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Migration and Local Development Project

Project No 00110562

**Pre-Bidding conference on Development of a Job-Placement and recruitment web-platform for
National Employment Agency**

RfP 19/02009

Minutes

Venue: MiDL Office, 16 Maria Cebotari str. Chisinau, Republic of Moldova

Date: 27 November 27, 2019, 11:00 – 13:00

Participants UNDP:

- Zinaida Adam, Project Manager, MiDL Project, UNDP Moldova
- Ion Ratoi, Project Assistant, MiDL Project, UNDP Moldova
- Oleg Burlacu, ICT Consultant, MiDL project, UNDP Moldova

Vendors:

- Plamadeala Valeriu, CTO, Soft Tehnica SRL
- Pintilii Veronica, PM, Soft Tehnica SRL
- Scutaru Eduard, PM, Das Solution SRL
- Gladkaya Elena, Softengi (via Skype conference call)
- Marina Tanevska, Keitaro (via Skype conference call)

Background:

A brief description of the main tasks according to the RfP was made, underlining the following: MiDL Project seeks to contract a company for the Development of a job-placement and recruitment web-platform for the National Employment Agency.

At the beginning of the meeting, the Project Manager emphasized that UNDP shall consider valid only the offers submitted via the E-Tendering system. Thus, the files submitted via email address will not be qualified to the competition. Candidates were advised to start the submission processes in advance. The eTendering platform is a global platform of UNDP, the access to the technical and financial offer is restricted to UNDP Moldova before the deadline and the offers become available only after the deadline.

The main goal on development of this platform is to create a national job platform for the National Employment Agency here in Republic of Moldova. So, there are multiple channels of input data into this system. First one it will be the web interface standard one, so all the companies can enter after the sign in process and then create these vacancies and managing them. The second type of data input it will be for some API-es from some data exposure of the companies. The platform will offer a way to integrate the aggregated data source from different companies. The third one it will be an update process, so, each company will receive periodically an update email there they will confirm the validity of the vacancies.

Having a platform that is very easy to use and user-friendly it's one of the most major aspects that needs to be ensured. Using some open data base system is recommended. A continuous integration process should be established, so intermediate software releases can be delivered on request. It's necessary to ensure the continuous development of this system.

The National Employment Agency has an IT department who is responsible for maintaining all IT systems and tools of the network and they also will be in charge of maintaining this platform after it will be finalized. The platform should be sustainable and to be used by many years. Given that the National Employment Agency is a state body, the platform has to follow the official regulation requested by the e-Government Agency that is available online.

Questions and Answers session:

Q: Should password protect be used for both, the technical and the financial offer?

A: No, only the financial offer should be protected.

Q: About the platform, could you please specify if the platform should be only a simple application for jobs announcements, or users should have their own cabinet?

A: The most part of the users will be not so skilled to manage their cabinets, so no user cabinet is requested. They should only receive notifications via email or SMS on their phone about application process. There is no immediate need to build a Viber, WhatsApp, Telegram bot to send notifications.

Q: Who will pay for the SMS?

A: If this method will be selected, this process will be managed by National Employment Agency and the company could advise them on selecting a provider for this kind of services. Once selected, you will be responsible to integrate the provided API to the system.

Q: This platform should be used only on a computer, or it should have an application for smartphones?

A: It will be a big plus if the application will provide a Progressive Web Application interface, that will give the user a native application experience.

Q: This platform will be free of charge for everybody, even for the companies?

A: Yes, the platform will be used by all categories of users free of charge. No advertising shall be placed on it. The only way to promote one position it will be through a process called matching of vacancies. The job-seeking person will select what he knows to do, and the platform should provide the best matches from the available vacancies.

Q: Can you describe how the companies will post the vacancies on this platform?

A: After the registration of the company, and authentication through MPass, two different methods to post vacancies will be available. The first one will be to use the “Add position” on the web interface. In second one, the platform will provide an API to manage the vacancies.

Q: What kind of API is it better to use for this system?

