

## Terms of reference

### Consulting company to develop a web-based digital platform for social security in Timor-Leste

#### 1. Background:

Since the early 2000s, ILO Timor-Leste has been working with the constituents in Timor-Leste to strengthen the social protection system and to extend social protection coverage as a fundamental part of the UN's 2030 Agenda and articulated in the Sustainable Development Goals (SDGs) under target 1.3 to "implement nationally appropriate social protection systems and measures for all, including floors."

In Timor-Leste, the right to social protection is enshrined in the Constitution of the Timorese Republic (Article 56), which recognizes citizens' right to social assistance and social security and sees the establishment of the system as far as the state's resources allow. Anchored in human rights, the Government of Timor-Leste has made efforts to protect all citizens, with a particular focus on the most vulnerable, to ensure that they can fulfil their potential.

The social protection system includes both contributory and a non-contributory related benefits. The contributory scheme was approved by Law No. 12/2016 of 14 November 2016, and is characterized as a single scheme for all, integrating the beneficiaries of the transitory regime, as mandatory, self-financed, financially independent from the government budget, largely managed on a distribution basis. It is based on principles of intra- and intergenerational solidarity. It also includes a component of public capitalization for stabilization. The non-contributory scheme includes a number of social protection programs providing benefits, aiming at reducing vulnerabilities and combating poverty. This scheme is financed by the State's general budget, in particular through oil revenues.

The first National Strategy for Social Protection (NSSP) 2021 – 2030 was approved by the Council of Ministers on November 11, 2021 and launched on February 4, 2022. This is the first strategic document of this nature developed in the country, reiterating the commitment of the Government of Timor-Leste to continue strengthening the social protection system, ensuring the fundamental rights and guarantees of all the citizens, including the poor and most vulnerable. The strategy sets out three strategic objectives: (1) Reduce Poverty; (2) Improve and Expand Social Security for Workers; (3) Institutional Development.

The National Institute of Social Security – (or in Portuguese *Instituto Nacional de Segurança Social* -INSS) is the institution responsible for the management and implementation of the social security system. As part of the National Strategy, INSS is strengthening its information and communications technology platform to ensure the effectiveness, efficiency, reliability and transparency of social security benefits. INSS is investing in the development of a structured, robust, functional and integrated management information system. Two modules have been completed, namely the module of contributions and the module of financial management. Other modules are planned to be developed gradually and integrated in the whole system, including the module of the benefits and module for monitoring and evaluation.

In addition, INSS with support from ILO is working on the administrative data compilation, data validation and data summary in order to contribute for the preparation and publication of the first bulletin of statistics of social protection in Timor-Leste. The official data will also feed into the ILO Social Security Inquiry (SSI) questionnaire that compiles internationally comparable and consistent data on social security expenditure and revenue and coverage trends of national social protection systems.

Despite the progress in developing the modular information management system, there is no web-based solution to provide open social security related data and information sharing in Timor-Leste. Therefore, INSS is requesting ILO support to design, develop and implement a web-based digital platform aiming at collecting, summarizing and sharing information and data in the area of social security in Timor-Leste.

The ILO Timor-Leste Office is seeking services of a Consulting Company to design, develop and implement an organized, attractive and user-friendly website as a custom-made web portal for social security in Timor-Leste and integrate it in the INSS server with training. The primary users of the website will be citizens, workers, employers, and INSS staff.

## 2. Assignment - Specific Objectives

Under the guidance of the ILO Senior Social Protection Technical Officer and in coordination with the National Institute of Social Security of Timor-Leste, the assignment will be structured around the following specific objectives:

