



International Labour Organization

REQUEST FOR PROPOSAL

Digital Employment Platform in Kurdistan Region of Iraq

Responses to be received by 18th April 2023

March 2023



Subject: Digital Employment Platform in Kurdistan Region of Iraq

Request for Proposal (RFP) N°: RFP/ILO Social Protection/Iraq/2023/1

Date: 20/03/2023

Dear Sir/Madam,

The International Labour Office (hereinafter the “ILO”) is pleased to invite your company to submit a Proposal for **Digital Employment Platform in Kurdistan Region of Iraq** and as further described in Annex III.

To enable you to prepare and submit a Proposal, please find enclosed the following Annexes:

- Annex I: Instructions to Bidders;
- Annex II-A: Acknowledgment of Receipt;
- Annex II-B: Bidder's Declaration Form;
- Annex II-C: Bidder's Information Form;
- Annex II-D: Recent References;
- Annex II-E: Technical Proposal;
- Annex II-F: Financial Offer;
- Annex III: Terms of Reference; and
- Annex IV: Terms and Conditions applicable to ILO Contracts.

Your Proposal must be received by the ILO no later than **5 PM Baghdad Time on 18 April 2023**. Late bids shall be rejected.

You may submit a Proposal to the ILO provided that your organization is qualified, able and willing to deliver the goods, works and/or services specified in this RFP. Participation in this RFP indicates acceptance of the Terms and Conditions applicable to ILO Contracts provided in Annex IV. Failure to comply with the requirements of this RFP and its Annexes may render a Proposal ineligible for consideration.

We look forward to receiving your Proposal.

Yours sincerely,

Maha Kattaa
ILO Country Coordinator, Iraq



International Labour Office

ANNEX I

INSTRUCTIONS TO BIDDERS

Reference: RFP/ILO Social Protection/Iraq/2023/1

Digital Employment Platform in Kurdistan Region of Iraq

Abstract

This document outlines the requirements for presentation of a Proposal to be considered by the International Labour Office.



INSTRUCTIONS TO BIDDERS

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1. INTRODUCTION

1.1 General

These instructions are provided for general information for the preparation of the Proposal for a **Digital Employment Platform in KRI**. The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the RFP documents. Failure to comply with these documents will be at the Bidder's risk and may affect the evaluation of the Bid concerned.

1.2 Eligible Bidders

Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates or an individual which have been engaged by the ILO to provide consulting services for the preparation of the design specifications, and other documents to be used for the procurement of goods, works or services to be purchased under this Request for Proposal.

1.3 Cost of Bid

The Bidder shall bear all costs associated with the preparation and submission of the Bid. ILO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

1.4 RFP Schedule Summary

• RFP release date:	20/03/2023
• Proposals Receipt Deadline:	18/04/2023, 17:00 Baghdad time
• Estimated Contract Signature Date:	16/05/2023
• Estimated Contract Start Date:	16/05/2023

1.5 Clarification Questions

A prospective Bidder requiring any clarification of the RFP documents may notify the ILO in writing. The ILO's response will be provided in writing to any request for clarification received by the deadline indicated in paragraph 1.4 above. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that received the RFP documents.

2. BIDDING CONDITIONS

2.1 Acknowledgment of Receipt

A prospective Bidder is requested to return promptly the Acknowledgement of Receipt form, provided in Annex II-A, duly completed and signed, even if it is not intending to submit a Proposal.

2.2 Submission and Receipt of Proposals

It is the responsibility of Bidder to ensure that a Proposal is submitted to the ILO strictly in accordance with the stipulations in the solicitation documents.

Proposals **must be received on or before 18 April 2023, 17:00 Baghdad**. Proposals and modifications to Proposals received after the proposal receipt deadline will be rejected. Proposals must include all the documents requested in these Instructions to Bidders and shall be submitted by:

Email to: iraq-procurement@ilo.org

2.3 Official Language

The Proposal and all correspondence and documents related to the Proposal shall be written in the English language.

