**Terms of Reference**

**The Social Inclusion and Poverty Reduction Unit - “From Education to Employment – E2E“**

**Support to the Ministry of Labor, Employment, Veteran and Social Affairs for updating and maintaining the webpage on the System of Codes related to the Labour**

**Position: Consultant**

# Background

The accession to the EU is one of the key priorities of the Government of Serbia and at the same time the main driver of structural reforms. Negotiations for EU acquis chapter 19 – Social Policy and Employment – and relevant Action plan concluded that Serbia is moderately prepared in the area of social policy and employment. Some progress was made in further aligning the legislation with the acquis, mainly in the area of working conditions. In the coming period, Serbia should ensure adequate financial and institutional resources for employment and social policies to more systematically target the young, women and long-term unemployed, a priority indicator of the E2E in the second phase. The Social Inclusion and Poverty Reduction Unit (SIPRU), a part of the Prime Minister’s Office, will support this process of social dimension of EU accession and relevant youth employment policies.

In the previous period, the Instrument for Pre-Accession Assistance (IPA) funds were unsuitable for developing and testing ideas for policy reforms before the wider implementation. The Government of Serbia (GoS) has invited Switzerland to support the ESRP process within the E2E main phase, as the Swiss support to the GoS reforms so far has been assessed as the very influential in the social and economic field. As Switzerland also leads the Human Resources and Social Development (HRSD) Sector Working Group, in the frame of donor coordination, and within the already established strategic partnership with SIPRU, Switzerland is well positioned to influence positively youth employment policy framework through proposed interventions. The good reputation is further supported by the excellent results of the Swiss engagement in the education reform support.

The education system still fails to develop skills relevant for the Serbian labour market. This mismatch between skills supply and demand on the labour market affects mainly young persons and among them the young women that face a long transition from school to work and thus often become long-term unemployed or even inactive. The impact hypothesis of E2E is reflected in the strategic policymaking approach whereby improved employment policies and capacities of institutions are built up to promote a more efficient use of public resources in the field of employment and education.

The Project “From Education to Employment – E2E“ is part of the larger E2E program launched by the Agency for Development and Cooperation (SDC) in 2015 with the overall goal to increase decent youth employability in Serbia in a socially inclusive and sustainable way. E2E improves the position of youth on the Serbian labour market through modernization of youth employment policies and the development of young skilled labour demanded by the private sector.

The E2E program supports evidence-based approaches in the youth employment policies in Serbia. Under the lead of the SIPRU, it facilitates the policy dialogue between key national and local stakeholders. By including good practices from the main phase’ pilot regions, SIPRU advocates changes in the youth policy framework. The key line ministry in charge of the implementation of the youth employment and employability policies in Serbia relevant for implementation of the E2E is the Ministry of Labor, Employment, Veteran and Social Affairs (MoLEVSA) with the support of the Ministry of Education, Science and Technological Development (MoESTD). Line ministries were actively involved in the design and implementation of the main phase and the 2nd phase is continuation of the joint efforts for youth employment up to 2021.

1. **Introduction**

The overall goal of the E2E programme is to increase decent youth employability in Serbia in a socially inclusive and sustainable way. The project has two outcomes:

* Outcome 1: Relevant national and local key stakeholders apply effective and evidence-based policies on youth employment and employability through increased performance capacities and diversified funding portfolio.
* Outcome 2: Young jobseekers are better able to position themselves on the labour market through employment promotion measures and non-formal training offers required by the private sector in selected regions of Serbia.

These specific Terms of Reference are related to achievement of Outcome 1 and support to the MoLEVSA in development of National Standard Classification of Occupations (NSCO), which is a process that has been going on for the last three years intensively and with the support of SIPRU through E2E and other donors (GIZ). The first step was adoption of the new Codebook of Occupations within Decision on a Uniform System of Codes to enter and encrypt data in the records in the field of labor (“Official Gazette of the RS”, no 56/18). As integral parts of the Decision, five new codebooks were adopted: Codebook of Occupations, Codebook of Qualification Levels, Codebook of Countries, Codebook of Municipalities in the Republic of Serbia and Codebook of Settlements in the Republic of Serbia.