- a) Develop all functions of the website for social security. It should be noted that the (a) main customer of the social security website is the National Institute of Social Security; (b) website to be built in an open data format; (c) website to be compatible and linked to the on-going development of INSS modular information management system (c) website to be bilingual (Tetum and Portuguese)
- b) Presenting the technical proposal to the constituents
- c) Presenting and agreeing on the workplan and timeline of the project
- d) Design and implement the user-friendly website for social security based on the agreed functions with the National Institute of Social Security and linked with the ongoing modular information management system. It should be noted that the website should include at least six sections related to: Workers, Employers, Benefits, Simulations, Statistics, About us. It should be noted that the website should have the ability to create different users and should be developed to be mobile-friendly by design.
- e) Preparing the website to be further linked with future modules of the INSS information management system
- f) Structuring the section on 'Workers' with relevant information for 'Employees' and 'Self-employed persons', including their rights and obligations, with a section for registration in the contributory national system, payment of social security contributions, statement of contributory situation
- g) Structuring the section on 'Employers' with relevant information on rights and obligations, including areas for registration, payment of social security contributions, statement of contributory situation
- h) Structuring the section 'Benefits' with description of all type of benefits and an area for applying/claiming benefits
- i) Organizing the section 'Simulations' to allow the calculation of monthly contributions and estimate benefits' amounts
- j) Preparing the section on statistics as an open data portal for social security with the ability to search and filter datasets and, include metadata such as description, data type, and publication date to better capture the context of each dataset, as well as allow links to other social protection data dashboards, particularly: <https://www.social-protection.org/gimi/WSPDB.action?id=19>
- k) Configuring the 'About Us' to include objectives, principles, history, budget, social security account, contacts
- l) Upload all the relevant existing information and data provided by INSS
- m) Produce, consult and approve a manual for administrators on how to use and update the website
- n) Install, test and deploy the website and obtain approval
- o) Provide and assist training of the INSS staff, including training on the maintenance of the website, on how to upload the data into the website
- p) Full handover of the source code of the website to INSS and integrated at the INSS server
- q) Provide a guarantee for maintenance after handover and integration of the website

### 3. Coordination and reporting

The selected Consulting Company will coordinate closely with INSS focal points and ILO Senior Social Protection Technical Officer and report the progress every two weeks.

### 4. Expected deliverables

Detailed workplan, cost and time schedule to be developed by the Consulting Company and approved by ILO Senior Social Protection Technical Officer in coordination with INSS, following the general output-based schedule below. All the percentages goals delivered of the website should be precisely defined in the technical proposal.

The expectable deliverables will be subject for review and approval of the ILO Senior Social Protection Technical Officer for Timor-Leste:

- Output 1: Comprehensive technical proposal with detailed workplan and timeline (Within one week after awarding)
- Output 2: First demo website presented and sent for review (by the end of March 2023)
- Output 3: 50% demo website presented and sent for review (by the end of April 2023)
- Output 4: 100% demo website presented and sent for review (by the end of June 2023)
- Output 5: All the relevant information and data uploaded in the website (by the end of July 2023)
- Output 6: Training and full system handover and integrated at the INSS server (from 1<sup>st</sup> of June 2023 to 31<sup>st</sup> of July 2023)

### 5. Payments

The assignment shall start from upon signature of the contract and deliverables must be completed and delivered no later than 31<sup>st</sup> of July 2023.

Payments will be paid in 4 instalments upon delivery to the satisfaction of the ILO of relevant products as stated above.

Payment 1 – 15% of the total amount	Output 1
Payment 2 – 15% of the total amount	Output 2
Payment 3 - 25% of the total amount	Output 3
Payment 4 - 30% of the total amount	Output 4
Payment 5 - 15% of the total amount	Outputs 5 & 6

The service provider shall not in any circumstances be entitled to any payments other than those expressly provided for above.

### 6. Requirements for consultancy company

The Consulting Company is expected to have the following:

- Minimum of five years of experience in developing developing web portals, management information systems or any other development system for similar assignments
- Good knowledge of the social protection sector

- Having experience working with Government of Timor-Leste and/or UN and other international agencies
- Fluency in written and spoken Portuguese is required
- Excellent time management and organisational skills;
- Strong experience in providing training to the government counterparts on the systems developed

## **7. How to apply**

- Interested Consulting Companies may submit their Expression of Interest (EOI) and financial proposal to Ms. Rita Fernandes at fernandesr@ilo.org by 13<sup>th</sup> of February 2023
- Only short-listed Consulting Companies will be requested to submit a Technical Proposal for the development of the web-based digital platform for social security in Timor-Leste and Financial Proposal with a clear specification of the cost with detailed breakdown to Ms. Rita Fernandes at fernandesr@ilo.org at the latest by 20<sup>th</sup> of February 2023
- Expected starting date of contract: End of February 2023

ILO reserves the right to accept or reject any/all proposals without disclosing any reason or whatsoever.