TERMS OF REFERENCE

Service Contract – GENERAL INFORMATION AND PAYMENT CONDITIONS

Additional Technical IT Improvements to the www.angajat.md portal, managed by the National Employment Agency (NEA) under the Ministry of Labour and Social Protection (MLSP)

Lead Office: ILO DWT/CO-Budapest
Duration: Estimated period between April 2026 – June 2026
Target County: Republic of Moldova

1.   Background and context

In the context of being granted EU candidate, the Republic of Moldova is committed to accelerating reforms to effectively fulfil the criteria for accession. The European Commission set out several conditions to be met by Moldova on the path towards EU membership. Reforming the public administration system is one of the requirements, given that good governance and strong public administration is key to improve economic growth and reduce poverty.

This Project will contribute towards achieving this requirement through its support in strengthening the governance capacity of the Ministry of Labour and Social Protection (MLSP) and the National Employment Agency (NEA), as central institutions of the labour administration system of the Republic of Moldova.

Following the extension period of the project (November 2025-July 2026), it was accepted by the donor of the project to support NEA in contracting a company for improving the employment portal angajat.md with additional IT important functionalities.

The **angajat.md** is the official national digital platform for employment services in the Republic of Moldova, administered by the National Employment Agency of Moldova. The portal was launched in 2022 with support from the United Nations Development Programme through the "Migration and Local Development" project, funded by the Government of Switzerland.

The platform was created to modernize public employment services and facilitate efficient interaction between **jobseekers, employers, and employment institutions**. It serves as a centralized digital tool for matching labour supply with labour demand across the country.

The development of these web services are crucial for the institution development, as the www.angajat.md platform serves as the official NEA portal for digital employment services, offering a range of functionalities for both job seekers and employers.

The platform aims to:

- Improve access to employment opportunities and labour market information.
- Support employers in recruiting qualified candidates.
- Facilitate digital public employment services.
- Strengthen labour market monitoring and data collection.

Main Functionalities

The platform provides several digital services for different categories of users:

For jobseekers

- Creation of a personal account and online CV.

- Searching and applying for vacancies by region, sector, or occupation.

- Receiving notifications about submitted applications.

- Access to employment services, career guidance, and labour market information.

For employers

- Registration of companies and employer accounts.

- Posting job vacancies grouped by industries and professional fields.

- Access to candidate CV databases to identify suitable applicants.

- Management of recruitment processes through the platform.

For institutions and partners

- Organization of online job fairs.

- Generation of reports and labour market statistics.

- Integration of training, education, and employment support services.

The *angajat.md* platform plays a key role in the digital transformation of employment services in Moldova, improving transparency in recruitment processes, facilitating labour market intermediation, and supporting evidence-based policy development through data and analytics.

2.   Scope of work

The proposed technical improvements to the www.angajat.md platform aim to strengthen its functionality, usability, and interoperability to better support labour market services for jobseekers, employers, and public employment institutions.

Currently, several features of the platform require modernization and expansion to improve the user experience, enhance labour market data visualization, and ensure more efficient interaction between employers and jobseekers. The proposed developments will address existing functional gaps by redesigning the login interface, improving vacancy application processes, enhancing the job advertisement module with additional fields, and enabling users to publish and search CVs directly within the platform.

Additional functionalities, such as the development of recommended jobs, favourites list, and an improved job matching algorithm, will facilitate more efficient connections between labour supply and demand. The platform will also support online job fairs through dedicated modules for event management and reporting.

Furthermore, the introduction of interactive graphical information, including labour market maps, and improvements to reporting capabilities will strengthen the analytical and monitoring functions of the platform. These upgrades will be supported by comprehensive business analysis, development, quality assurance, and deployment activities to ensure the reliability and sustainability of the system.

Overall, these technical improvements are necessary to modernize the platform, enhance digital employment services, and improve the efficiency and accessibility of labour market intermediation services.

