's distinct socio-economic context.

One of the portal's key strengths lies in its advanced data analytics capabilities. These insights help educational institutions align curricula with industry demand, enable training providers to adapt courses to market needs, and provide employers with clear information on skill availability and gaps. By fostering collaboration among academia and training service providers (TSPs), employers, and government entities, the portal aims to make Jordan a regional leader in digital proficiency.

In summary, the Digiskills portal also plays a critical role in bridging the gap between job seekers graduates and employers. By focusing on digital skill development and employment opportunities, the portal is expected to improve skill matching, reduce unemployment rates, enhance industry-academia alignment, and support the creation of a digitally skilled workforce that will drive Jordan’s economic growth and digital transformation.

**Scope of Services, Tasks (Components), and Expected Deliverables**

- Scope of Work / services

Considering the overall objectives of this project, the envisioned portal will encompass tailored modules for digital skills assessment, targeted training programs, employment opportunities, and pathways for career advancement. Each module is designed to synergistically contribute to a robust ecosystem that not only cultivates a digitally skilled workforce in Jordan but also aligns with the market's evolving demands. By doing so, we aim to empower individuals - whether fresh graduates entering the job market or professionals seeking skill enhancement - to thrive in local and regional digital economies

The major modules of the portal are to include the following:

Module	Description & Business Requirements
<b>Users Management</b>	<p>This module is to be designed to facilitate a user-friendly onboarding process for both individuals and corporate entities, ensuring a tailored experience based on their distinct needs within the portal.</p> <p>Business Requirements:</p> <p><b>1. Individual Registration:</b></p> <ul style="list-style-type: none"> <li>• Provide manual and automated registration options for individuals</li> <li>• Collect essential personal details for individual users, including contact information, educational background, employment history, and certifications.</li> <li>• Allow users to upload resumes, portfolios, and other professional documents.</li> <li>• Grant access to a range of portal services, including job search and skill assessments.</li> </ul>

	<p><b>2. Corporate Registration:</b></p> <ul style="list-style-type: none"> <li>• Support registration for various types of corporate entities, including employers, training service centers, and regulatory bodies.</li> <li>• Collect comprehensive corporate information, such as organization type, industry, etc.</li> <li>• Grant access to a range of portal services (both free and paid), including job posting and training course provision.</li> <li>• Customize corporate dashboards based on specific requirements, allowing management of team members' access and roles within the portal.</li> </ul> <p><b>3. Admin Users:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative users with access to information on all registered individuals and corporate entities.</li> <li>• Access to dashboards provided by integrated LMSs.</li> <li>• Enable management of sub-admin accounts, including creating, editing, searching, and deactivating accounts.</li> <li>• Define user roles and assign permissions to ensure secure access and data integrity.</li> <li>• Implement tracking and monitoring tools to oversee user activity on the portal.</li> </ul>
<p><b>Job &amp; Internship Marketplace</b></p>	<p>The job &amp; internship marketplace module serves as a dynamic platform for seamless interaction between employers and job seekers. It offers advanced tools to facilitate the recruitment process and match job seekers with relevant opportunities.</p> <p>Business Requirements:</p> <p><b>1. Corporate (Employer) Features:</b></p> <ul style="list-style-type: none"> <li>• Enable employers to post detailed job and internship opportunities, including roles, responsibilities, and qualifications, specifying required skills, experience levels, and application deadlines.</li> <li>• Provide centralized dashboard for employers to manage job posting and received applications, with features for sorting, filtering, and reviewing candidates profiles. In addition, provide dashboards to gain clarity on skill availability and market voids.</li> <li>• Implement an intelligent search functionality for employers to find candidates based on specific criteria, utilize a matching algorithm that suggests potential candidates based on job requirements (<i>Paid feature</i>).</li> <li>• Facilitate communication between employers and applicants through an integrated messaging system and include automated notifications for application status updates (<i>Paid feature</i>).</li> <li>• Allow employers to create and administer assessment tests for job opportunities.</li> </ul>