2.4 Correspondence

Any communication in connection with this RFP should be addressed in writing to the E-mail address mentioned in paragraph 2.2 above. All correspondence should quote the reference number of the RFP. Bidders are requested **not** to contact the ILO after the closing time, i.e. during the RFP assessment period.

2.5 No Consultation

A Bidder shall not:

- consult, communicate or agree with any other Bidder or competitor, with regard to price or any other matter related to the RFP for the purpose of restricting competition;
- disclose its price, directly or indirectly, to any other Bidder or competitor, except in the case of provision of standard public price lists;
- make any attempt to induce any other person or organization to submit or not to submit a Proposal for the purpose of restricting competition.

If a Bidder is found to be in breach of any of these instructions, the ILO reserves the right to exclude the Bidder from the procedure and reject its proposal.

Nothing in this paragraph shall restrict the right of a Bidder to form a joint venture, a consortium, a partnership or an association for the purpose of submitting a joint Tender.

2.6 Contract Conditions

Bidders are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in these RFP documents.

By submitting a Proposal, the Bidder accepts in full and without restriction these instructions. It also accepts the Terms and Conditions of ILO Contracts (Annex IV) being relied on for this bidding procedure and resulting contract, irrespective of the provisions of the Bidder's own conditions of sale, which it hereby waives.

The ILO reserves the right to decline to consider without further comment any Proposal which does not accept the Terms and Conditions of ILO Contracts set out in Annex IV.

2.7 Work on ILO Premises

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If the Bidder's personnel are required to work on ILO premises, they shall comply with the security and safety and health arrangements established by the ILO, including applicable provisions of local laws. Where applicable, the Bidder shall be responsible for obtaining valid entry visas and work permits for its employees or sub-contractors and contract commencement may be made subject to complying with these obligations. Failure to comply with such obligations may lead to suspension of payments under and cancellation of the contract.

2.8 Bid Currency

All prices shall be quoted in US Dollars. If the Bid is submitted in a currency other than the Bid Currency, to facilitate evaluation and comparison, the ILO will convert all such prices in US Dollars at the official UN exchange rate applying on the last day for submission of Bids.

2.9 Incomplete Proposals

ILO may reject a Proposal that does not provide all the information requested which is necessary for assessment of the Proposal by the ILO.

2.10 Changes to Proposals

Changes or amendments to Proposals will only be accepted if they are received before the deadline for receipt of Proposals and shall be submitted in accordance with the instructions given above. The email shall be clearly marked as "Change(s) to Proposal".

2.11 No Material Change(s) in Circumstances

The Bidder shall inform the ILO of any change(s) of circumstances arising during the RFP process including, but not limited to:

- a change affecting any declaration, accreditation, license or approval;
- major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the Bidder or its major sub-contractors;
- a change to any information on which the ILO may rely in assessing Proposals.

2.12 RFP Document, Specifications, Drawings

The RFP Documents and any specifications, plans, drawings, patterns, samples or information issued or furnished by the ILO, are issued solely for the purpose of enabling a Proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to Bidders shall remain the property of the ILO.

2.13 Sub-Contracting

Sub-contracting of work to be undertaken as a result of this ITB is permitted, ILO reserves the right to approve any sub-contractor that was not included in the RFP Submission Form and request a copy of the sub-contracting agreement between the Bidder and its sub-contractor(s).

2.14 Proposal Validity

The validity of a Proposal shall be six (6) months commencing from the time and date of the closure of Proposals stated in paragraph 2.2 above. The ILO reserves the right to request an extension of the period of validity of Proposals, and to modify or exclude any of the terms of this RFP, at its sole discretion.



2.15 Notification of Proposal Evaluation

The ILO will evaluate the Proposals based on the Bidders' responses to the requirements set out in the RFP documents. Each Bidder will be informed of the decision reached concerning the award of the contract.

2.16 Publicity

During the RFP process, a Bidder is not permitted to create any publicity in connection with the RFP.