The new Codebook of Occupations is the result of several years of work of the experts from the field of employment, who started from the international standard ISCO-08 (International Standard Classification of Occupations) and brought them in line with the needs of the labour market in the Republic of Serbia through consultations with employers and relevant state institutions. The experts had the support from the inter-sectoral Working Group jointly established by MoLEVSA and MoESTD (in November 2016), bearing in mind close relationship and interdependence between the education and employment, the National Qualifications Framework and the National Classification of Occupations. By June 2018, with the support of SIPRU through E2E, a list of occupations was prepared, and each occupation got its own code. On July 17, 2018, the Government of the Republic of Serbia adopted the Decision which was effective from January 01, 2019.

In order to ensure the implementation of new codes by all potential users, in particular by employers, mandatory social security organizations responsible for keeping records in the field of employment (unemployed, employed, insured and users of social insurance ...) and for the official statistics needs, MoLEVSA in cooperation with the National Employment Service and other relevant institutions (e.g. the Serbian Chamber of Commerce) and with donor support (GIZ) has prepared the *Manual for the implementation of the codebooks*, organized ten information sessions for users of codebooks and set up the webpage for interactive communication with users (<http://kodekssifara.minrzs.gov.rs/>). The second step in the process of establishing the NSCO was development of a proposal for relevant institutional framework for NSCO under the Law on Employment and Unemployment Insurance, including responsibilities, maintenance and improvement of NSCO. This analysis was prepared with E2E support (September 2019) and resulted with concrete articles for amending the Law on Employment and Unemployment Insurance.

The purpose of the NSCO is to better understand certain occupations, improve connections of labor market needs with education and training and thus improves the relevance of education and training, career guidance and counseling, job matching, incites competitiveness, sustainable employment, innovations and labor market in general. On the basis of developed occupational standards, qualification standards will be developed, which will be the basis for creating new and improving existing, quality and relevant educational programs in the Republic of Serbia. Adoption of The Law on National Qualification Framework of the Republic of Serbia in 2018 represents an important step forward in this area. Once established and connected, the National Qualifications Framework and the NSCO will significantly improve the link between the education system and labor market in Serbia. Considering the significance of the NSCO, the MoLEVSA is currently in the process of establishing the Working group for the development of the NSCO that will consist of representatives of the MoLEVSA and MoESTED, other relevant ministries and institutions (Agency for Qualifications, National Employment Service) and social partners.

In 2020, SIPRU/E2E supported the establishment of a methodology for the development of the occupational standards. The proposal of the elements of occupational standard, based on the results of the previous projects (SORS, IPA 2011) and the occupational systems in EU member states is developed in May and June 2020. Development of the tools and techniques to be used in the process of development/adaption of the occupational standard, defining general form of occupational survey and mapping out the process for adopting the occupational standards in the Republic of Serbia, including institutions and expert bodies within the employment and education sectors and their specific roles and responsibilities in the process, started in the beginning of July and will be completed by the end of the 2020.

After establishing of the methodology for the development of the occupational standards, MoLEVSA is planning to start in 2021 with activities on developing occupation standards for most frequent occupations and for occupations whose standards are needed for developing qualification standards based on Ministry of education, science and technological development expected inputs.

Regarding the Decision on a Uniform System of Codes to enter and encrypt data in the records in the field of labor, the amending to this bylaw prepared by the MoLEVSA were adopted by the GoS in July 2020 (“Official Gazette of the RS”, No. 101/20). The amended Decision resulted with numerous changes in all five codebooks.

The Codebook of Occupations was amended based on labour market analyses and employers needs for coding new occupations that are not covered by the previous Decision. Approximately, 70 occupations were added in the Codebook, 20 occupations were deleted or moved in other, more appropriate classification units. Also, the corrections were made in the names of certain number of occupations where technical errors were noticed.

