



Responses to questions

Labour and Occupational Safety and Health Inspection Electronic Case Management System Development

- Will the deployment be offshore or onsite.
 - The deployment will be onsite.

- Is Kurdish and Arabic compulsory
 - Yes, Kurdish and Arabic are compulsory.

- Our developers/engineers have proficiency in the English language, not in Arabic and Kurdish, we can hire a translator for Arabic and Kurdish whenever it's required. Are we eligible to bid on this opportunity?
 - Please refer to the requirements in the ToRs, your methodology should be elaborated in the proposal.

- Given the upcoming holiday season, can you please let me know if it is possible to extend the deadline for this tender for 1-2 weeks so that the vendors can properly respond to the RFP?
 - Due to limitation in the project timeframe, unfortunately we can't extend the deadline.

- Regarding the IRAQ/KRI interfaces, is it just the interface that is different or will the core business requirements change as well? For instance, do they share the same checklists?
Same
 - Yes, IRAQ/KRI will have differences in the interfaces and they will use different checklists.

- How many visits to Iraq do you envision is required throughout the execution of this project?
 - Based on the ToR requirements, the system will need installation and training for both IRAQ and KRI, number of visit will be determined based on your work plan which reflecting the ToR requirements.



- Which cities do we need to visit?
 - Erbil and Baghdad.

“Establish data exchange protocols as part of the ECMS operating model to ensure interoperability of the system and provide functionality to exchange electronic data with other relevant databases/systems;”

- Are there any specific systems that the ECMS need to integrate with?
 - For the moment there are not any system to integrate with but the ECMS should be ready for data exchange with other government systems in future
- Will we need to integrate with Active Directory for authentication or will the ECMS manage authentication and user creation/role assignment?
 - The government has no Active Directory for now, and yes the ECMS will manage authentication and user creation/role assignment

“In KRI, Inspect Injuries or Death cases, “Inspector will ask 3 different persons about the accident and take notes. Each person should sign for his/her statement.”

- Is this going to be in the form of scanned documents to be uploaded in ECMS or will the system have to keep track of individual signatures?
 - This going to be in the form of scanned documents to be uploaded in ECMS.

“In Iraq - Internal Audit of SS Inspection Report”

- Is the internal audit a regular scheduled event?
 - Yes.
- Will the system need to keep track of follow up actions required as a result of an internal audit?
 - Yes.
- Will the system be administered centrally?
 - Yes.
- Will each department add its own users?
 - Yes.
- Will inspected organizations/employers have access to the system?
 - No, only government officials.



- Will check lists change from one region to another?
 - Yes.

- Will all inspectors have a mobile/tablet? Or some will need to carry their activities on the web as well (through a laptop or a PC)?
 - The System will be web base so can be use through any modality.

- What kind of mobile platforms needed to be supported? Android? iOS? Both? Tablets or Smartphones?
 - The System will be web base.

- Can we limit browser support to modern desktop web browsers which are Mozilla Firefox, Google Chrome and Microsoft Edge (Chrome version)?
 - They system must be able to use through any browser

- Is there anyone in ILO or the Ministry that we can include in the project for the purpose of Kurdish language translation?
 - This will be under the service provider responsibilities.

- How strictly shall we follow the features described in the wireframes?
 - The Service should be reflected to all the requirements in the ToR exactly as requested.

- Where will the system be hosted?
 - The system will be hosted in Iraq.

- Will it require sending our staff to Iraq to perform the installation or can we do this task remotely?
 - Staff should conducting in person training and installation.

- Will the system be accessed via the public internet or will it be accessed via VPN/APN?
 - The system must be accessed via public internet.

- Can all the training sessions be performed remotely?
 - NO, all the training sessions should be performed in person.