

## REQUEST FOR CONSULTANCY SERVICES Service Contract (SC)

### “Development of career web application for career services at Municipality of Tirana”

Project Unit: RisiAlbania – Partner for Growth  
Swiss Agency for Development and Cooperation SDC

Implemented by: Helvetas Swiss Intercooperation and Partners Albania

Location: Tirana

Estimated duration: August – September 2020

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### 1. Background

The RisiAlbania project is supported by the Swiss Agency for Development and Cooperation SDC and implemented by a consortium consisting of HELVETAS Swiss Intercooperation and Partners Albania. RisiAlbania was initiated in 2013. Phase I of the project ran from November 2013 to October 2017. Currently the project has commenced with Phase II, which will last 4 years (November 2017 to October 2021). The goal of the project in Phase II is to contribute to employment of young women and men (age 15-29) in a socially inclusive and sustainable way. The goal will be achieved through (i) enhanced growth and job creation by the private sector in three selected subsectors (agribusiness, tourism and ICT), (ii) improved career guidance and job intermediation services and (iii) improved and developed skills of young women and men through market-oriented private non-formal skills training programmes.

Under the component of strengthening career guidance service, RisiAlbania follows a holistic approach and is supporting: (i) establishing/strengthening of career guidance service at local and university level, (ii) a qualitative market of career advisors, and (iii) coordination with media outlets for further outreach of career guidance services.

A special focus has been supporting the development of career guidance relevant information like, information on professions, qualifications, training programs, labor market, evaluation tools, etc., to help young people to orient in viable opportunities to develop their professional career.

A career web application is the main instrument to embed, manage and deliver this information. It will be used for self-service by young people, career advisors, teachers, parents, and for the career counselors of the Municipality career service to provide dynamic data input, and management of the services.

In partnership with:



Implemented by:



## **2. Objective of the assignment**

In view of the above, RisiAlbania is looking to engage an IT consultant/company with relevant expertise to develop a web application for the career service of Municipality of Tirana. The aim is to develop a reliable, safe, user-friendly software which fulfils target users' needs and supports the career services of Municipality of Tirana, as described in Annex 1 – “Functional and Technical Requirements Specifications of the career web application,” attached to these TORs. The consultant should be able to build an attractive, easy to manage and to navigate web application, in line with Republic of Albania electronic information requirement and General Data Protection Regulation (GDPR).

## **3. Project phases and expected outputs**

Development of the career web application will undergo the following phases and will produce these respective outputs:

### **3.1. Preparatory phase**

This phase should serve to analyze requirements and specifications of the career web application in order to determine modalities, procedures and standards to be followed. The consultant will cooperate closely with career staff of municipality of Tirana and RisiAlbania.

Output of this phase includes:

- Delivery of web application concept (wireframe), detailed project plan, and timeline and methodology and definition of technological environment and related requirements from the selected consultant for the completion of each phase.

### **3.2. Design and Implementation phase.**

During this phase, the consultant is expected to develop the front-office and the back-office solution, to cater to the functionalities of the career service of Municipality of Tirana, as described in Annex 1 “Functional and Technical Requirements Specifications of the career web application”.

Output of this phase includes:

- Development of the front Office (Portal) (without the data, since it requires dynamic data input), that should be easy to navigate, intuitive and have modern, attractive visual design. The design of the web application should allow flexibility to add other functionalities in the future.
- Development of Back Office solution, that should be user-friendly, responsive and should allow staff that delivers career services, to process information, to manage client's profiles and to manage their activities.
- Development of a separate module for management of career tests (questionnaires) that can be integrated with the web application and can be used as an independent module.

- Creation of users and respective levels of access, through implementation of access control.
- Implementation of all non-functional specifications.

### **3.3. Testing phase**

During this phase all functionalities must be tested before complete handover. These tests are to be conducted by the contracted consultant in cooperation with the staff assigned by the Municipality of Tirana. Testing must include, but not be limited to:

- Functionality and performance testing.
- Compliance and error handling testing.
- Load testing, both in volume and performance.
- Security/safety testing.

Output of this phase includes:

- Testing report for all required functionalities

### **3.4. Training phase**

A training session will be organized in order to hand over the web application to career centre staff of Municipality of Tirana to use and maintain it.

Output of this phase includes:

- Training session
- Manual for system users - documentation of procedures for the Back-Office
- Technical documentation that describes backup procedures, including incremental and full backups, data consistency and data validation among others.