3. CONTENT OF THE PROPOSAL

Each Proposal shall comprise the following documents:

3.1 Envelope A-Technical Proposal (Annex II-B, C, D, and E)

Bidders are requested to submit in **Envelope A-Technical Proposal** the following Forms, Annexes II-B to E.

All information must be provided as requested and all Forms must be completed for a Proposal to constitute a valid offer, which is a prerequisite for subsequent evaluation.

3.1.1 Administrative Requirements

a) Bidder's Declaration Form (Annex II-B) (also to be completed by any Bidding partners and/or associates)

The ILO expects all participants in its procurement process to adhere to the very highest standards of moral and ethical conduct and transparency, to prevent any conflict of interest and not to engage in any form of coercive, collusive, corrupt, or fraudulent practices. The key terms used in the Declaration at Annex II-B are defined as:

"Coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, another or the property of another to influence improperly the actions of another;

"Collusive practice" is any conduct or arrangement between two or more bidders or contractors, designed to achieve an improper purpose, including to influence improperly the actions of another or to set prices at an artificial level or in a non-competitive manner;

"Conflict of interest" is a situation that gives rise to an actual, potential or perceived conflict between the interests of one party and another;

"Corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of any advantage, in order to influence improperly the actions of another;

"Fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, another to obtain a financial or other benefit or to avoid an obligation;

b) Bidder's Information Form (Annex II-C)

The Bidder's Information Form explicitly indicates that the Bidder accepts in full and without restriction the Terms and Conditions applicable to ILO Contracts.

Each Bidder shall attach to this Annex the following mandatory documents:

- 1) Certificate(s) confirming that obligations relating to the payment of social security contributions and/or the payment of taxes in accordance with the legal provisions of the country in which the Bidder is established have been fulfilled;
- 2) The proof of declaration and payment of taxes, fees and social security contributions by the Bidder should indicate the state of affairs at the end of the previous fiscal year, bearing the statement "certified true copy", the date and the signature of a person authorized to represent the company;
- 3) A copy of the last three financial statements of the Bidder, certified by independent auditors.

c) Recent References (Annex II-D)

Each Bidder must provide details of three contracts entered into during the past five years which are similar in nature to that which will arise from this RFP. The information in Annex II-D must include as a minimum:

- Client name, location and date of project;
- Description of goods provided and works or services performed;
- Contract value;
- Contact details for references.

d) Technical Proposal (Annex II-E)

- 1) The Bidder shall use Annex II-E to describe how it intends to meet the requirements described in the RFP documents and in particular the Terms of Reference provided in Annex III;
- 2) In preparing its Proposal, the Bidder shall review all RFP requirements, including any document referred to in the RFP documents, and will reflect its understanding of and approach to meeting these requirements in the Proposal.
- 3) In preparing the Technical Proposal, the Bidder shall provide details of the proposed project methodology and implementation and management plan as well as CVs of key personnel which will deliver the goods, services or the works specified in this RFP.
- 4) The Bidder may also add any other document and information to demonstrate its technical and professional capacities and competencies to fulfil the requirements as specified in the Terms of Reference.

3.2 Envelope B-Financial Offer (Annex II-F)

Bidders are requested to submit their Financial Offer in a separate envelope (**Envelope B-Financial Offer**). The Financial Offer should be presented in the format provided in Annex II-F. The Bidder must also provide price breakdown information to support its Financial Offer.

All Financial Offers must be established and submitted including of any direct taxes or customs duties.

The ILO is not bound to accept the lowest priced offer from any Bidder, nor give any reason for rejecting a proposal.