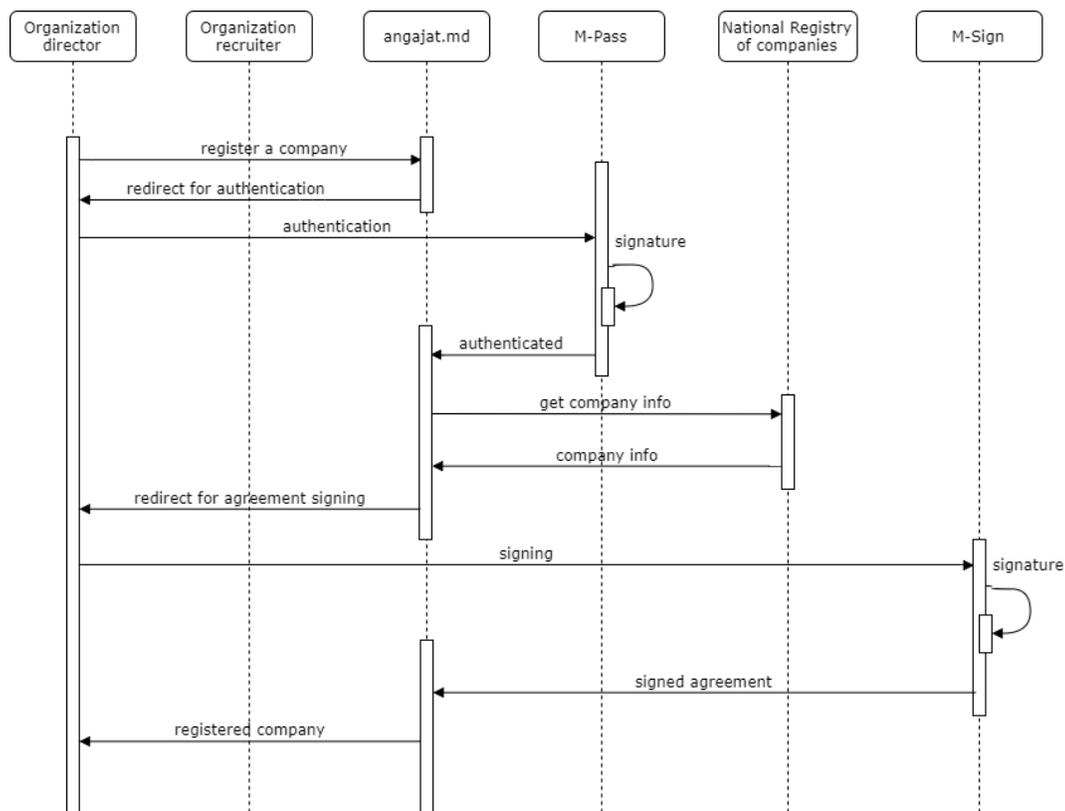
A: It should be a REST API. All the possible objects should have their endpoints with GET, PUT, POST, DELETE methods. Also, filtering and pagination should be possible using API.

Q: In this case the providers should just create the API to be used further by others?

A: All the companies that want to automate the integration for job posting and applicant collection will use this API

Q: Can you describe the use of the services MPass and MSign, the cost of these services should not be included in the financial proposal?

A: Both these services are provided by the Moldovan e-government agency. The selected company will sign a contract and a Non-Disclosure letter and subsequently, will receive the documents for the integration of these system. The way it works is, after clicking login, one should be redirected to the E-Gov MPass page, where the user will have some ways of authorization through their electronic signature or Username and Password, afterwards the authenticated user will be redirected back. A reference diagram is presented below:



Q: The SSL certificate that should secure the data transfer should be provided by customer?

A: Yes, because they will manage the issuance and will provide all the data for the certificate

Q: There is no information about the hardware, maybe you can specify some cloud providers or some planned approach?

A: Yes, the Government have a cloud platform: M-Cloud. We recommend using docker to run the system, so the deployment to the M-Cloud will be easy.

Q: In the documents it is written that the beginning of the project is October current year, can you please specific more about this?

