

DRC

Terms of Reference (TOR)

for

Provision of Digital Platform for Strengthening access to employment and entrepreneurship opportunities for youth Iraqi and Syrian Refugees men and women through innovative digital employment and busienss development services

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

2. Purpose of the service

In our effort to improve employment and entrepreneurship in Iraq, our organization matches with the 'Go Digital' strategy to start in a new period of digital empowerment. We seek for capable service providers for digital employment services, skill-based job descriptions, educational curriculum integration, and related solutions.

Iraq faces specific challenges in its job sector, and adapting to the digital age is crucial. The Digital employment Platform can help by providing digital employment strategies. We aim to form a strategic agreement with the a service provider who run and manage an existing platform/application that is operational and equipped with the necessary infrastructure, features and functionalities to facilitate digital employment strategies, utilizing its expertise to empower entrepreneurs and improve job opportunities in Iraq. This initiative is not just about using digital tools but also about understanding Iraq's readiness for digital employment. The service provider will offers a customized approach, considering the local context and providing a way for people to increase in the digital economy. DRC Economic Recovery program in Iraq can benefit greatly from digital employment practices. This agreement aims to go beyond a technological shift, positively impacting economic growth, encouraging innovation, and ultimately improving living conditions for program participants. As we get on this collaboration, we acknowledge the potential of digital employment to not only create jobs but also to challenge traditional norms, promote economic

independence, and contribute to the overall social progress. Through this agreement, we hope to make a meaningful contribution to DRC EcRec sector digital future, ensuring that program participants have the skills and opportunities to succeed in the fast changing digital form.

3. Objective of the service

We aim to establish a strategic agreement with service provider, focusing on the utilization of a digital employment platform for youths. Our goal is to empower youths and program participants by providing them with the necessary tools and resources to use the modern job market. Through collaborative efforts, we intend to utilize a career counseling application and an online business development services platform. The primary objectives of this agreement are:

1. Youth Empowerment: engage and support youths in their career development path, giving them access to knowledge and technical training to improve their skills and increase a beneficial environment for learning and growth.

2. Employment Opportunities: fill the gap between youth job seekers and potential employers through facilitating the announcement of job opportunities within the digital platform and act as a connecting hub for both job seekers and employers.

3. Digital Technology Utilization:

Equip youths with the skills to utilize digital technologies for employment prospects. Offering online training modules to enhance digital literacy and improve practical skills ready for the demands of the job market.

4. Entrepreneurial Support: provide support to potential and existing entrepreneurs through knowledge sharing, offering flexible online training for business development and facilitating connections with potential stakeholders and market actors.

5. Networking: Create a joint network where youths, employers, and entrepreneurs can interact and mutually benefit, improve sense of community and mentorship within the digital platform and establish a sustainable relationship for ongoing support and growth.

4. Scope of Work and Methodology

The specific tasks and deliverables expected from the service provider include:

- Account Setup and Activation: the service provider will facilitate the creation and activation of organizational and individual administrator accounts for DRC.
- Onboarding and Training: Webinar sessions will be conducted by service provider staff to educate users on the platform's features and functions from the beginning of the agreement and any time needed at later stage as per DRC program staff request.
- Knowledge base access: users and administrators from DRC staff will have access to the service provider's knowledge base, containing showing how to article for optimat app usage and guidance on the career portal on the overall data of the users and DRC program participants.
- Key account manager support: A dedicated key account manager from company's service team will provide support and consultation, available for regular (up to biweekly) meetings for the first three months and any time needed at later stage as per the request form the DRC program team.

- Data and Document Export: users have the ability to export all their documents, including CVs, occupation overviews and skill matches, as PDF. Each exported document will feature a designated logo and additionally users can easily export their data from the platform as required.
- Weekly Email Summaries: Administrators will receive automated weekly emails summarizing skill profiling data associated with their organizational account.
- Live Support: Access to live support through email or in-software chat for any assistance needed for DRC staff.
- EU Server Hosting: All data will be hosted on European Union (EU) servers, ensuring compliance with EU general data protection regulations (GDPR).
- Security and General Updates: The service provider will manage and responsible in security updates and general platform updates.