	<p><b>2. <u>Individual (Job Seeker) Features:</u></b></p> <ul style="list-style-type: none"> <li>• Enable job seekers to create and customize profiles displaying their skills, education, and work experience. Include options for uploading resumes, portfolios, and certifications.</li> <li>• Implement a recommendation system that suggests relevant job and internship opportunities to job seekers and utilize machine-learning algorithms for personalized suggestions.</li> <li>• Allow job seekers to easily apply for positions through a straightforward application process, adding options for attaching resumes and cover letters.</li> <li>• Provide a dashboard for job seekers to track the status of their applications.</li> </ul> <p><b>3. <u>Additional Rules:</u></b></p> <ul style="list-style-type: none"> <li>• Ensure real-time updates on job and internship postings to keep information current.</li> <li>• Implement a system for automatic removal of expired listings.</li> <li>• Implement robust security protocols to protect user data, ensuring privacy and confidentiality.</li> <li>• Comply with data access and protection regulations, and CDR (Consumer Data Right).</li> </ul>
<p><b>Talent Pool Management</b></p>	<p>The Talent Pool Management Module is designed to manage a comprehensive database of job seekers. It provides employers and training providers with advanced tools to find and engage with the right talent.</p> <p>Business Requirements:</p> <ul style="list-style-type: none"> <li>• Develop a centralized repository to store and manage detailed profiles of registered job seekers, categorized by skills, education, experience, certifications, and job preferences.</li> <li>• Ensure integration with the User Management Module to maintain seamless synchronization of user data and updates.</li> <li>• Implement sophisticated algorithms that match candidates with relevant job postings and training opportunities using data from the Job &amp; Internship Marketplace and LMS Integration modules.</li> <li>• Provide employers with a user-friendly interface to search the talent pool using various criteria, such as skills, location, availability, and employment history.</li> <li>• Offer a dedicated dashboard for employers to view, manage, and save candidate profiles, create custom searches, and set up alerts for new candidates matching their criteria.</li> <li>• Include tools to generate insights on talent pool composition; trends, and candidate behavior, helping employers make informed decisions.</li> <li>• Develop reports on talent pool growth, engagement levels, and activity metrics.</li> </ul>

<p><b>LMS Integration (For Skills Development &amp; Assessment)</b></p>	<p>The LMS integration module facilitates the collaboration between the portal and external Learning Management Systems (LMS) operated by training service providers. This module empowers training providers to seamlessly offer upskilling, reskilling, and cross-skilling courses through their established LMS systems. The integration ensures a unified and user-friendly experience for individuals, allowing them to access a diverse range of courses while leveraging the skills assessment results stored in the portal database (individual's profile).</p> <p>The purpose of this module is to enhance the portal's capability to offer a diverse and extensive range of courses through collaboration with external training service providers. It promotes a cohesive learning experience for individuals while leveraging the strengths of established LMS systems.</p> <ul style="list-style-type: none"> <li>• Manage and support the integration with a variety of Skills Development &amp; Assessment (LMS Systems) commonly used by training service providers (up to 6 LMS systems)</li> <li>• Ensure compatibility with popular LMS platforms to maximize accessibility.</li> <li>• Implement Single Sign-On functionality to enable users to access LMS courses without the need for separate credentials, streamline the user experience by minimizing authentication steps.</li> <li>• Create a unified course catalog within the portal that aggregates courses from various integrated LMS systems.</li> <li>• Provide a centralized and searchable repository of courses for easy exploration.</li> <li>• Establish real-time data synchronization between the portal and integrated LMS systems, ensure that course availability, updates, and user progress are reflected accurately.</li> <li>• Implement tracking mechanisms to monitor individuals' progress within LMS courses.</li> <li>• Generate comprehensive reports on course completion, performance, and skill development.</li> <li>• Adhere to industry-standard interoperability standards (e.g., SCORM, xAPI) to ensure seamless communication between the portal and LMS systems. Facilitate compatibility with various systems configurations and versions.</li> <li>• Provide user support and guidance for individuals navigating through integrated LMS courses.</li> <li>• Establish a support system for technical issues and inquiries related to LMS interactions.</li> </ul>
<p><b>Programs Management Module</b></p>	<p>The Programs Management Module is designed to streamline the process of managing, announcing, and launching skilling (upskilling, cross-skilling and re-skilling) programs throughout the year. Registered corporates to the portal, including training service providers, can access this module to stay informed about newly announced programs, review program details and conditions, and submit applications to participate in these programs. The module aims to</p>

