**TERMS OF REFERENCE**

**RECRUITMENT SERVICES FOR EMIS DATA ENTRY OFFICERS**

1. **Background and objective of the project**

**Background Information**

The Government of Serbia and the World Bank have identified skills development and inclusion of vulnerable groups as strategic priorities for their next phase of cooperation, based on a Systematic Country Diagnostic (SCD) and Country Partnership Framework between the two partners. In particular, the SCD highlights the importance of building human capital to increase labour productivity and enhance social inclusion through closing education enrolment gaps for low-income and Roma students starting in pre-primary education. Quality Early Childhood Education and Care (ECEC) programs play a critical role in laying the necessary foundation for skills development early on and for narrowing the equity gap in education access and performance.

The Inclusive Early Childhood Education and Care project also directly contributes to the goals outlined in the Strategy for the Development of Education in Serbia until 2030 (SED 2030) and to its related Action Plan. This strategy defines mechanisms for assuring accessibility, quality, and equity in ECEC and sets clear priorities for: (i) increasing coverage; (ii) enhancing quality of the service delivery and outcomes; (iii) increasing efficiency; and (iv) attaining and maintaining relevance for the overall system. The project directly supports these priorities through its various components.

**Objective**

The objective of the project is to improve access to quality Early Childhood Education and Care for all children aged 0 to 6.5 years, with a focus on children from socially disadvantaged backgrounds. Activities for children aged 3 to 6.5 years focus on increasing access to inclusive quality preschools (i.e. child-centred and with age-appropriate learning opportunities) while also supporting their transition to the early grades of primary education. Activities for younger children, i.e. from birth onwards focus on empowering parents and families to support children’s holistic development through increased knowledge about the importance of early stimulation at home and access to relevant services in the community.

The Project is implemented by the Ministry of Education (Client) with the support of Project Management Unit (PMU).

The overall fiduciary responsibilities of the Project, procurement, financial management and disbursement issues, rest on the Central Fiduciary Unit (CFU). The CFU is housed under the Ministry of Finance (MoF) as per the agreement reached between the MoF and the Client.

1. **Objective and Scope of the Assignment Required**

The Client is currently developing the Education Monitoring and Information System (EMIS), which will include data on all levels of education, from preschool to higher education. One of the objectives of the ECEC Project’s Component 2 is to provide a technical support in this process, with the purpose of development of a functional information system which will provide continuous access to reliable information and data in the relevant field. Data are being entered into EMIS by an education institution staff, after being authorised by the principal of that institution. Having in mind a large amount of data to be entered into EMIS, all the institutions have been advised from the very start of the system operation in 2021 to enter the necessary data in batches. The task is more demanding for PIs than schools and higher education institutions, since PIs educate the largest number of children per institution and also have the least conditions for the automatisation of the data transfer. The issue is most challenging in very large PIs and also PIs with the insufficiently digitally skilled staff for this kind of task.

In 2023, the situation with the EMIS data entry by PI staff was generally satisfactory. When it comes to children attending preschool education programmes, data on around 80% of them have been entered so far. PIs need additional support in preparing, controlling and entering data into EMIS so as to enhance the process, strengthen staff for individual work and make data more reliable for use.

The Client intends to hire a Consultant to ensure that data are entered into EMIS in 27 PIs, and also to provide support to the MoE in communication with the PIs in regards to data in the EMIS and prepare reports on carried out activities as elaborated under the Section III of the ToR.

**III. Detailed Tasks and Responsibilities**

The Consultant is to perform the following tasks:

* In its proposal, the Consultant submits to the Client a list of candidates for the officers who meet the requirements of the task to be performed in territories and PIs listed in the table below;
* Data entry officers will be engaged for a specific time period, during which they will be tasked with improving the data entry process in selected PIs on the territory they are assigned to;
* Before the commencement of work, the officers will undergo preparatory online training for operating EMIS, as organised by the Client;
* The Consultant coordinates tasks between the Client, PIs, and hired officers. They monitor and oversee the implementation of the assignment, collect reports from PIs on the officers’ performance and results, deliver reports to the Client, and ensure that the job progresses in accordance with the project task description. The Consultant engages in daily communication with the PIs with assigned officers to verify that the assigned tasks are being carried out with the appropriate quality and speed. Officers write reports on their work, including notes on the encountered issues. These reports are authenticated by an authorised person from the relevant PI;
* The Consultant will report to the Client on the implementation of the implemented activities on a weekly basis;
* Based on the reports on the tasks performed by the engaged officers (number of working days, description of completed tasks, along with the PIs’ approval of the quality and speed of work), subject to the approval by the Client, the Client will proceed with the payment to the Consultant;
* The Consultant and the Client will conduct periodic online meetings within the agreed time frame to ensure the smooth execution of tasks. Activities will be carried out according to the work plan, approved by the Client. The Client monitors the implementation of the plan. The quality of the performed work is supervised, guided, and approved by the Client;