The Codebook of Qualification Levels is completely changed at the request of the MoESTED. The new qualification level codes contain marks not only for the level of qualification, but for the type of qualification too. Also, a code is added for persons without acquired primary education.

At the request of the Statistical Office of the Republic of Serbia, The Codebook of Countries was renamed in the Codebook of Countries and Territories in order of alignment with the International Standard for Country Codes and Codes for their Subdivisions – ISO 3166, which uses abbreviated names of states and territories. Also, names of countries in the Codebook are harmonized with abbreviated names of countries in accordance with the Government Conclusion on the use of official full and abbreviated names of foreign countries in Serbian and English (05 No. 93-5900/2019 dated June 13th 2019 and 05 No. 93-1388/2020 dated February 13th 2020).

Instead of the Codebook of Settlements, the Codebook of Populated Places is introduced, in order to align it with the Law on Territorial Organization of the Republic of Serbia (“Official Gazette of the RS”, No. 129/07, 18/16, 47/18 and 9/20 and other Law) and with the Law on the Register of Spatial Units and the Address Register (“Official Gazette of the RS”, No. 9/20). Since a significant number of settlements of the same name appear, a link has made with the municipality to which the settlement belongs. In this way, possible confusions have been avoided, it is clear now to which municipality the concrete populated place belongs and the application of the codebook is facilitated.

The Codebook of the Municipalities is also amended regarding the new territorial organization of the City of Novi Sad (two municipalities deleted).

Bearing in mind mentioned changes in all five codebooks as well as methodology for the development of the occupational standards that will be completed by the end of 2020, it is necessary to update the webpage <http://kodekssifara.minrzs.gov.rs>, in order to enable availability of all novelties relevant for users of the NSCO (employers, mandatory social security organizations responsible for keeping records in the field of employment), citizens and general public. Furthermore, all occupational standards that will be established for individual occupations, should be visible on the webpage, as well as the information on the process of defining of those standards.

Taking into account the importance of further development of NSCO, its visibility and availability for all potential users, as well as its relevance to the activities stipulated in the E2E, the SIPRU will support the process of updating and maintenance of the webpage <http://kodekssifara.minrzs.gov.rs>, through the engagement of contractor authorized for providing services for the design and development of network and software solutions, including Internet business. Website should be designed in a way that it reflects the SDC communication and visibility rules for all the produces/services that are developed by their financial support.

1. **Objective of the Assignment**

Updating the MoLEVSA webpage on System of Codes related to the Labour, <http://kodekssifara.minrzs.gov.rs> (further: System of Codes webpage) in accordance with the amended Decision on a Uniform System of Codes, with methodology for the development of the occupational standards and with occupational standards when established, including webpage maintenance and servicing.

1. **Scope of Work and Tasks**

**First two tasks are related to the updating of the existing System of codes web page, third one is related to maintaining the web page.**

**Task 1:**

Redesign the System of codes webpage according to the amended Decision on a Uniform System of Codes, based on the request submitted by the MoLEVSA, i.e.

* instead of the existing codebooks names, enter new codebooks names (for example, in the sections Codebooks, Application of the Codebooks, Codebooks search and in other places on the webpage);
* instead of the existing codebooks, set new codebooks and enable their search;
* set all codebooks in excel, pdf and word, and for the Codebook of levels and types of qualifications enable the entry of data on the level and the type and change the existing descriptions of the level of qualifications in accordance with the Decision.

**Task 2:**

On the System of codes website, prepare the structure of the base for entering the elements of occupational standards, according to the request submitted by MoLEVSA, which will be based on the established methodology for the development of occupational standards expected to be ready by the end of 2020 and which will be available to the engaged consultant.