4. EVALUATION OF PROPOSALS AND CONTRACT AWARD

4.1 Preliminary Evaluation

Prior to the detailed evaluation of each Proposal, the ILO will undertake a preliminary examination. Proposals will not be considered for further evaluation in cases where:

- a) They are incomplete (i.e. do not include all required documents as specified in Annex I, Instructions to Bidders, paragraph 3: Content of the Proposal);
- b) The Original Proposal is not signed by the duly authorized individual of the organization/company, as specified in Annex I, Instructions to Bidders, paragraph 2.2: Number of Copies, Format and Signing of Proposal;
- c) Technical and financial documents have not been submitted in separate sealed envelopes and/or pricing information is included in the Technical Proposal envelope, as specified in Annex I, Instructions to Bidders, paragraph 2.3: Submission and Receipt of Proposals;
- d) The validity period of the Proposal is not in accordance with the requirements of the RFP as specified in Annex I, Instructions to Bidders, paragraph 2.15: Proposal Validity.

4.2 Evaluation Process and Criteria

Proposals will be reviewed and evaluated by an Evaluation Panel, to determine compliance with the requirements specified in the RFP.

A two-stage procedure will be utilized in evaluating the Proposals, with evaluation of each Technical Proposal being completed prior to any Financial Offer being opened and compared. Financial Offers will be opened only for Bidder submissions that meet or exceed the minimum technical score of [seventy] (70 percent) of the obtainable score during the evaluation of Technical Proposals. Where the assessment of a Technical Proposal results in the minimum specified score not being achieved, the corresponding Financial Offer will not be eligible for further consideration.

Each Technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

During the second stage of the evaluation, the Financial Offers of all Bidders which have attained at least the minimum [Seventy] (70%) score during the technical evaluation will be compared.

The proposals will be evaluated according to the criteria described below:

- a) Language skills, qualifications, and software development, thematic and client and experience of the proposed team (50 points)
- b) The proposed approach and timeframe/work plan (20 points)
- c) The overall cost

The process of evaluating the proposals will be based on the following percentage combination of Technical and Financial elements:

	Percentage
Technical Proposal	[70]%
Financial Offer	[30]%
Total	100%

4.3 Award of the Contract

The ILO will award the contract to the Proposal (Technical and Financial) which represents best value for money, i.e. achieving the highest overall score.

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The ILO reserves the right to accept or reject any Proposal in whole or in part, to annul the solicitation process and reject all Proposals at any time prior to the issue of the purchase order, without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information on the grounds for the ILO's decision(s).

The award of the contract arising from this RFP will be made at the absolute discretion of the ILO. The ILO's decision to award the contract to a preferred Bidder is final and shall not be questioned by any Bidder.

The Contract or the benefit of the Contract shall not be assigned, sub-contracted or otherwise transferred by the successful Bidder in whole or in part, without ILO's prior written consent, to be given at its sole discretion.

4.4 Debriefing / Bid Protest Mechanism

The ILO is committed to ensure that all its bidding processes are conducted in a fair and transparent manner. A Bidder who participated in a formal ILO solicitation process and believes that he/she has been treated unjustly or unfairly, or who would simply like to receive clarifications on his/her unsuccessful proposal ("debriefing"), must submit a request by email to pcrt@ilo.org, within ten (10) business days after receiving the ILO notification of regret. PROCUREMENT will contact the Bidder upon receipt of his/her request and will invite him/her to a debriefing session.

Debriefing process

The purpose of the debriefing is to discuss the strengths and weaknesses of his/her proposal. If the Bidder believes he/she has been treated unjustly or unfairly this debriefing will hopefully shade lights on the rational of the ILO decision. The ILO will not disclose any technical or financial information related to offers received by other Bidders who participated to the solicitation, nor the evaluation scores or other details from the tender process.

Debriefing will normally be conducted via teleconference by the Procurement Officer in charge of the relevant solicitation at an agreed time with the Bidder.

Should the Bidder not be satisfied with the clarifications provided during the debriefing, he/she may file a protest to the Chief, PROCUREMENT in the way described below.

Bid Protest

A Bidder who is not satisfied with the debriefing outcome, may lodge a protest to the ILO Chief, PROCUREMENT, by sending an email to bidprotest@ilo.org

The protest must be sent within ten (10) business days after the debriefing has taken place. The ILO will acknowledge receipt of the protest.