5. Deliverables

As per the Scope of Work, the service provider is expected work in continuous collaboration with DRC team and have regular meetings with the program staff and DRC technical staff to make sure the deliverables expected successfully delivered.

Breakdown of requested deliverables	Unit	Remarks
Beneficiary Licenses	500	Multi-entry active beneficiary licence for 12 months duration and to be activated based on request from DRC.
Add-on for Administrator Access License	80	Permanent active administrative access regardless to the contract duration to be activated based on request from DRC.
Skill-Based Job Description Generator (Employer portal)	1	This is a permanent feature and function within the platform and to be amended when requested by the service provider or access to DRC administrators to amend.
Education Curriculum Integration	1	This is a permanent feature and function within the platform and to be amended when requested and contents uploaded by the service provider or access to DRC administrators to amend.
Reporting and Analytics Data	1	One time cost with continuous commitment of the service provider
White label	1	One time cost with permanent commitment of the service provider.

Immediate Deliverables		
Activity	Deliverables	Estimated LOE (Calendar days)
1 – Account setup and Administrative accounts	Completed and activated organizational and individual administrator accounts.	2
2- Onboarding webinars and self service articles	- Completion of webinar onboarding sessions for users and administrators by the service provider staff on features and functions of the platform. - Users and administrators have access to service provider platform's knowledge base of illustrated how-to articles on how best to use the app and career guidance portal	2
3-Dedicated Key Account Management	A dedicated key account manager from company service team to support the organization's needs	3
4- White label	The service provider is responsible to add and create the name, logo, domain customization; all parts in the app that carry the name of the company platform will be changed to DRC name, logo...etc	3
5- Skill-Based Job Description Generator (Employer portal)	The service provider to conduct a consultation session with DRC team to develop feature specification, engineering time to implement a first of the module and Subsequent maintenance & improvement updates based on the feedback and learning in consultation with the team.	3
6- Education Curriculum Integration	- The service provider to load the existing European skills Competences and occupation course catalogue into DRC account portal. - Give DRC staff access to the course catalogue manager that allows editing, adding and reviewing of courses.	3

Continuous Deliverables		
Activity	Deliverables	Estimated LOE (Calendar days)
Branding of generated documents	All documents (CV, Occupation overview, Skill match) the user can export as a PDF, carry a defined logo on them .	On going service

Continuous Deliverables		
Activity	Deliverables	Estimated LOE (Calendar days)
Weekly skills reporting emails	Administrators receive automated weekly emails summarizing skill profiling data associated with their organisational account	On going service
Multilingual user support	Access to live support via email or in-software chat	On going service
Data Export	Export the user's data from the platform	On going service
Hosting, Maintenance, Security Updates	Includes the hosting of all data on EU servers (GCP), security updates and general updates	On going service
Reporting and Analytics Data	Continuously analyse the data and report to DRC on the participants and other services utilized the platform.	On going service

6. Duration, timeline, and payment

The immediate deliverables are estimated to be completed within 21 calendar days starting January 10th with all work to have been completed by January 31st 2024.

The timeline to deliver the immediate deliverables is to end of January 2024 as for the continuous deliverables we have not time limit as they are on going services provided by the company. There is no timeline duration for this agreement of utilizing the company platform in Iraq for DRC.

7. Requirements

- All requirements are as per the scope of work and the deliverables stated within this Terms of Reference.