**Task 3:**

Within the maintaining of the System of codes website, the following is expected:

* to lease the space for the website/hosting, by the end of 2021;
* to enable the functionality of the website on a computer and a cellphone;
* to provide access from any web browser
* after the adoption of the Codebook of Qualifications, replace the existing Codebook of Occupations and Professional Qualifications with the Codebook of Qualifications and to enable search by code and by name of the qualification;
* enable a Cyrillic and Latin version of the redesigned webpage;
* to post new regulations and other acts on the website and to update the contents and information submitted by the MoLEVSA.

The Consultant is expected to provide the following Technical Requirements in delivery of the assignment:

* PHP optimized hosting;
* 100 GB HDD of space;
* number of domains unlimited;
* advanced firewall;
* Redis;
* daily/weekly Backup;
* PHP portal maintenance.

Maintenance and servicing:

* system monitoring;
* regular security update of all system instances within the current system version;
* system optimization;
* timely notification of potential system improvement needs;
* taking care of the security and availability of the system, resolving possible hacker intrusions;
* daily/weekly database backup.

Updating content:

* content entry (changes);
* design, update and replacement of banners on the portal;
* search engine optimization of the content.

1. **Responsibilities and Methodology**

The selected Consultant is expected to work in close collaboration with the Head of Division for Active Employment Policy in MoLEVSA, SIPRU E2E Manager and national expert within MoLEVSA. For technical part of all three tasks, especially for the Task 3, the collaboration is expected with the Head of Division for Development and Maintenance of Information System and Technical Support within the MOLEVSA.

The redesigned and updated information system behind the System of Codes webpage must be in accordance with all regulations prescribed by the Republic of Serbia regulating the field of communication, information technologies and information security:

- Law on Information Security

- Law on e-Government

- Law on the Electronic Document, Electronic Identification and Trusted Services in Electronic Business,

- List of interoperability standards.

Location for project implementation: Belgrade

1. **Outputs/Deliverables**

For the Task 1:

* redesigned System of codes webpage with entered content, approved by MoLEVSA and handed over to the MoLEVSA.

For the Task 2:

* prepared the structure of the base for entering the elements of occupational standards on the System of codes webpage, approved by MoLEVSA and handed over to the MoLEVSA ownership.

For the Task 3:

* maintenance of the System of codes webpage until the end of 2021.

1. **Consultant Requirements**

* authorization to provide services for the design and development of network and software solutions, including activities around the Internet (evidenced by the code of the activity that the bidder must have);
* to submit a list of clients for which he/she worked on the development/redesign of similar sites for the needs of state authorities in the previous two years - the name of the contracting authority, the type of service provided/the name of the website/site.

The Client reserves the right to check the accuracy of the data. The Bidder is obliged to submit, at the invitation of the Client, certificates of service provided, signed and certified by the reference clients in the manner and within a reasonable time determined by the Client. If the Bidder does not submit the required certificates as evidence at the invitation of the Client, the Client shall reject his certificate as invalid.

1. **Reporting**

For the Task 1:

* redesigned System of codes webpage with entered content, ready for testing - no later than 15 days after submitting the MoLEVSA request;
* redesigned System of codes webpage with corrections made at the request of MoLEVSA, approved by MoLEVSA and handed over to the ownership of MoLEVSA - no later than 10 days after submitting the MoLEVSA comments and observations on test version.

For the Task 2:

* prepared the structure of the base for entering the elements of occupational standards on the System of codes webpage, ready for testing - no later than 15 days after submitting the MoLEVSA request;
* finalized the structure of the base for entering the elements of occupational standards on the System of codes webpage, with corrections made at the request of MoLEVSA, approved by MoLEVSA and handed over to the MoLEVSA ownership - no later than 10 days after submitting the MoLEVSA comments and observations on test version.

For the Task 3:

* Report on the implemented activities for the maintenance of the System of codes webpage – until mid-December 2021.

1. **Duration of the Assignment**

* The contract shall cover period between September 2020 and 31st December 2021.

1. **The dynamics of payment**

* First instalment - 40% of the total contracted funds after completing the Task 1;
* Second instalment - 40%of the total contracted funds after completing the Task 2;
* Third instalment - 20% of the total contracted funds after completing the Task 3.