In his/her protest, the Bidder must provide the following information:

- 1) Its name, address, telephone number, fax number and email;
- 2) The solicitation number and title, the contracting office and the name of the officer who has been leading the tender process;
- 3) The date of debriefing; and
- 4) The reasons for the protest together with copy of any documentation in support of the allegations.

The Chief, PROCUREMENT will perform a receivability review of the protest to determine if it was timely and correctly submitted and complies with the requirements set out above. The Bidder will be notified whether the protest is receivable in writing within ten (10) business days after



ANNEX I

receipt of the protest. A decision rejecting the receivability of the protest is final and not subject to further appeal or recourse.

If the protest is deemed receivable, the ILO will conduct an inquiry to determine its merits. The Bidder will be notified of the ILO decision as soon as it is available. The decision on the merits of the protest is final and not subject to further appeal or recourse.

Allegations of Misconduct or Fraud

Allegations of misconduct or fraud must be addressed by the Bidder to the ILO Treasurer and Financial Comptroller TR/CF (email: TRCF@ilo.org) and to the ILO Chief, Internal Auditor Office (email: IAO@ilo.org). The allegations will be investigated in accordance with ILO's investigating procedures.



**FORMS TO BE COMPLETED
AND
TO BE SUBMITTED BY THE BIDDER**

- **ANNEX II-A:** Acknowledgement of Receipt
- **ANNEX II-B:** Bidder's Declaration Form
- **ANNEX II-C:** Bidder's Information Form
- **ANNEX II-D:** Recent References
- **ANNEX II-E:** Technical Proposal
- **ANNEX II-F:** Financial Offer



ACKNOWLEDGEMENT OF RECEIPT

To be returned to:

To ILO by Email:

E-mail:

Reference: **RFP N°**

- WE ACKNOWLEDGE RECEIPT OF ALL TENDER DOCUMENTS FOR THE ABOVEMENTIONED RFP
(Note: In event of missing elements, contact the ILO Officer in Charge)
- WE INTEND TO SUBMIT A PROPOSAL
- WE WILL NOT BID FOR THE FOLLOWING REASONS:

.....
.....

Signature:

COMPANY STAMP

Name:

Position:

Tel/Fax:

E-mail:

Date:



BIDDER’S DECLARATION FORM

**Certification to be submitted by a bidder
in an ILO competitive bidding procedure**

RFP N°

Date:

The ILO expects all participants in its procurement process to adhere to the very highest standards of moral and ethical conduct and transparency, to prevent any conflict of interest and not to engage in any form of coercive, collusive, corrupt, or fraudulent practices.

With respect to its proposal submitted in response to the ILO’s Invitation to Bid/Request for Proposal mentioned above, the Bidder hereby certifies that:

1. The prices in its proposal have been arrived at independently without consultation, communication or agreement with any other interested companies, competitor or potential competitor with a view to restricting competition.
2. No attempt has been made or will be made by the Bidder to influence any other Bidder, organization, partnership or corporation to either submit or not submit a proposal.
3. The Bidder will not offer, solicit or accept, directly or indirectly, any gratuity, gift, favour, entertainment, promises of future employment or other benefits to or from anyone in the ILO.
4. The Bidder (parent company and/or any subsidiaries) is not identified on, or associated with any individual, groups, undertakings and entities identified on, the list established pursuant to UN Security Council Resolution 1267 (Consolidated List).¹
5. The Bidder (parent company and/or any subsidiaries) will not use the funds received under any contract with the ILO to provide support to individuals, groups, undertakings or entities associated with terrorism.
6. The Bidder (parent company and/or any subsidiaries) is not the subject of any form of sanction imposed by an organization or body within the United Nations System, including the World Bank.

The ILO reserves the right to cancel or terminate with immediate effect and without compensation any offer of or contract arising from this bidding procedure in the event of any misrepresentation in relation to the above certifications.

Definitions of terms used in this declaration:

“*coercive practice*” is impairing or harming, or threatening to impair or harm, directly or indirectly, another or the property of another to influence improperly the actions of another.

