

**Republic of Zambia**

**MINISTRY OF LABOUR AND SOCIAL SECURITY**

**NATIONAL PRODUCTIVITY DEVELOPMENT DEPARTMENT**

**TERMS OF REFERENCES** AND SYSTEM REQUIREMENTS SPECIFICATIONS FOR THE **SOFTWARE** DEVELOPMENT FOR DIGITAL SOLUTIONS FOR MICRO, SMALL AND MEDIUM ENTERPRISES IN THE INFORMAL ECONOMY IN ZAMBIA

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**1.0 BACKGROUND**

The Ministry of Labour and Social Security, Department of National Productivity Development, with the support of the African Union- International Labour Organisation joint decent work programme for the transformation of the informal economy is implementing a project on mainstreaming Productivity, Occupational Safety and Health (OSH) and Social Security in Micro, Small and Medium Enterprises (MSMEs) through Digital Inclusion. The project among other things aims at developing digital solutions for MSMEs in the informal economy through a computer/mobile application and linking them to the Labour Market Information System (LMIS). The digital solution will among others be used to enhancing the businesses of MSMEs and also to assist them in accessing government and stakeholder information and support using technology. With the Covid -19 pandemic disrupting businesses through social distancing mechanism, MSMEs in the informal economy have been negatively affected greatly. With this intervention, it is hoped that MSMEs will be assisted to increase their customer traffic base, undertake their business online, maintain a data base of their clients, access information relevant to their business for growth and engage with like-minded business for resilience and subsequently improve their revenue opportunities.

It is against this background that the Ministry engaged NTBC to facilitate the development of the digital solution through a computer/mobile application as a way of introducing technology and increasing productivity in MSMEs. This is another way of government extending support to MSMEs in the informal economy. The project outcome is that after MSMEs have received support, they will transform to the formal economy.

**2.0 OBJECTIVE OF THE ASSIGNMENT**

The main objective of the assignment is to develop a Computer/Mobile Application which will be accessed on android and others from mobile devices such as Smart Phones, Phablets and Tablets. It is also recommended that all the associated ICT Infrastructure necessary to ensure a fully functional Application are applied.

**3.0 SCOPE OF SERVICES, TASKS AND EXPECTED DELIVERABLES**

The scope of services required is the development of a computer /Mobile application to be used by Micro Small and Medium Enterprises (MSMEs) in the informal economy, the Ministry of Labour and Social Security for the delivery of productivity enhancement services, OSH services and Social Security services and information and other services and information from various Stakeholders in increasing productivity of MSMEs. The Computer /Mobile application should also be flexible enough to link to other services or service providers such as ZRA, PACRA, NAPSA, WCFCB, the Local authority among others. The following specific tasks shall be performed: -

* 1. Develop digital solution in form of a Computer /Mobile Application with clearly defined and documented inputs and outputs in relation to need of increasing productivity of MSMEs.
  2. Recommend the appropriate associated Client-Server ICT hardware and Software Infrastructure to ensure a fully functional and stable sustainable application.
  3. Recommend all the requisite data security remedy to ensure a secure application.
  4. Provide clearly defined documentation required to operate and maintain the system.
  5. Provide Trainer of Trainers (ToT) to a minimum of ten (10) officers who will in turn be able to provide system user support End-Users.
  6. Provide Training for System Administrator to a minimum of a minimum of five (5) officers who will be managing the Application.
  7. Provide any other innovative approaches to accomplish the intended purpose

**4.0 EXPECTED DELIVERABLES**

The Expected Deliverables shall be;

* 1. A fully functional Computer/Mobile Application Solution accessible by End-Users especially MSMEs on Android devices which will be expected to be users friendly, reliable and stable.
  2. A clearly define documentation of all the associated ICT Hardware and Software Infrastructure
  3. A clearly define documented recommendation of data security
  4. A clearly define documented recommendation of System security mechanism
  5. Trainer of Trainers (ToT) trained to a minimum of ten (10) officers who will in turn be able to provide system user support End-Users.
  6. System Administrators Trained for a minimum of a minimum of five (5) officers

**5.0 TIME SCHEDULE AND REPORTING REQUIREMENT**

The consultancy shall be completed within a period of 20 days from the date of engagement. The handover of the System Software and submission of Final Report to Director – National Productivity Development Department through an award ceremony to be graced by the Minister of Labour and Social Security. Other technicalities will be agreed upon later by both parties:

4.1 The format, frequency and contents of the reports will be agreed upon by the Consultant and Client.

* 1. The copies of the reports shall be in both hard and soft copies