	<p>enhance transparency, accessibility, and efficiency in the collaboration between Digiskills and participating corporates.</p> <ul style="list-style-type: none"> <li>• Develop a centralized dashboard for announcing and managing skilling programs.</li> <li>• Provide a user-friendly interface for corporates to view all announced programs.</li> <li>• Include comprehensive program details, such as duration, target audience, and required services.</li> <li>• Enable authorized users (admin/sub-admin) to post program details, objectives, conditions, and to design and build application process (initiation → submission).</li> <li>• Categorize programs based on themes, industries, or target audience.</li> <li>• Establish a systematic workflow for reviewing and approving submitted applications.</li> <li>• Notify corporates about the status of their application (accepted, pending, or rejected).</li> <li>• Implement a communication tool for direct interaction with the participating corporates.</li> <li>• Create a centralized repository for program-related documents, guidelines, and resources.</li> <li>• Integrate analytics tools to track the performance and impact of each skilling program.</li> <li>• Generate reports on program success metrics, participant feedback, and outcomes.</li> </ul>
<p><b>Industry Insight, Trend &amp; Data Analysis, and Reporting Module</b></p>	<p>The Industry Insight, Trend Analysis, and Reporting Module serve as a dynamic resource for corporate users within the portal. This module facilitates strategic decision-making by offering two types of valuable data. Firstly, it provides access to a repository of public articles, reports, studies, and industry insights. Secondly, it delivers real-time data updates and trends derived from the latest user interactions on the portal. This dual data-sharing approach ensures that corporate users have comprehensive and up-to-date information to navigate the evolving digital landscape.</p> <ul style="list-style-type: none"> <li>• Develop a centralized repository for public articles, reports, studies, and industry insights.</li> <li>• Categorize and organize the content for easy access and navigation by corporate users.</li> <li>• Implement mechanisms for real-time updates based on the latest user interactions.</li> <li>• Utilize AI algorithms to process and analyze user data, offering immediate insights.</li> <li>• Integrate with local stakeholders to enrich public content and insights.</li> </ul>



<b>Subscription Management &amp; Content Access Control</b>	<p>Corporate users are allowed to subscribe to various levels of service, from free basic access to premium paid content and features. Free versus paid content and features are to be decided during the project scoping sessions. This requires the implementation of a user-friendly dashboard for subscribers to manage their subscriptions and access their entitlements.</p> <p>Create a permissions system that unlocks certain content based on user subscription level.</p>
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**Technical Requirements:**

The Consultant needs to describe the suitable technologies and methodologies for project implementation, taking into consideration the future scalability to ensure that the system architecture is designed for growth and swift development / deployment.

In addition to the above, the requirements below must be covered:

- Proposed hosting options, and the required computing resources to host the solution
- Logical infrastructure architecture showing all solution components and its description
- Functional requirements
- Non-functional requirements
- Security requirements
- Integration requirements
- User roles and permissions
- UX/UI, Design and branding

**Important Notes:**

- Scalability is high propriety, in terms of registrations, provided services, usage and database.
- Must support concurrent access by a large number of users without performance degradation.
- Optimization to reduce latency, improve load times, and handle concurrent user requests efficiently.
- Source code should be clean, well-documented, and follow best practices to ensure it can be easily maintained. Digiskills Association has the right to request and to have the source code from the selected Contractor.
- Implementation of top security practices to safeguard against common vulnerabilities and regular security audits.
- On-premise or cloud-based hosting with robust backup and recovery mechanisms.
- Adherence to international cybersecurity standards, including encryption, firewalls, and regular security audits.
- Submitted technical proposals must encompass details about the required servers, storage, connectivity, and all required licenses.

