

Technical assistance on the organizational management to establish the new Integrated Information System in the Ministry of Labour and Social Welfare, Kosovo*

Purpose

The technical assistance will support the office of the General Secretary of the Ministry of Labour and Social Welfare (MLSW) in analysing all existing systems and databases under the domain of the Ministry and in preparing a concept document for the new system, including the supervision of the development of the new system.

In cooperation with the staff of the MLSW, the RCC consultant will establish all the necessary procedures for the new system and support MLSW in the implementation of the new system. The consultant will report to the General Secretary of the LMSW and RCC.

Background Information

The “*Employment and Social Affairs Platform*” (ESAP), is a regional project financed by the European Commission and jointly implemented by RCC and ILO in Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia. The project, which began its implementation in 2016 and lasts for 3 years, aims to strengthen regional cooperation and institutional capacities of national administrations, employers’ and workers’ organizations, enabling them to develop and effectively implement labour market and social policy reforms in their EU enlargement process.

Within this overall objective, the ESAP project provides technical assistance to support national processes related to the preparation, monitoring and follow up of national employment, labour market and social affairs strategies, action plans and/or measures. Ministries of Labour and Public Employment Services are the main beneficiaries of this assistance.

Current need and situation in the MLSW: Presently, the different databases under the domain of the MLSW are maintained under different platforms and are not interoperable, which affects the information flow and the coordination among different areas of work within the Ministry. The new proposed system will be integrated and will enable full control of all the activities of MLSW.

* This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

The overall objective of the consultancy is to analyse the current systems and databases within the domain of the Ministry of Labour and Social Welfare and propose a concept for the new system, including detailed procedures for implementation and support in the implementation of the new system.

The scope of services under this assignment includes the following key activities:

1. Analyse the current situation
 - a. Analyse the existing IT systems and databases under the domain of the Ministry of Labour and Social Welfare;
 - b. Analyse the legislation and regulations related to the employment scheme, social assistance scheme and other databases;
 - c. Propose and help implement a roadmap for the standardization of data from the existing databases;
2. Prepare a proposal for an integrated concept of information management
 - a. Prepare a plan for the migration of data from the existing systems to a new centralized system;
 - b. Plan and develop a business logic for supporting the new system;
 - c. Prepare specifications for the new software. The integrated solution should be based on a web technology;
 - d. Prepare documentation on IT policies and procedures in relation to the new system;
3. Contribute in the implementation of the new integrated management system
 - a. Plan the implementation of the new system;
 - b. Test and analyse the new system, including the financial module;
 - c. Train the trainers;
 - d. Cooperate with the staff of MLSW to prepare, configure and launch the new system;
 - e. Analyse system optimization, payment plan maintenance, links with other institutions and recommend possible improvements to the work process;