8. Technical criteria

#	Technical Criteria	Weighting in Technical evaluation
1	Compliance of data saving with European Union general data protection regulations (GDPR).	Pass/fail
2	The service provided should be able to white label the platform to combine DRC's branding, including name, logo and domain customization as well as customization options for specific features based on DRC's needs and requirements (this criterion will be evaluated based on the applicant confirmation within the technical proposal).	Pass/fail
3	Ensuring appropriate security measures for data export functionalities for users, including CVs and skill matches. Minimum security measures:	Pass/fail

	Access control: implementing role-based access controls to restrict access to data export functionalities through regular review and update user access permissions and monitor access attempts to data export features. Encryption: use encryption for data transformation and storage to protect against unauthorized access (eg., secure socket layer and transport layer security). This will be measured through regular audit encryption protocols and configurations and ensure data is encrypted. Data masking: apply data masking techniques to hide sensitive information in exported data, this will be measured and verified that masked data is consistently applied in all exports, and we will be conducting periodic reviews to ensure sensitive information remains protected. Secure file formats: allow data export in secure and non-editable file formats (e.g., PDF). This will be measured thorough regularly assessing the compatibility and security of supported file formats and monitor for any attempts to export data in insecure or editable formats. User authentication: enforce strong user authentication mechanisms, such as multi-factor authentication. This will be measured through regularly assessing the strength of authentication methods in use and monitor for failed authentication attempts and take appropriate action.	
4	The platform should be fully functional in English, Arabic, and Kurdish is an adding value to tailor to the language preferences of users in Iraq.	Pass/fail
5	The service provider should have a proven track record for a minimum of three years in developing and managing digital employment platforms through: Providing a detailed profile showing the digital employment platforms they have developed and managed over the pt three years. Providing a minimum of two references from clients who have utilized their digital employment platforms.	Yes/No
6	The platform should have strong features for: Career Counseling: Comprehensive Assessments: Combine strong career assessments that analyze skills, interests, values, and personal attributes to provide users with a general understanding of their strengths and preferences. Personalized Recommendations: Implement systems that generate career recommendations based on assessment results, academic background, work experience, and industry trends. Professional Guidance: Integrate a system for connecting users with experienced career counselors or mentors who can provide personalized advice and guidance. Online Training: Diverse Course Catalog: Offer a wide range of courses covering various industries, skills, and levels of expertise to serve different user needs.	Yes/No

	Interactive Learning Tools: Provide features like quizzes, assignments, and interactive simulations to enhance engagement and knowledge retention. Job Matching: Advanced Matching Systems: Develop advanced systems that analyze user profiles, including skills, education, and preferences, to match them with relevant job opportunities. Machine Learning for Predictive Analysis: Utilize machine learning to predict potential job matches based on historical data and user behavior, improving the accuracy of recommendations over time. Integration with Job Portals: Connect with external job boards and company databases to ensure a vast and up-to-date pool of job listings. Additionally, consider incorporating user feedback mechanisms to continuously improve the platform's features. Regularly updating the platform based on user input ensures that it remains a valuable resource for career development.	
7	The platform should have the ability to generate skill-based job descriptions and integrate educational curriculum into the platform.	Yes/No
8	The service provider should have a structured onboarding process, including webinars and self-service training to ensure smooth adoption of the platform by DRC staff and users.	Yes/No
9	Provision of a dedicated key account manager for ongoing support, with regular (up to biweekly) meetings for the first three months and as needed thereafter and live support through email or bilateral chat for immediate assistance.	Yes/No
10	Continuous analysis of application data with regular reports provided to DRC, showing the impact on participants and other services utilized.	Yes/No
11	Commitment to ongoing service, including branding of generated documents, weekly skills reporting emails, multilingual user support, data export, hosting, maintenance, security updates, and continuous reporting.	Yes/No
12	Ability to deliver immediate deliverables within the specified timeline on the deliverables table above and commit to ongoing services.	Yes/No

9. Technical Supervision & Quality Assurance

The service provider team will work directly with the following DRC Team members on the programme:

- i. Economic Recovery Project Managers
- ii. Economic Recovery Program staff.
- iii. DRC Iraq Information Management department for data management fields.
- iv. DRC IT Specialist in Iraq on IT technical aspects.

The selected service provider will work in coordination with:

- v. *Iraq Economic Recovery Technical Coordinator as the focal point of contact for all technical matters.*
- vi. *Regional Economic Recovery Coordinator for all technical matters.*
- vii. *Economic recovery field program focal points.*

10. Location and support

The Platform will be utilized for Iraqi context economic recovery program participants in Iraq. This will cover all locations of Iraq.