“*collusive practice*” is any conduct or arrangement between two or more bidders or contractors, designed to achieve an improper purpose, including to influence improperly the actions of another or to set prices at an artificial level or in a non-competitive manner;

“*conflict of interest*” is a situation that gives rise to an actual, potential or perceived conflict between the interests of one party and another;

“*corrupt practice*” is the offering, giving, receiving or soliciting, directly or indirectly, of any advantage, in order to influence improperly the actions of another;

“*fraudulent practice*” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, another to obtain a financial or other benefit or to avoid an obligation;

The undersigned certifies/y to be duly authorized to sign this Certification on behalf of the Bidder.

Name and Position

Signature

Date

¹ The Consolidated List can be found at the website: <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>

**BIDDER'S INFORMATION FORM**

I, the undersigned, by submitting this Proposal, hereby confirm that these instructions are accepted in full and without restriction, including the proposed ILO Contract being used for this bidding procedure and resulting contract.

1. SUBJECT	
Request for Proposal:	
Requirements:	

2. BID SUBMITTED BY A SINGLE ECONOMIC OPERATOR	
Bidder:	[Insert Full Name of the entity submitting a bid]

3. BIDDER INFORMATION ¹	
Corporate Name:	
Legal Status:	
Authorised Capital:	
Headquarters Address:	
Place of Business Address:	
Telephone:	
Fax:	
Trade Registered N°:	
VAT N°:	
Date established:	
Permanent Workforce:	
Number of Secondary Offices:	
Names of Main Managerial Staff:	1) 2) 3)
Names and Job Positions of Person Authorized to represent the Company:	1) 2) 3)
Certification (if any):	
Accreditation (if any):	[Type and Validity]

Turnover, Net Income for the past Three Financial Years:				
[Currency]	Year 1 [i.e. 2011]	Year 2 [i.e. 2012]	Year 3 [i.e. 2013]	Average
Turnover				
Net Income (+/-)				
Comments				

¹ This information shall be provided by **each** member of the consortium and any subcontractor(s).



ANNEX II-C

4. SUMMARY OF WORK DISTRIBUTION

	Name	Scope of Work/Tasks/Sub-Tasks	% of the Proposal Price
[Bidder]			
[if applicable]			
[Sub-contractor]			
[Sub-contractor]			
[Sub-contractor]			

5. MANDATORY DOCUMENTS

As requested in Annex I, Instructions to Bidders, paragraph 3.1.1 b): Bidder's Information Form, the following documents are attached to this form:

- a) Certificate(s) conforming that obligations relating to the payment of social security contributions and/or the payment of taxes in accordance with the legal provisions of the country in which the Bidder is established have been fulfilled;
- b) The proof of declaration and payment of taxes, fees and social security contributions by the Bidder should indicate the state of affairs at the end of the previous fiscal year, bearing the statement "certified true copy", the date and the signature of a person authorized to represent the company;
- c) A copy of the last three financial statements by the Bidder, certified by independent auditors.

COMPANY STAMP

Signature:

Name:

Position:

Tel/Fax:

E-mail:

Date:



**RECENT REFERENCES
RELEVANT EXPERIENCE WITHIN THE PAST FIVE YEARS**

Each Bidder will provide, in the sample table below, the reference information of up to three (3) projects carried out by it which are of a similar nature to that which will arise from this RFP. The information must include as a minimum:

- Client name, location, and date of execution;
- Description of project and specifically the work done by the Bidder in the project;
- The Contract value;
- Contact details for checking references.

