

Terms of Reference
Skills For The Future Program
Loan Contract No.2739/OC-BA
Programme Coordinating Unit

DIGITIZATION OF THE LABOUR DEPARTMENT

1. INTRODUCTION

1.1. On November 02, 2012 the Government of Barbados (GOB) and the Inter-American Development Bank IDB entered into the Loan Contract No.2739/OC-BA for the implementation of the *Skills for the Future Program*, hereafter referred to as the Program.

1.2 The overall developmental objective of the Program is to support the GOB's Human Resource Development Strategy with an emphasis on improving the quality and relevance of Secondary Education and the effectiveness of Technical Vocational Education and Training (TVET).

1.3 In particular, the Program aims at expanding opportunities for demand driven training and skills certification by supporting the implementation of a National Qualifications Framework that incorporates the Caribbean Certificate of Secondary Level Competence (CCSLC), National Vocational Qualifications (NVQ), Caribbean Vocational Qualifications (CVQ) and/or international qualifications for the occupations for which competency-based training is being demanded by the employers and workers of Barbados and financed by the Program.

1.4 The above-mentioned objectives are to be achieved through the implementation of the following 4 components:

Component 1- *Support for an employer driven training system* - will support a better alignment of the supply of training with market demand, by creating a pilot competitive Competency-Based Training Fund (CBTF) in parallel to the existing Employment and Training Fund (ETF). The CBTF is being managed by the TVET Council;

Component 2 - *Improving the quality and relevance of secondary and post-secondary education* - will improve the quality of secondary and post-secondary education so that, upon graduation, students have the core and life skills necessary to enter the labour market or continue studying;

Component 3 - *Institutional strengthening* – will support the Ministry of Education, Science, Technology and Innovation (METI), the Ministry of Labour, Social Security and Human Resource Development (MLSD), the Erdiston Teachers’ Training College (ETTC), and TVET institutions (including the Barbados Community College) in the following areas: (i) business plan development and implementation for the institutions involved in the Project; (ii) leadership and capacity development to respond to the challenges of revamping the TVET system; and (iii) improved data and information systems in the Ministries involved for better analysis, policy making and dissemination to the general public; and

Component 4 - *Communication Campaign* - will be used to finance a communication strategy to disseminate the objectives of the Project, promote the development and implementation of NVQ and CVQs, and to raise the overall profile of TVET in Barbados. In addition, materials will be designed to promote gender equality in TVET, that is, more women enter male-dominated and traditional trades and vice versa.

2. BACKGROUND

2.1 The Labour Department is the arm of the Ministry of Labour, Social Security and Human Resource Development (MLSD) that is responsible for monitoring the country’s industrial relations climate. It provides an employment service for the placement of persons both locally and overseas and monitors labour standards within the working environment, particularly with respect to safety and health. More specifically, the Department enforces labour legislation, provides conciliation services in industrial disputes, and manages the National Employment Bureau (NEB) for the registering, counselling and placement of job seekers. The Department is dissected into the following three sections:

1. Industrial Relations;
2. Occupational Safety and Health; and
3. National Employment Bureau

2.2 By the nature of the afore-mentioned activities, the Labour Department is widely acknowledged to be the prime advisor to the Government, employers and employees on all labour related matters. Furthermore, the Labour Department is

widely acknowledged to be a critical producer of labour market information, as it generates a number of vital statistics that are of value not only to policy and decision makers, but to the public at large.