A: We will correct the starting date after the tendering procedure is finalized. In case we have to extend the deadline for application, we will move the deadline for execution of the project accordingly, in agreement with the company that shall be selected. Basically, the activity will take place in the first half of the next year.

Q: Should we use our design for this platform?

A: In terms of the design there are some governmental regulations that need to be applied. They are recommended by the e-Government Agency and they are applicable to any public website, platform developed by any public institution. They are available online. The final design should be approved by National Employment Agency and by UNDP

Q: Could you please specific about the data that the platform should collect?

A: It is a basically requirement for all data to be structured in such a way, that it can be exported to other systems. Now the National Employment Agency does not have any data warehouse model. All the data should have relationship between them.

Q: Is there any indication with regards to the number of potential reports and what these reports look like, are there any templates available?

A: Not yet, but it should be no more than 5-7 reports, basically the reports will be some pivot of the selected data. There will not be big amounts of data to make big reports.

Q: Would you indicate on the bases of what criteria is it necessary to develop and what kind of algorithm for job recommendations you recommend?

A: It can be based on probability of matches for skills with the vacancy's requirements. You can use a full search text through all the vacancies. But it depends on you how to manage it. Here can be used the national dictionary of job types, professions, etc.

Q: Could you say how the ATS module should perform?

A: The company will configure a simple workflow in the system. The workflow will be divided in steps with stages. After submission, the application will pass through this workflow. A company representative will be able to see the number of applicants for each step / stage and move each applicant through the steps / stages.

Q: Should user receive the notifications if he is hired or not?

A: Each step / stage can have a notification configured. In this case, a notification will be sent to the user. Hired or Not hired will be, in this case, some steps.

Q: It should be a single or multiple Pipeline?

A: Its only one simple general employment workflow for each company.

Q: This workflow is prepared by default and no users can edit the stages?

A: The administrator of the company could edit this at all steps / stages.

Q: Is it necessary to complete a questionnaire at filling of the application?

A: The application process is made only to collect data from the applicants, not for making some evaluations based on their responses.

Q: Please specify the purpose of multiple users and how should they use one account?

A: Each organization can have multiple recruitment personnel, so, basically, each of them has his own account in the system.

Q: It should be one general account per company and several accounts related to this company?

A: Yes.

Q: How many roles do you see for this platform?

A: Three roles: Web user (anonymous), company representative and administrator of the system.

Q: A simple user will have an additional account?

A: The users will not have their own accounts.

Q: It should be a process to authorize the users through email or phone number to avoid spam on this platform?

A: It is a requirement for the bidding company to select a security mechanism to protect from fake applicants (re-captcha or other methods)

Q: Who is responsible for localization in order to select one of the three required languages?

A: The system will have manageable dictionaries, so National Employment Agency can edit the localization strings. The company will provide initial translation for all 3 (Romanian, Russian, English) languages.

Q: Please indicate the level of the prototype?

A: The first prototype should be the mockup of the system. The second prototype should already contain some basic functions and with design elements on it.

Q: You will check the feedback of user about using this platform?

A: Yes, UNDP and the National Employment Agency will organize some small events (couple of hours long) with all categories of users to test the prototypes, including will ensure all logistics aspects, the contracted company should just be there to provide answers.

Q: The RFP specifies that at the time of award of the contract UNDP have the right to vary up to 25% the work volume without changing the rate, can you explain that (P 38)?

A: In line with UNDP's Rules and Regulations, UNDP has the right to vary up to 25% the quantity of goods/services, meaning 25% of flexibility in case there will be a need for improving or modifying something that was not estimated initially or overestimated. This additional works will be paid at the same rate that was submitted by winner company prior signing the contract.

Q: Should there be calculated some specific rates for this period of 36 months of maintenance?

A: The offer will include also the rate for future development of the product, valid for the next 36

months after initial delivery. This product will be offered to the National Employment Agency, so after the delivery the Company will work directly with them.