**Quality Component**

In order to provide Quality Management, the Consultant is required to perform the activities mentioned below noting that any additional related activities needed for the proper functioning of the system and its cost should be included in the fixed lump sum price submitted by the Consultant:

- Assign a dedicated Quality team to ensure quality of project deliverables or software through the related set of (Verification and Validation) activities.
- Prepare a detailed inception report and Quality plan scope that should include all project phases, deliverables, and artefacts of any type relevant to the project nature like Portals, websites, e-Services software, documentation, etc.
- Describe the project's quality practices, including but not limited to:
  - The set of reviews and checkpoints for the project, including entry and/or exit criteria; hold those reviews, and measure against entry/exit criteria.
  - The standards and KPI's to be used to measure project deliverable quality.
  - The Quality metrics to be used to measure project deliverable quality.
- The Consultant Quality team shall be responsible for performing all testing activities according to plans and procedures defined within the quality plan, and as per the requirements stipulated within this document.
- Provide all Quality deliverables mentioned in deliverable section and other required/proposed artefacts.
- Prepare the testing/staging environment to be identical to production environment.
- Perform all needed activities in the User Acceptance Testing that should be done in cooperation with Digiskills, all bugs and defects should be solved in order to get the approval on Portal launching.

**Note: The client reserves the right to perform their own functional and non-functional test including security, performance, quality and customer journey test on the solution (2 rounds test) and provide the reports to the Consultant to apply bug fixing and recommendations to ensure system functionalities.**

- In case an additional round of testing is needed after the official (2) rounds, the cost will be covered by the Consultant.

Following are the estimated cost in JD for each testing type for each service:

#	Item Description	Additional round (JD)
1.	Quality Test	200 (per module)
2.	Customer Journey Test	500
3.	Performance	300
4.	Security	Security team input

#### **Warranty:**

12 months warranty period from the date of preliminary acceptance, offering support for bug fixes, minor updates, and user queries.

#### **Support and Maintenance:**

Support and maintenance framework shall include:

- A dedicated 24/7 helpdesk that users can reach out to for technical issues, inquiries, or general assistance. This support should be available through multiple channels like phone, email, and live chat.

- Periodic software updates to enhance the portal’s features, improve user experience, and rectify any bugs or issues. This ensures the platform remains contemporary and meets the evolving needs of users.
- Routine data backups to prevent data loss. In case of any system failures or breaches, a recovery plan should be in place to restore the portal to its last best state.
- Continuous monitoring of the portal's performance to ensure it's running efficiently, identifying potential bottlenecks, and taking proactive measures to address them.
- Regular training sessions for the portal’s administrative staff to keep them updated on new features or changes, ensuring they can manage and operate the portal effectively.

- Expected Deliverables

The table below describe is the expected deliverables and the delivery Schedule for the development of the National Skill Development and Employment Solution:

<b>D#</b>	<b>Milestone</b>	<b>Deliverables</b>
D1	Project Initiation, Planning, Requirements Analysis and Documentation (Kickoff Meeting).	Planning, information gathering, and system analysis. <ul style="list-style-type: none"> <li>• A meeting to officially commence the project, clarify objectives, roles, and responsibilities, and establish communication channels.</li> <li>• Completion of gathering and documenting functional and non-functional requirements for the portal.</li> <li>• Detailed document outlining all key information related to the project such as – but not limited to - the scope, objectives, business requirements, features, technical specifications, timelines, and more.</li> </ul>
D2	UI / UX Design & Mockups Approval	Creation of initial portal designs, wireframes, and user interface mockups. <ul style="list-style-type: none"> <li>• Visual representations of the portal's layout, navigation, and user interactions.</li> <li>• Approval of user interface (UI) and user experience (UX) design mockups and wireframes.</li> </ul>
D3	Development Phase	Front-end development: <ul style="list-style-type: none"> <li>• Completion of front-end development tasks, including HTML/CSS mark-up and client-side scripting.</li> <li>• Clean, well commented codebase implementing the approved UI/UX designs.</li> </ul> Back-end development: <ul style="list-style-type: none"> <li>• Completion of back-end development tasks, including server-side logic, database integration, and API development.</li> <li>• Secure, scalable codebase implementing the portal's core functionality and business logic.</li> </ul>
D4	Testing Phase – System Integration Test (SIT)	<ul style="list-style-type: none"> <li>• Completion of end-to-end testing to ensure seamless integration of front-end and back-end components.</li> </ul>