**The list of PIs and the estimated no. of working days needed for the assignment:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Preschool institution (PI)** | **Town/City** | **Estimated no. of working days (one working day equals eight hours)** |
| 1 | "Naši biseri"  | Kanjiža | 5 |
| 2 | "Naša radost" | Subotica | 20 |
| 3 | "Habiba Stočević" | Tutin | 5 |
| 4 | "Mladost" | Novi Pazar | 5 |
| 5 | "Neven" | Bajina Bašta | 5 |
| 6 | "Poletarac" | Odžaci | 5 |
| 7 | "Kolibri" | Bač | 5 |
| 8 | "Duga"  | Aranđelovac | 5 |
| 9 | "Dečji dani" | Stari grad – Beograd  | 20 |
| 10 | "Čika Jova Zmaj" | Voždovac – Beograd  | 20 |
| 11 | "Jelica Obradović" | Mladenovac – Beograd  | 15 |
| 12 | "Perka Vićentijević"  | Obrenovac – Beograd  | 20 |
| 13 | "Velјko Vlahović"  | Temerin | 10 |
| 14 | "Radosno detinjstvo"  | Novi Sad | 45 |
| 15 | "Pava Sudarski"  | Novi Bečej | 15 |
| 16 | "Neven"  | Kladovo | 10 |
| 17 | "Naša radost"  | Lučani | 5 |
| 18 | "Bajka"  | Knjaževac | 5 |
| 19 | "Neven"  | Prokuplјe | 10 |
| 20 | "Miloje Milojević"  | Rekovac | 10 |
| 21 | "8. mart"  | Preševo | 10 |
| 22 | "Vukica Mitrović"  | Leskovac | 20 |
| 23 | "Olga Jovičić-Rita"  | Kralјevo | 20 |
| 24 | "Milica Nožica"  | Valјevo | 20 |
| 25 | "Zrenjanin"  | Zrenjanin | 20 |
| 26 | "Bambi"  | Bor | 15 |
| 27 | "Miša Cvijović"  | Prijepolјe | 10 |
|  |  | Working days in total: | 355 |

**I. Consultant’s Qualification**

* The Consultant must be a registered legal entity;
* **Experience:** At least three years of experience in activities related to hiring people for different jobs in the territory of the Republic of Serbia;
* The Consultant is to have the following key staff:

1. The Project Tasks Coordinator (hires candidates for Data Entry Officers, coordinates communications between the Client and PIs, monitors and supervises carrying out the task, collects reports from PIs on the work performed by Data Entry Officers and the results submitted by the Technical Assistant; on a weekly basis, Project Tasks Coordinator reports to the Client on the realisation of the contracted tasks and discusses additional engagement of the Data Entry Officers):

* At least a college/university degree;
* At least five years of experience in performing similar tasks;
* Computer literacy;

In submitting the expression of interest, the Consultant shall submit a CV of the Project Tasks Coordinator.

**II. Tasks, qualifications and the recruitment method for Data Entry Officers**

The task of the hired individual officers is to enter data provided by PIs into the EMIS under the supervision of PI staff.

In each PI to which they are assigned, Data Entry Officers are to perform the following tasks:

**Task 1: Control and supplementation of data in the EMIS sections related to institutional data (the Registry of Preschool Institutions)**

- Verification of entered data on all cards in the sections of the Registry of PreschoolInstitutions, with the support of PI staff who will provide the necessary information;

- Entry of missing data with the support of PI staff.

Project Result 1: Completed institutional data in the Registry of Preschool Institutions.

**Task 2: Control and supplementation of data in the EMIS sections related to staff data (the Registry of PI Staff)**

- Verification of entered data on all cards in the sections of the Registry of PI Staff, with the support of PI staff who will provide the necessary information;

- Entry of missing data with the support of PI staff.

Project Result 2: Completed institutional data in the Registry of PI Staff.

**Task 3: Control and supplementation of data in the EMIS sections related to data on children attending a PI (the Registry of Children, School and University Students, and Adults)**

- Verification of entered data on children and the assignment of the Personal Educational Number (PEN) to children not entered into EMIS;

- Verification of entered data in all cards in the sections of the Registry of Children, School and University Students, and Adults, with the support of PI staff who will provide the necessary information;

- Entry of missing data with the support of PI staff.

Project Result 3: Personal Educational Number (PEN) assigned to all the children currently attending preschool programmes and completed data in the Registry of Children, School and University Students, and Adults.

The results of the work performed by the Data Entry Officers will be confirmed after the review of the data in EMIS upon the completion of the tasks in each PI.

The Consultant will deliver weekly reports on the work completed in each PI (with information on the data entered into EMIS). The Client will review and approve these reports as a prerequisite for payment.

**III. Data Entry Officer’s qualifications:**

* At least a secondary school diploma;
* The officers should meet eligibility criteria and conflict of interest provision defined in the Bank’s Guidelines: “Selection and Employment of Consultants (particularly, the employees of PIs and MoE cannot be hired as data entry officers);
* Work experience in the area of education, in the domain of preschool education, is preferable;
* Proficient computer literacy;
* Good typing skills.

**IV. Duration of the assignment**

The expected start of service for the Consultant is May 2024. Subject to satisfactory performance, the Contract will last 4 months, with the possible extension of the list of PIs that need data entry support should the need arises.

**V. Reporting obligations and institutional requirements**

The Consultant will submit to the Client weekly progress reports presenting achieved progress in data entry in each PI. The progress reports will be submitted to the Client in Serbian via email.

**VI. Selection method**

The selection method is Selection Based on the Consultants’ Qualifications (CQS) in accordance with the procedures specified in the Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by the World Bank Borrowers, January 2011 (revised July 2014).

**VII. Contract requirements**

The text of the contract will be standard World Bank time based contract. The reports on project results will be approved by the Client. The Contract value will include all the fees and reimbursable expenses related to the assignment.

**VIII. Conflict of interest**

The Consultant hired for this assignment must not be involved in other activities carried out under the ECEC Project.