The following tasks should be part of this ToR *(Annex II – Offer Submission Form)*:

IT Developments for NEA – angajat.md

1. Overview of Tasks

 Detailed Implementation Plan

Task Name	Duration (Days)	Start date	Final date
1. Identification of the functional requirements of the system The contractor will carry out a detailed analysis of the existing processes of the angajat.md platform and identify all the functional requirements necessary for the modernization and expansion of the system. The process will include the analysis of current workflows, the identification of the actors involved (jobseekers, employers, system administrators, operators of the institution), as well as the definition of the necessary functionalities for each category of users. The analysis will aim to define a clear set of functionalities that will ensure the efficient functioning of the portal and improve the services offered to users.			
2.Identification of non-functional requirements The non-functional requirements of the system will be defined, including platform performance, data security, service availability, system scalability, and compatibility with government digital infrastructure. Also, requirements will be established regarding the protection of personal data, accessibility for users with disabilities, as well as the ability of the system to operate stably under the conditions of a large number of simultaneous users.			
3.Stakeholder consultation The contractor will organize consultation sessions with representatives of the beneficiary institution and other stakeholders to collect additional requirements and validate those identified. During these sessions, the existing processes, the needs of the users and the development priorities of the platform will be analyzed. The results of the consultations will be documented and integrated into the technical documentation.			
4.Elaboration of the Software Requirements Specification (SRS) document The contractor will draw up the SRS document which will describe in detail all the functional and non-functional requirements of the system. The document will include the description of the actors, the use scenarios, the data flows, the business rules and the technical constraints of the system. This document will serve as the basis for the development and implementation of the system.			
5.Elaboration of the Software Design Document (SDD)			

The SDD document will be developed that will describe the technical architecture of the system, the structure of the modules, the data model, the mechanisms for integration with other systems and the technologies used for the implementation of the platform. The document will include architectural diagrams and a description of the software components.			
6.Elaboration of the implementation plan The contractor will prepare a detailed implementation plan that will include the project stages, planned activities, deliverables, required resources and estimated timeline for completion. The plan will also include mechanisms to monitor the progress of the project.			
7.Redesign the login page The platform's login page will be redesigned to improve user experience and access security. The new interface will have a modern design adapted to mobile devices and will include additional mechanisms for validating the data entered by users.			
8. Adjusting the slider on the homepage The slider on the main page of the portal will be modernized by using improved graphics, dynamic texts and navigation buttons to the main functionalities of the platform. The slider will allow the promotion of employment programs, events and other relevant information			
9.Online application form for vacancies The platform will include an online form through which users will be able to apply for vacancies published on the portal.			
10. "My Apps" Mode Users will have access to a section in their account where they will be able to view the list of submitted applications and their status.			
11."Add to Favorites" functionality for vacancies Users will be able to save their favorite vacancies to a list of favorites for quick access later.			
12."Favorites" page A dedicated page will be created where users will be able to view all saved vacancies.			
13.Notifications regarding the update of saved vacancies The system will send notifications to users when the vacancies saved in the favorites list are updated.			
14. Job recommendation based on user preferences The platform will include a job recommendation mechanism based on users' preferences, such as field of activity or location.			
15. Job recommendation based on user history The system's algorithm will analyze user history and suggest relevant jobs.			
16. Notifications of the occurrence of relevant jobs			

Users will receive notifications when jobs relevant to their profile are published.			
17. Publication of resumes on the platform Users will be able to create and publish resumes that will be visible to employers.			
18. Resume Catalog The platform will include a CV catalogue that will allow employers to identify suitable candidates.			
19. Advanced Resume Search Filters Employers will be able to use advanced filters to search for relevant resumes.			
20. Notifications to employers of relevant CVs Employers will receive notifications when resumes that match their criteria are published.			
21. Importing resumes from the Jobless platform The platform will allow the import of CVs from the Jobless system to expand the candidate base.			
22. Candidate Profiling The system will analyze the data entered in the CVs to create a professional profile of the candidates.			
23. Adjusting Job Ad Fields The vacancy publication form will be expanded with additional fields such as responsibilities, requirements and benefits.			
24. Introduction of responsibilities for each vacancy Employers will be able to specify the main responsibilities of the position			
25. Introduction of the skills and benefits offered Employers will be able to specify the skills needed and the benefits offered			
26. Use of standard nomenclatures for fields and occupations The system will use standard nomenclatures for fields of activity and occupations			
27.How to organize online job fairs The platform will include a module dedicated to organizing online job fairs.			
28. Activating the banner for online fairs on the homepage The events will be promoted through a banner on the homepage			
29. Publish dynamic event announcements Admins will be able to publish dynamic event announcements.			
30. Notification of Job Fairs Users Users will receive notifications about events.			
31. Generating reports on trade show attendees The system will generate reports on participation in events.			
32. Generating reports on submitted applications			

