

a

Terms of Reference

Programme/Project Name	Technical Assistance Project on Capacity Building Prevention and Reduction of Child Labour in Vietnam (ENHANCE).
Name of Institutional Service Provider	
Total value of contract (USD/VND)	
Source of funding (AFF/PTAEO)	VNM/22/03/USA

I. Background & Rationale

With the financial support from United States Department of Labour (USDOL), the project on “Technical Support for Enhancing National Capacity to Prevent and Reduce Child Labour in Viet Nam (ENHANCE)” executed from 2015 to end of June 2024 by ILO in close collaboration with MOLISA, the project management agency.

The Project’s overall development objective is to build a comprehensive and efficient multi-stakeholder response for the prevention and reduction of child labour in Viet Nam. Placing capacity building for sustainable solutions at the heart of its interventions, the Project will intervene under three mutually reinforcing components to achieve the following immediate objectives:

- i. Capacity building component: By the end of the project, the capacity of national institutions and stakeholders to identify, monitor and respond to child labour, as part of the promotion of international labour standards, will have been strengthened.
- ii. Awareness raising component: By the end of the project, awareness of child labour, the associated hazards and prohibitions against it will have been raised among all levels of society.
- iii. Direct interventions component: By the end of the project, intervention models for preventing and withdrawing child labour in selected geographical areas and sectors will have been implemented and documented and ready for replication.

By the end of June 2024, a total of 6,550 children who are engaged in child labour or at high risk of entering child labour will be supported through the provision of educational services or improvement of working conditions for those above the legal working age. In addition, 2,350 households of beneficiary children will also be supported by through providing livelihood services. Besides, the project will also identify and provide immediate as well as long term support to at least 1,500 children who are heavily affected by the COVID-19 epidemic in Ha Noi, HCMC and An Giang Province.

In compliance with USDOL’s requirements, the project has to identify beneficiaries, referring them to services and monitoring their progresses.

Based on the ILO's Guidelines on Monitoring and Reporting on direct beneficiaries and Comprehensive Monitoring and Evaluation (CMEP) guideline, the ILO- ENHANCE has been operating the web-based project Beneficiary Monitoring and Reporting (DBMR) system. With the technical support from an IT company, the project has smoothly stored and tracked the data of nearly 6,000 profiles of beneficiary children in the previous project's phase from 2015 to end of June 2022.

To continuously support the process of managing the data on the progress of direct services to the beneficiaries in the extension phase of the project (from 1st July 2022 to end of June 2024) as well as drawing from experiences, lessons learnt, and recommendations of end users, the ILO-ENHANCE is going to seek for technical support from an IT company (hereafter called Contractor) to upgrade identified features and maintain the current DBMR website. The ILO-ENHANCE will closely work with the selected Contractor to firstly upgrade the identified features, then to provide technical maintenance of the website to ensure the effective operations of the electronic DBMR application to the end of June 2024.

II. Objective/purposes

The upgraded DBMR website will be available and properly maintained to effectively support the management of profiled beneficiaries of the ILO-ENHANCE project in the extension phase from central to local levels.

III. Scope of Work

The selected Contractor will be required to complete the following tasks:

- (i) Work with the project team to review all the current functions of the DBMR system and identify the features that need to be upgraded.
- (ii) Upgrade the identified functions of the DBMR and its operational guide
- (iii) Provide domain and hosting/server services for the DBMR website until the end of June 2024
- (iv) Provide timely technical maintenance service to ensure the operations of the electronic DBMR application to the end of the project.

IV. Expected results

The selected contractor will be required to fulfill the following tasks and outputs:

Output 1:

A detailed list of the DBMR's functions that needs to be upgraded will have been developed and submitted to the ILO-ENHANCE project.

Task 1:

The selected contractor, in close working collaboration with the ILO- ENHANCE project, will review the current functions of the DBMR's system, then discuss and agree with the ENHANCE project on a detailed list of the functions that are feasible to be upgraded.

