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# International Labour Organization (ILO)

# New Industrial Relations Framework Programme

# (VNM/16/02/USA)

**TERMS OF REFERENCE FOR A SERVICE PROVIDER**

**to develop the 2019 Labour Code website**

**(Activity 1.1.5 - USDOL)**

****BACKGROUND****

The adoption of the revised Labour Code in November 2019 was a milestone for Viet Nam in improving its legal framework towards better alignment with the ILO’s fundamental principles and rights at work. The code is expected to substantially improve Viet Nam’s employment and industrial relations and thereby facilitate greater participation in the country’s economic growth. The new Labour Code will take effect from 1 January 2021.

To make the code operational and meaningful, it is crucial to help workers and employers understand their new rights and responsibilities. Toward that end, the Ministry of Labour, Invalids and Social Affairs (MoLISA), the Viet Nam Chamber of Commerce and Industry (VCCI), the Viet Nam General Confederation of Labour (VGCL) as well as the ILO in Viet Nam have been developing various awareness raising materials on the key changes of the 2019 Labour Code. However, workers and employers still need an information hub where they can find all the documents related to the Labour Code.

Against this context, the ILO supports MoLISA to develop a web-based portal on the 2019 Labour Code to serve as a one-stop-shop for information seekers. This website should be made available to the public before the new Labour Code takes effect.

The web portal is expected to include all relevant legal documents related to the 2019 Labour Code, awareness raising materials, 10 topical threads with frequently asked questions and detail answers, and quizzes.

The portal’s target audiences include workers and employers. It will be also useful for the general public and other audiences who are interested in learning about the new Labour Code.

The web portal will be hosted on the server of the MOLISA and maintained by the Ministry. Expected structure and contents are explained in the concept note (Annex 1).

The ILO’s support for this task is mainly through the New Industrial Relations Framework technical cooperation project (NIRF), funded by the US Department of Labor. One of the key objectives of the NIRF/ USDOL project is that “National labour laws and legal instruments are revised to be compatible with the ILO Declaration on Fundamental Principles and Rights at Work (FPRW) in full consideration of the socio-economic conditions of Viet Nam”.

To develop the Labour Code web portal, the ILO in Viet Nam will contract three parties to support MoLISA:

1-a service provider to design, develop and run a bilingual website featuring all relevant legal and instructional documents related to the 2019 Labour Code, awareness raising material, 10 topical sections, FAQs and quizzes.

2-An external consultant as web editor with background on media and writing/editing for the web to edit content for the targeted audiences

3- Two external consultants with legal background with extensive knowledge on the 2019 Labour Code to provide content for the web portal

This ToR provide the scope of work for a service provider to develop and run the web portal (party 1 above).

The ILO in Viet Nam is inviting proposals from reputable and qualified companies with a track record of success in designing and producing digital solutions for this assignment.

**TASKS**

* The service provider will participate in a briefing session with ILO, MOLISA and the content development team to understand the overall project and expectations.
* Based on the debriefing session, website concept note and this TOR, the company develop and design concept for the web portal. The service provider will share a maximum of three proposals.
* Adjust the concept based on feedback and comments from ILO and MOLISA
* Develop the visual concept and language for the web portal adapting to the different components outlined in the Concept note (Annex 1).
* Buy photos/illustrations, and create graphic design elements for the web portal as requested by the content development team.
* Upload content on the relevant sections of the website
* Coordinate with MOLISA to integrate the web portal into MOLISA system and website.
* Test the web portal before going live
* Make recommendations for backup/restore plan.
* Develop a user manual and provide training to MOLISA staff to perform content upload, system maintenance and administration.
* Design and establish anti-hacker and antivirus plan for the web portal.
* Provide warranty and maintenance service.

**DELIVERABLES**

The service provider is expected to develop an organized, attractive and user-friendly web portal with informative content that is suitable for workers and employers. The specific deliverables include:

1. Map / design of web portal structure subject to MOLISA and ILO’s approval
2. A complete web portal with the functionalities and content as described in the Concept note (Annex 1)
3. The web portal that is compatible with MOLISA server and main website
4. A user manual developed and a training delivered for the support staff and system administrators to perform content upload, system maintenance and administration
5. Support and maintenance: Administrative and technical support for a period of 6 months
6. Full source code handed over to MOLISA

Additional deliverables include:

1. 30 photos are bought as requested by the content development team to be used for the web portals
2. 50 graphics are designed as requested by the content development team to be used for the web portals

Once a company is selected, the TORs may be amended to capture new specific developments on the site upon request of MOLISA.

****CONTRACT PERIOD****

The duration of the contract will be 7.5 months with the expected starting date on 6 November 2020.

The development phase of the web portal will be completed in 6 weeks starting from the date of the signing the contract. The portal must be operational by no later than 18 December 2020.

The use manual, training and the maintenance of the portal will be done after the development phase.

****REQUIRED SKILLS AND EXPERIENCE****

The service provider should demonstrate and provide examples of previous experience in the performance of similar services as follows:

* Have a good reputation with at least 5 years of prior experience designing visually appealing and navigation-friendly websites;
* Have relevant experience and be familiar with different Content Management Systems (CMS);
* Have excellent knowledge and expertise in recent trends in graphic design and website;
* Demonstrate the ability to create innovative and visually appealing design
* Key professional staff qualifications and competence needed for the assignment:

*Lead developer:*

The lead developer has extensive experience (at least four years) in programming and CMS development. The lead developer is an expert in scripting and coding languages and standards. The lead developer is an expert in the use and configuration of the below products and techniques: Search engine optimization, Google Webmaster tools, Google developer tools, Mobile device adaptation.

*Graphic designer:*

The graphic designer (or a team of graphic designers) has prior experience on designing websites with a solid portfolio of at least 5 years of experience

****APPLICATION****

Interested candidates are invited to submit an application package **in English** including the following documents by email to quynh[n@ilo.org](mailto:n@ilo.org) by 29 October 2020.

* A proposal describing the previous work done in this area;
* A portfolio of previous work of webs with similar functionalities;
* CVs of the lead developer and graphic designer in charge of this project;
* A financial proposal which indicates the breakdown of all costs and be inclusive of all considerations;
* List of 3 recent references.

Only submissions with complete documents stated above before the deadline will be considered. We regret that detailed screening results will not be released and only shortlisted candidates will be contacted.