Administrators will be able to generate reports on submitted applications.			
33. Labor Market Analysis Dashboard The platform will include a dashboard with graphs and statistics on the labor market.			
34. Online tool for the assessment of professional and digital competences An online tool will be developed that will allow users to assess their professional competences, skills and digital skills through interactive tests. The results of the assessment will be used by the system to suggest jobs suitable for the candidate's profile.			
35.Creating an information page for immigrants A page dedicated to immigrants who want to integrate into the labor market in the Republic of Moldova will be created. The page will contain information on employment procedures, workers' rights and available opportunities.			
36. Tool for collecting user feedback The platform will include a tool through which users will be able to provide feedback on the employment services offered through the portal			
37. Creating a page dedicated to the diaspora An informative page dedicated to citizens from the diaspora who want to return and work in the Republic of Moldova will be developed.			
38. Online Testing Module for Candidate Assessment The platform will include an online testing module through which candidates will be able to take competency assessment tests.			
39. Developing an AI-Integrated Chatbot An intelligent chatbot will be developed that will help users identify relevant jobs and employers find suitable candidates.			
40. Extension of the Online Fair module The online fairs module will be expanded with additional functionalities for event management.			
41. Display vacancy details in a side menu A side menu will be added to the public area of the portal that will display additional information about the vacancy.			
42. Reviewing the Data Exchange Algorithm with Jobless **The algorithm for synchronizing data with the Jobless platform will be reviewed to ensure that information about vacancies is correctly updated.**			
43. Revision of the application algorithm for vacancies imported from Jobless The process by which users can apply for vacancies imported from Jobless will be optimized, including for employers who are not registered on the portal			
44. Updating the text of automated notifications			

The standard text will be added to all system-generated notifications: "This is an automatically system-generated message. Please do not respond to this message."			
45. Introduction of the mandatory deadline for application For all vacancies published on the platform, it will be mandatory to enter a deadline for application.			
46. Improving the search function in the public area The search function will allow you to activate the filter by pressing the ENTER key.			
47. Review of Employer Registration Form Fields The fields of the employer registration form will be reviewed and adjusted as part of the business analysis process.			
48. Rename of the "Announcement" section to "I declare a vacancy" In the employer's office, the name of the "Announcement" section will be changed to "I declare vacancy".			
49. Developing a cover letter generator The platform will include a cover letter generator that will allow users to quickly create custom documents for job application.			
50. Testing System Functionalities Full testing of all platform functionalities will be carried out to ensure their proper functioning.			
51.Implementation of intermediate and final versions of the system Intermediate and final implementations of the system will be carried out in the production environment.			
52. Configuring MConnect Endpoints for Production MConnect endpoints will be configured for the production environment, and integration flows with other systems will be documented.			
53. Provision of corrective and preventive maintenance for the works for a minimum period of 12 months			
54. Provision of adaptive maintenance services for a minimum of 80 hours over a period of 36 months from the date of acceptance of the product in its production version			

3. Deliverables:

The ILO project will issue a service contract to provide the necessary support, in developing the requested tasks, mentioned in the scope of the work. The requested services are part and described in the official request, see (*Annex 1 to this ToR).*

4. Supervision:

The work will be supervised by Ms.Daniela Zampini, ILO Senior Employment Specialist and the ILO project coordinator, Ms. Iuliana Moga. Modifications related to tasks or timeframe are subject to discussion and written approval by Ms Moga.

5. WORKDAYS AND TIME FRAME:

The assignment will be implemented during the period **April 2026 –June 2026.**

NB! Please send all proposals by **27 of March 2026** to **moga@ilo.org** and **juncu@ilo.org** with the subject line:

Proposal for Additional Technical IT Improvements to the www.angajat.md portal, managed by the National Employment Agency under the Ministry of Labour and Social Protecton.