Changes may be included but not limited to the following ones:

- Adding new data fields to data entry forms (Beneficiary child Profile Form and Beneficiary Monitoring Form) to cover the information on livelihood of the profiled child family, needs for emergency support due to COVID-19 epidemic, etc.
- Solution to combine the two current data entry forms (Beneficiary child Profile Form and Beneficiary Monitoring Form) into one
- Upgrading the search/reporting functions to produce more interactive/ informative reports
- Solutions to mobile interface for the DBMR website to help the DBMR collaborators to input or extract data on beneficiary children when necessary.

Output 2:

The DBMR system and the operational guide will have been upgraded with new features.

Task 2:

The selected contractor will update the system in accordance with the agreed timeframe and ensure the system operate smoothly. The contractor should address any bug or error during the period of upgrading before handing over to the ILO ENHANCE project. Then the operational guide will be updated to cover all the changes made to the website accordingly.

Output 3:

Hosting and domain services to the DBMR website will have been available.

Task 3:

The Contractor will be required to renew the website's domain and hosting services to the DBMR website from August 2022 to end of June 2024.

Output 4:

The DBMR website will be technically operated and maintained properly until the completion of the consultancy service (by the end of June 2024).

Task 4:

To achieve this, the contractor will be requested to provide high quality of technical maintenance service and shoot any possible technical problem of the DBMR website in timely manner during the duration of the service to ensure the application operate smoothly and properly. If any error is identified, the contractor will be required to fix to ensure the system operate smoothly and properly, and the full control of the website and database.

The selected contractor will be required to fix any problem/bug originating from the website's operations, including the network within 24 hours from notification by email or by phone from the M&E Officer of the ILO-ENHANCE as the maximum to ensure the system operates smoothly and properly. The maintenance services and/or problem shooting will be provided by the Contractor either from distance through telephone or at the place depending on level of the bug/problem. In case of more time is needed, the

Contractor is required to duly inform by email to the M&E Officer of the ILO-ENHANCE on the length of the operation's suspension as resulted from bug/ problem.

Output 5:

Database will be back-upped regularly and handed over properly to ILO-ENHANCE

Task 5:

During the operations of the website, the contractor is required to properly manage all the administration accounts of the domain and host. To ensure the data security, the contractor is required to back-up the database and monthly submit back-up files to the M&E Officer of ILO-ENHANCE.

V. Timeline

The final work-plan may be subjected to change as result of negotiation between ILO-ENHANCE project and the selected Contractor.

Tentative work-plan for the Selected Contractor will be as the followed:

No.	Activities	Ending date
1	Discuss with ILO and agree on the list of new functions that need to be upgraded	25 th August 2022
2	Upgrade the electronic DBMR website and the operational guide	15 th September 2022
3	Test and handover the upgraded software application	30 th September 2022
4	Providing domain and hosting server for DBMR website until end of June 2024	30 th June 2024
5	Provision of technical support and maintenance services	30 th June 2024

VI. Submission of Proposal

The interested consultancy service providers need to submit their company's profile together with proposal for detail cost breakdown estimate to ILO ENHANCE project. All proposals must be submitted in English to the ENHANCE Project through email at buidung@ilo.org with cc to thanhvan@ilo.org no later than 5:00 p.m. on 19 August 2022. Proposals submitted after the deadline will not be accepted. Only short-listed companies will be contacted for further discussion.

VII. Qualification

The contractor (as one legal entity) should ensure the working team for this assignment include:

+ One team member who has at least 5 years of proven working experiences in the areas of child labour and labour-social statistics.

+ One team member who has at least 5 years of proven working experience on developing labour-social software applications.

+ Team members who have experiences in working with ILO, DCA and provincial DOLISAs.

The profiles of the selected Contractor as well as the core team members will be cross-checked by ILO-ENHANCE.

End of the TOR.