2.3 Some of the statistics currently generated by the Department in the conduct of its daily operations include:

1. Local and Overseas Registrations;
2. Local and Overseas Placements;
3. Number of Work Stoppages by sector;
4. Causes of Work Stoppages by sector;
5. Man days lost by sector;
6. Number of Disputes received;
7. Number of Employers Prosecuted;
8. Number of Visits made to Employers;
9. Number of Shops Inspected;
10. Age & sex of NEB Registrants;
11. Skills sets & work experience of NEB Registrants;
12. Vacancies posted by Employers (by Occupation);
13. Enrolments under the Unemployment Retraining Fund by subject area;
14. Graduates of the Unemployment Retraining Fund by subject area;
15. Occupational accidents reported by sector;
16. Occupational accidents reported by nature;
17. Occupational accidents reported by cause;
18. Work place Safety and Health Inspections;

2.4 For several years, the majority of these statistics have been collected and compiled in hard copy format. However, in this era of knowledge management systems, and the receipt of information in “*real time*”, the creation of an electronic information system for the collection, analysis and reporting of data is vital to the timely dissemination of statistics.

2.5 As a practical example, for required information user should be able to conduct an online query of statistics such as occupational accidents by sector, the number of work-place fatalities by age-group, work stoppages by sector, or placements made to any overseas employment programme by gender.

2.6 To address this situation therefore, the MLSD is desirous of having the Labour Department’s statistics consolidated and captured electronically in a structured format.

2.7 This digitised labour market information system should be integrated into the MLSD’s Barbados Labour Market Information System (BLMIS); a content

management website which is built in PHP with a MYSQL database in the “back end”. The digitized labour market information System should also be compatible with the Knowledge Management System currently being developed under the national Human Resource Development Strategy.

3. DESCRIPTION OF SERVICES

3.1 General Objective

3.1.1 To enhance the efficiency and effectiveness of the Labour Department, through the creation of an electronically-based system of accurate, relevant and updated labour statistics.

3.1.2 The electronic system should be able to (i) reduce the time taken by an ‘information user’ to access and query a time series of labour statistics; (ii) enhance and further develop the ability of the Labour Department to formulate targeted programmes, projects and activities for the benefit of the public; and (iii) enhance the ability of policy and decision makers to make immediate, objective, facts-based assessments on the performance of services and programmes being offered to the general public.

3.2 Specific Objectives

The consultant is expected to execute the following specific objectives:

3.2.1 Create a multi-user, content information and management system comprised of digitised legacy hard copy data, which can be (i) stored, queried, and retrieved for viewing, analysis and/or printing, and (i) can be imported and exported into spreadsheet, CSV, PDF or any other document format.

3.2.2 To build demographic profiles of all local and international users of Labour Department services such as; job seekers, employers, employees, students, unions, Government and Non-Governmental Organisations (NGOs), as well as researchers so that information can be assessed electronically according to a host of criteria such as age, sex, occupation held, qualifications possessed, work experience, service(s) requested, etc.;

3.2.3 Train staff in the benefits and function of the digitised information system

3.3 Tasks

- 3.3.1 Review (i) supporting documentation and accepted standards relevant to the collection and analysis of labour market information (ii) the present systems and processes used by the Labour Department to capture the present labour market indicators that are produced and (iii) the existing labour market indicators provided. This review should be done in collaboration with each Head of Section within the Labour Department and should also be done on all forms and approaches used by the department's three (3) sections to capture information (10 days).
- 3.3.2 Facilitate a sensitisation seminar based on the data review at 3.3.1 for the management and staff of the Labour Department and any other key stakeholders. The seminar should inform them of the need for a digitised information system, its benefits and the actions that must be taken to ensure the success of this initiative (5 days).
- 3.3.3 Create a digitized labour market system with the "back end" capacity that will integrate with the Barbados Labour Market Information System (BLMIS). This system should be scalable for future growth and facilitated in collaboration with the MLSD's current Website Developer. This system should also be compatible with the Knowledge Management system to be created under the national Human Resource Development Strategy. The consultant and the client should determine whether any synergies can be generated from incorporating the information system into the current BLMIS platform (30 days).
- 3.3.4 Coordinate, monitor and supervise the entry of each desired labour statistic into the electronic information system in the required format (20 days).
- 3.3.5 Test the information system for conformity to specifications before delivery to relevant stakeholders (5 days).
- 3.3.6 Create a User's Manual for the management and maintenance of the electronic information system. The manual should serve as a comprehensive guide to all aspects of the digitised information system inclusive of assisting in entering, amending, querying and generating reports (10 days).
- 3.3.7 Conduct training for the management and staff of the Labour Department and the Manpower Research and Statistical Unit (MRSU) of the MLSD in the full functionality of the system including, but not limited to entering, amending, querying and generating reports (5 days).