Q: The ToR mentions that the technology is open, but in terms of references there are some specification about tools like PHP documenter and others which can be used only for some taxes, can you explain that?

A: These tools are mentioned only as an example, but the company is not obliged to use them.

Q: Did you think about integrating this platform with M-notify as example?

A: This platform should be available to be integrated in any existing platform.

Q: About MPass, authentication should be an user/recruiter level not company level?

A: The first one who is creating the company have his MPass profile for the company that he is authorized for use. MPass will be given for companies that are signed by this user. Based on this the account of the company will be created in the system. After that, this account can add multiple identifications (idnp) of the person that can use this company. It means that the administrator of the company should add additional persons that can use this account.

At the first company registration the company owner will authorize himself by MPass and the system will receive all the data of the company that should be registered into the system. After this, the owner of the company can create multiple subaccounts that can be identified by email (an invitation letter will be sent to this email address) or by his identification number.

Q: You mentioned that there should be one single workflow, but there are different scenarios when the user will attach a CV and when he only has to select some skills, maybe it should be two workflows?

A: The CV will be an optional field in the application, so the application will pass through the workflow, not the CV.

Q: The proposed skills will be generated in a template that user can send to different agencies without a CV?

A: The user has to select the skills, then user can see the list of all the open jobs that matched his skills. The skills will be more professional based like engineering, painting and so on. It is a requirement for the company to design a recommender based on the national dictionary of data.

Q: The M-Sign was mentioned, can explain its usage?

A: M-Sign is used for signing the requests. It is not clear now if all requests for opened job positions posted by a company should be signed or not legally. If it will be enforced legally to be signed, then they should be signed electronically. There might be the possibility that the request for placing a job position should be signed electronically. It could happen because the National Employment Agency can post only legally available position. Or, M-Sign can be used only at company registration process to sign the agreement to use the system.

Q: Will there be any statistics about good or bad companies, should there be a rating for the companies

A: The main idea that this is a free system that should not single out somehow some company or jobs. At the same time, the small companies that were registered yesterday will have the same ranking as a big company.

Q: Is there any auditing or login system required?

A: All actions should be transactional based.

Q: What should a company profile contain, anything specific, or maybe the possibility to change the name of company or something else?

A: The name will be received directly by state classification register. If in the UI of the company profile you will design a logo, you should provide a way to insert this logo there, the same is with company description and contact data.

Q: What about the history settings for company profile?

A: Right now, you should look only to the open vacancies. Interface should be as simple as possible and shouldn't show too many data. The old jobs will be not deleted, just deactivated and not posted any more on the job board. The company should make security and stress tests to check if the platform can work with a lot of data inside.

Q: Should there be any report builder?

A: No

Q: You mentioned earlier that now there is a similar platform, should we copy all the data from old platform to new one?

A: No.

Q: Can the user log in with the Facebook account, for instance?

A: No, because the user profile is an anonymous one.

Q: What kind of guides or trainings should we use for developing this platform?

A: The first one should be the guide for public usage in an integrated page called "How to use the system". The second one should be a guide for administrators and a maintenance guide of the system. All the inputs should be validated.

Q: How many administrators should be trained to use this platform?

A: Somewhere between 10 and 20 persons, in one group.

Q: Should we suppose that WAF is an existing part of the IT infrastructure and in the scope of work we should include only the efforts for adjusting WAF's configurations during the deployment of the solution?

A: Currently, National Employment Agency doesn't have any WAF solution. If the product should be protected by a WAF, the company should integrate the WAF into the product (it can be a software WAF product). We expect to receive all the required components of the products in docker containers.

Q: Please clarify what activities regarding the integration to all external systems should be included in the scope of work? Please enumerate all the integrations required in this project.

A: MPass – to authorize users, National Registry of the Companies – to get the Company data, M-Sign – to sign the agreements to use the system, SMS provider – to send notifications

Q: We understand that English is stated as a required language. Is it essential to have competences in Romanian and Russian as well?

A: Working knowledge of English and Romanian is required. Knowledge of Russian is an asset.