		<ul style="list-style-type: none"> <li>• Documentation of test results and resolution of any identified bugs or issues.</li> <li>• Documentation of list of API endpoints used for integration,</li> </ul>
D5	Quality management & User Acceptance Test (UAT sign off)	<ul style="list-style-type: none"> <li>• A detailed Quality plan scope</li> <li>• Performing and reporting all testing activities according to the Quality Plan.</li> <li>• Performance and load test reports</li> <li>• Approval from stakeholders after conducting user acceptance testing to validate that the portal meets all requirements.</li> <li>• Documentation of UAT outcomes and formal sign-off confirming satisfaction with portal functionality.</li> </ul>
D6	Training & documentation	<ul style="list-style-type: none"> <li>• Conduct three training sessions for administrators (3 members from Digiskills Team) on how to use and manage the portal effectively.</li> <li>• Provide comprehensive documentation and training materials, including user manuals, video tutorials, and FAQs, to support users in utilizing portal features and functionalities.</li> </ul>
D7	Deployment and Launch (Go-Live)	<p>Official launch of the portal to the public</p> <ul style="list-style-type: none"> <li>• Deployment of the portal to production servers or cloud platforms, ensuring accessibility to end-users.</li> <li>• Accessible, fully functional portal available for public use.</li> </ul>
D8	Post-Launch Support & Maintenance	<p>Immediate post-launch support (Warranty Period) to address any user queries or technical issues.</p> <ul style="list-style-type: none"> <li>• Provide ongoing support and maintenance services to ensure the portal's optimal performance, security, and usability. This includes addressing any technical issues, bugs, or enhancements that may arise after the portal's deployment.</li> <li>• Provide response time and service level agreement (SLA).</li> </ul>

All Consultant outputs to be submitted in English only.

### **Client's Input and Counterpart Personnel**

Digiskills Association will provide relevant information, access to stakeholders, and collaboration throughout the contract period to facilitate the Consultant's work.

- Provide guidance, feedback and oversight.
  - Support the Consultant's access to any available documents and information as needed.
  - Provide the necessary support to the Consultant to ensure the smooth planning, scoping, development, deployment, testing of the assignment.
  - Provide final approval on all submitted deliverables.
- Digiskills will assign professional and support counterpart personnel who will work closely with the Consultant's team.

### **Firm area of expertise and Team Composition and Qualification Requirements of the Key Experts**

The selected Consultant shall possess the following qualifications:

- Proven experience in planning and executing digital strategies, particularly in the education or skill development sector. Provide details of at least two projects during the past 5 years.
- Demonstrated expertise in website design, development, and deployment, with a focus on user experience and accessibility. Provide details of at least two projects during the past 5 years.
- Experience in designing and implementing e-learning platforms, including course management systems and learning management systems. Provide details of at least two projects during the past 5 years.
- Proficiency in project management methodologies and tools to ensure timely and successful delivery of the portal. Provide details of at least two projects during the past 5 years.
- Knowledge of relevant technologies such as web development frameworks, content management systems, and database management systems. Provide details of at least two projects during the past 5 years.
- Ability to conduct thorough testing and quality assurance processes to ensure the functionality, usability, and security of the portal. Provide details of at least two projects during the past 5 years.