3.3.8 Conduct a demonstration of the completed system to key stakeholders (5 days).

3.3.9 Prepare a final report to be reviewed and accepted by the client (10 days).

3.4 Deliverables

Product 1: Inception report outlining the understanding of the work to be conducted, detailed description of each step to be taken, activity to be executed, resources needed and the subsequent timelines for completion of this consultancy. The inception report should include a Gantt chart for review by relevant stakeholders.

Product 2: Submit Interim report on the assessment of the existing systems and processes, indicators provided, methodologies used to capture information and recommendations arising from the data review and analysis.

Product 3: Conduct a sensitisation seminar for all stakeholders on the use and benefits of the digitised system and their roles within this initiative.

Product 4: Develop a functioning and approved electronic system that is populated, integrates with the BLMIS and is compatible with the Knowledge Management System created under the national Human Resource Development Strategy.

Product 5: Submission of an approved User's Manual that will facilitate the full functionality of the system including, but not limited to entering, amending, querying and generating reports.

Product 6: Conduct training to Labour Department, MRSU and other key stakeholders inclusive of the following areas:

- Data inputs and data capturing methodologies
- Database monitoring, maintenance and updating
- Querying and generating reports

Product 7: Submission of an approved final report. The report should include all challenges encountered, solutions implemented to tackle existing challenges, and recommendations for future use and potential upgrades to the approved digitised system.

4 CHARACTERISTICS OF THE CONSULTANCY

Type of Consultancy: Individual

Procurement Method: ICQ

Contract Type: Lump sum

Length and Duration: Five (5) months (100 discontinuous days), between April 2016 to August 2016.

Place of work: Barbados

Qualification and experience: The Consultant shall at a minimum, possess the following qualifications and experience:

- Associate degree, university degree or an equivalent qualification in Computer Science, Information Technology or any other related field;
- A minimum of five (5) years' experience in creating and formulating diverse types of databases;
- Experience in developing user-friendly software for data input, analysis and generating reports, tailor-made for different users
- Experience in delivering training in the use of information systems, database management or other related areas;
- Experience in working with Microsoft SQL Server or any other Relational Database Software.
- Proficiency in web based languages

5 REPORTING AND COORDINATION

5.1 The consultant selected will report to the Permanent Secretary of the Ministry of Labour, Social Security and Human Resource Development (MLSD) through the Chief Research and Planning Officer, MLSD. Day- to -day activities between the Consultant and the client will be facilitated via the Permanent Secretary's designate.

5.2 Three (3) electronic and three (3) printed copies of all reports prepared under this consultancy are to be delivered to the Permanent Secretary, Chief Labour Officer and to the Chief Research and Planning Officer respectively.

6. COMPENSATION

6.1 The consultant shall make his/her own arrangements to pay income tax, social security contributions and to meet any other statutory obligations arising from the agreement.

6.2 The consultant will be paid according to the following payment schedule:

Deliverable	Payment
Submission and Approval of Product 1	10%
Delivery, Submission and Approval Products 2 and 3	20%
Development and Approval of Product 4	40%
Submission and Approval of Product 5	20%
Delivery, Submission and Approval of Products 6 and 7	10%

7. CONFIDENTIALITY

7.1 The consultant shall maintain full confidentiality of all documentation and discretion in the dissemination of results. The consultants may not utilise the information for presentations or studies related to this consultancy without prior approval from the MLSD.

7.2 All materials and deliverables produced under this consultancy shall remain the sole property of the MLSD.