### **3.5. Formal handover phase**

For the final handover of the web application solution, the contracted consultant must provide the following documentation:

- Source code of the finalized product
- Source code documentation
- Installation of the solution at the selected server

The contracted consultant is expected to provide warranty of the product for a period of 6 (six) months after formal handover. This period should be used to solve any potential bugs which were not identified during implementation phase. The contracted consultant shall provide Help Desk support (phone & email), available min during working hours during the Warranty period.

#### **4. Deliverables**

The contracted consultant should deliver the following:

- The final product, fully compliant with all the functional and technical requirements as specified in Annex 1, after completing all phases.
- User manual.
- Technical manual for the technical staff to manage technical aspects of the web application
- All outputs delivered during project rollout.

#### **5. Consultant profile:**

The ideal consultant for this position will be assessed according to the following requirements:

- A complementary team to adhere to all the functional and technical requirements of the assignment, comprising of at least:
  - 1 (One) certified project manager
  - 1 (One) developer in .Net, Java, or similar
  - 1 (One) senior database administrator
  - 1 (One) dedicated tester
  - 1 (One) specialist specialized in server technology
- The team composition proposed by the consultant should to be able to offer:
  - Proven experience and solid knowledge in developing integrated web applications.
  - Expertise in responsive website design and development
  - Expertise in the back-office solution
- User orientation, ability to understand user needs and to effectively meet their requirements
- Good communication skills, both spoken and written, including the ability to explain technical information and prepare written documentation in a clear, concise manner.

#### **6. Management and reporting:**

For the duration of the contract, the consultant will be working together with Component Team Leader (CTL) and Intervention Manager (IM) for Career and Intermediation of RisiAlbania and with assigned person from Municipality of Tirana, for reporting and accountability. The IM may accompany the consultant in several meetings with stakeholders and will be kept informed during work implementation.

- The scope of the work of the Consultant does not foresee using the premises of the project but does not exclude the possibility when the need arises.
- Besides the expected outputs mentioned, the Consultant is expected to biweekly communicate online with the IM informing, updating on the timetable of next activities and when possible, coordinating joint ones.

## 7. Offer submission:

Interested applicants should submit their proposals in hard copy and soft (USB stick), in closed and stamped envelope to the address given below, by **27 July 2020, at 12:00 o'clock**. Only proposals handed in within the indicated timeline will be considered.

RisiAlbania,  
Rr. Ismail Qemali, P.18, H.3, Ap.15,  
Tirana, Albania  
Tel.: +355 4 2248527

For any questions you might have related to the application, please contact by email: Ermira Shyti, Team Leader for Intermediation and Skills ([ermira.shyti@helvetas.org](mailto:ermira.shyti@helvetas.org)) and Blerta Peta, Intervention Manager for Intermediation ([blerta.peta@helvetas.org](mailto:blerta.peta@helvetas.org)).

### The offer must comprise:

- A technical proposal outlining the proposed methodology and the activities and timeline to successfully complete the assignment.
- The reasons why you are the best candidate to successfully complete the assignment including a portfolio of relevant past experiences.
- Company Profile / CVs of the proposed team members and their proposed role in the assignment (maximum 2 pages each CV)
- Financial proposal disaggregated according to the working days of each expert involved. The fees must be inclusive of VAT.

## 8. Assessment and selection

The selection of the Consultant will be evaluated based on a cumulative analysis of the fulfilment of the evaluation criteria. The contract will be awarded to the Consultant getting the best technical-economic combination based on the evaluation criteria below:

Evaluation criteria	Maximum score per requirement
Proven experience and expertise in conducting similar work, complementary team proposal	30 %
Financial offer	30 %
Proposed Methodology and accuracy and reliability of plan and activities suggested completing the assignment	40 %
<b>Total</b>	<b>100 %</b>

## 9. Annexes

Annex 1 – Functional and Technical Requirement Specifications

## **Annex 1 – Functional and Technical Requirements Specifications**

### **1. The main components of the career web application are:**

- *Front Office (Portal)* – This refers to the interface of the end-users. It is a web portal that contains information and multimedia data, and allows users for some interactivity of the type: search, save, book an appointment, etc.
- *Back Office* – This refers to the software that allows the career counselors to maintain, update, access and process information. It is the back-end solution and a communication tool for the career counselors.
- *Career Tests module* – This refers to a separate module which can be integrated with the main system to be developed. The career tests (questionnaires) have a predefined structure and automatic conversion to results. This is a module that will be used by authorized counselors and therefore shall be developed as a separate module, while it is also integrated with the main system to be developed under this assignment.