The selected Consultant shall ensure the availability of a qualified project team to manage and execute all activities under this TOR, including but not limited to the following positions:

- Project Manager/Team Leader: Holds a degree in project management, information technology, or a related field, with a minimum of 7-10 years of experience in managing similar projects.
- Web Developer: Holds a degree in computer science, software engineering, or a related field, with at least 5-7 years of experience in web development using relevant programming languages and frameworks.
- UX/UI Designer: Holds a degree in graphic design, user experience design, or a related field, with a minimum of 5 years of experience in designing intuitive and user-friendly interfaces for web applications.
- Quality Assurance Specialist: Holds a degree in computer science or a related field, with a minimum of 5 years of experience in software testing and quality assurance processes, particularly for web-based applications.
- Database Administrator: Holds a degree in database management or a related field, with at least 5 years of experience in database design, administration, and optimization for web applications.

### **Reporting Requirements and Time Schedule for Deliverables**

Upon acceptance of the proposal, the project will embark on a series of milestones that encompass the initial design phase, subsequent development phases, rigorous testing, and culminating in the final deployment of the portal. We anticipate that the portal will be ready for launch within six (6) months from the initiation of the contract. To ensure the project stays aligned with its objectives and addresses any challenges promptly, weekly review meetings and feedback sessions will be scheduled throughout the development process.

The selected Consultant will work under the guidance and supervision of Business Development manager at Digiskills - Project Management Unit (PMU) at MoDEE or/and Digiskills Association. The PMU will be responsible for coordinating with MoDEE / Digiskills team to ensure full ownership of the assessment and its findings.

The selected Consultant will prepare weekly progress reports and coordinate with the designated point of contact at the PMU.

The selected Consultant will provide weekly updates of implementation progress by email to the PMU. These should include:

- Reporting on activities scheduled for the period, per component, and describing any change to the schedule or activities.
- Reporting on results, for the period, per component.
- Flagging findings, lessons, or emerging issues of interest or concern.
- Identifying issues or problems that have affected or may affect task implementation.
- Number of copies, and requirements to electronic submission (or on CD ROM), etc.
- Deliverables / specific outputs expected from Consultant

D#	Deliverables	Schedule
D1	Project initiation, planning, requirements analysis and project management documentation (kick-off meeting).  Documents include: <ul style="list-style-type: none"> <li>• Inception report</li> <li>• Solution requirement specifications (SRS)</li> <li>• Project plan</li> <li>• Communication management plan</li> <li>• Etc.</li> </ul>	12 working days
D2	UI / UX Design & Mockups Approval	10 working days
D3	Development Phase	60 working days
D4	Testing Phase – System Integration Test (SIT)	10 working days
D5	Quality management & User Acceptance Test (UAT sign off)	9 working days
D6	Training & documentation	5 working days
D7	Deployment and Launch (Go-Live)	2 working days
D8	Post-Launch Support & Maintenance (warranty period)	12 months starting after portal launch

*Schedule refers to the number of Days / Months from the start of the assignment (signing of the contract) to completion of the deliverable.*

**Contract Duration and Form**

Expected commencement date is (December) 2024. The expected completion period of the project is three months from the order to proceed – (excluding the warranty period). The Consultant will be selected following the World Bank’s Procurement Regulations for IPF Borrowers of July 2016 and revised on November 2017 and August 2018. The contract would be Lump sum.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

**Payment schedule**

The Consultant will be paid upon the following payment schedule. All payments are bound to receiving a written satisfaction letter within one week following the submission of the deliverable from the PMU

<b>Milestone No.</b>	<b>Description</b>	<b>% of the Total Payment</b>
D1+D2	Project Initiation, Planning, Requirements Analysis and Documentation (Kick-off Meeting), and UI / UX Design & Mock-ups Approval Upon submission and the PMU’s acceptance of deliverable D1+D2	10%
D3	Development Phase. Upon submission and the PMU’s acceptance of deliverable D3	40%
D4+D5	Testing Phase – System Integration Test (SIT), and User Acceptance Test (UAT sign off) Upon submission and the PMU’s acceptance of deliverable D4+D5	20%
D6+D7	Training & documentation Deployment and Launch (Go-Live) Upon submission and the PMU’s acceptance of deliverable D6+D7	20%
D8	On the expiry of the warranty period. Upon submission and the PMU’s acceptance of deliverable D8	10%