#### **1.1. The main sections of the Front Office:**

- Information on Professions – this is a page in continuous update that contains standardized information about professions, together with multimedia content (high quality images, video and audio).
- Training offers – this is a page in continuous update that contains standardized information about training providers and respective training offer of public and private certified entities.
- Education offer – this is a page in continuous update that contains standardized information about schools (general and vocational) and universities, all certified public and private entities.
- Career services – this is a descriptive page that describes the career services offered inhouse, online and outside the center.
- Activities/Events – this page displays in an attractive, graphic manner (calendar) all the public monthly career service activities and allows users to book their participation in any of the events.
- Career test – this page displays standardized career tests (questionnaires). It becomes available to users (clients) only upon generation of an automated code from the system, triggered with the request of the career counsellor. Clients are initially registered by the career counsellors through the back-office solution and they do not have the interface to do this action directly themselves.

The information displayed is not exhaustive and it may include further information like employment opportunities, blog, etc.

#### **1.2. The main functionalities of the Back Office:**

The Back-Office solution is an instrument to be used by career counselors offering career services at Municipality of Tirana. This instrument is the backbone of the information displayed in the web application.

The primary responsibilities of the back-office solution include:

- Provide career counselors according to their level of access the possibility to search, view, edit, archive, add information according to the different categories of information. Each of these categories of information has a defined structure, with defined value types. A preliminary database for each category already exists.
- Allow career counselors to register new clients. Allow career counselors to search, view, edit, and add information about clients including personal profile (CV style information) and relevant documents. Allow career counselors to view and add information on client file. This file tracks all the interactivity of the client with career services including but not limited to career sessions and results, career tests' results, notes about the client.
- Allow career counselors to search, view, add, edit career service activities, inhouse and infield.
- Allow career counselors to search, view, add, edit their calendar and to view the calendar of the other career counselors.
- Allow career counselors to grant permission to clients to access and complete a career test, by automatically generating a one-time code.
- Generate pre-defined reports according to career counselor needs.

### **1.3. Career Test module:**

One of the instruments to deliver career services are the career tests. These are international tests, standardized and validated for the Albanian context. Each test is comprised of several questions. The selected answer by the user automatically convert into points, that later support the career counselors to interpret the results. This functionality needs to be developed as a separate module which can be integrated with the career web application. End-users may access this functionality only after the career counselor has recommended. Therefore, the career counselor has the possibility to ask the system to generate a one-time code for the end-user to access and complete the test. The results will be saved in the system data base and career counselors will then interpret and communicate the results to the user verbally.

## **2. Technical Specifications**

### **2.1. Database Management System (DBMS)**

- The DBMS shall support user control and operations can be executed only by authorized users, upon authentication
- The DBMS must allow import and export of information in different data format
- The DBMS must offer the ability to impose constraints on the data values and on duplicability of information.
- The DBMS must allow the reorganization, moving, redefinition and addition of tables
- The DBMS shall ensure support for large databases.
- The DBMS shall offer backup functionality, to recover the entire database at a given time specified by the administrator of the DB.

## **2.2. Reporting**

- The system shall provide a reporting module with statistic capabilities.
- The system shall provide different predefined reports.
- The reporting module should be available only for authenticated and authorized users.

## **2.3. Search Functionality**

- It shall allow searching functionality in all records for the back-office users.
- Simultaneously the end-users should be able to filter and search information in each webpage. End-users should be able to search for a profession, training, school, etc. according to filtering capabilities of the web application.

## **3. Non-functional specifications**

- Reliability – the system shall be completely operational.
- Performance – the system shall be able to support a high number of end-users. The service targets population of Municipality of Tirana. In the meantime, up to 20 back-end users can access the back-office solution simultaneously without compromising performance of the system. The system shall have good loading time of information.
- Security – the system shall have a centralized security management that enables secure communication and data encryption based on the newest security standards.
  - Resources access rights should be able to be defined for roles/users/groups
  - Single sign-on authentication mechanism, enabling each user to access resources it has rights to. This mechanism is associated by password policy to improve security level.
  - Save logs functionality - All the actions of each users should be logged for later review and should not be able to be modified by users.
  - Full data back up to be performed periodically for data availability.
- Supportability – the system should be able to support adding new services without major redesign. The end-user solution shall be viewed and supported from all major browsers: Internet Explorer, Firefox, Chrome. It should be appropriate for different device display: desktop, mobile.
- SEO – the web application must be easily searchable from interested parties. Development should take in consideration inclusion of all relevant meta-tags and search engine optimization technology.
- Traceability – the web application shall trace and provide analytics about number of visitors, demographics, time spent on the site, etc.
- Control Mechanisms – the system should be able to provide alerts, or to allow an action only if a preceding action has been completed, for the purpose of minimizing human error.
- Integration to other sites – the system should take in consideration that the web application might need to connect to different sites, like recruiting companies, official portals, etc.