	Client Name, Location, and Date of Execution	Description of the Project and the Work performed	Contract Value (Currency)	Contact Details for Reference Check
1				
2				
3				



TECHNICAL PROPOSAL

TO BE RETURNED ON BIDDER'S LETTERHEAD

- i. The Bidder shall use Annex II-E to describe how it intends to meet the requirements described in the RFP documents and in particular the Terms of Reference provided in Annex III.
- ii. In preparing its Proposal the Bidder shall review all RFP requirements, including any document referred to in the RFP, and will reflect its understanding of and approach to meeting these requirements in the Proposal.
- iii. In preparing the Technical Proposal, the Bidder shall provide details of the proposed project methodology and implementation including a logical framework and an overview of the key activities, the outputs of each activity and the timeframe for completing each activity and management plan as well as the CVs of key personnel which will contribute to the project.
- iv. The Bidder may also include in this Annex other documents and information to demonstrate its technical and professional capacities and competencies to fulfil the requirements of the Terms of Reference.



FINANCIAL OFFER

TO BE RETURNED ON BIDDER'S LETTERHEAD

Having examined this Request for Proposal including its Annexes, and having examined all conditions and factors which might in any way affect the cost or time of performance thereof, we, the undersigned, offer to execute and complete the Works or the Services, in accordance with the Terms and Conditions applicable to ILO Contracts for the following Total Contract Price, including any direct taxes or customs duties and other import taxes:

Task	Description	Lump Sum in [Currency] (Including VAT)
1		
2		
3		
TOTAL		

Attached to this Annex is the proposed cost breakdown for each of the above tasks.

Additional Services

Compensation for any additional services to this RFP shall be calculated on the basis of the rates below:

Position	Rate per day in [Currency]		
	Based at Contractor's Office	Based at ILO	Visiting ILO (<6 consecutive days)
[Insert Title]			
[Insert Title]			
[Insert Title]			
Comments			

COMPANY STAMP

Signature:
 Name:
 Position:
 Tel:
 E-mail:
 Date:

TERMS OF REFERENCE

► Developing a Digital Employment Platform for KRI

March 2023

Introduction

Iraq has suffered from decades of conflict and economic volatility, which affected the economy and the labour force, and recent estimates suggest at least 11 million Iraqis are in need of some form of humanitarian assistance.

In turn, Iraq faces a significant jobs crisis. The country has one of the lowest employment-to-population ratios in the region, and almost a quarter of the labour force is either unemployed or underemployed, with over 1.7 million Iraqis of working age unemployed (leading to a national unemployment rate of 16.5 percent).

Some groups of workers are more heavily affected than others. For example, women face particular challenges: only some 10.5 percent of working-age women engaged in the labour force, and of those, 28.2 percent are unemployed – compared to 14.7 percent of men), and they are also more likely to be underemployed or work in part-time employment. In turn, unemployment among young workers reaches 35.8 percent, while 36.7 percent of youth are not in employment education or training – reaching 52.3 percent among young women, compared to 22.1 percent among young men).

Forcible displaced populations – including both IDPs and refugees – also face significant challenges in the labour force, especially refugees who require work permits in order to be formally employed, and the majority of whom continue to struggle to secure sufficient employment and livelihoods to meet their basic needs. Estimates suggest that some 27% of IDPs are unemployed.

In addition to high unemployment levels, Iraqi labour force is also characterised by high levels of informality, which accounts for 66.6 percent of the total employment. Informality is mainly found in the private sector, with construction and agriculture (two of the largest sectors of employment in the private sector) both characterised by significant levels of informal work.

There are several factors driving these numbers. Inequalities in working conditions between the private and public sector lead to a preference among workers to find public-sector employment. However, the public sector does not create sufficient jobs to keep up with the growing labour force – indeed, some 60 percent of Iraqis are under the age of 25. Other factors include the low productivity – and therefore limited employment opportunities – in the private sector, the relatively low levels of human capital among Iraqi youth, the displacement context, and discrimination faced by women in the labour market.

This highlights the crucial need to address the jobs crisis in Iraq by supporting workers to find decent work, and promote the transition from the informal to the formal economy.

Objective

To address the jobs crisis, the ILO has - in consultation with government partners in KRI - identified the need to streamline the process of linking unemployed workers registered with the social security scheme to employment, training, and business development opportunities. This process, currently managed by the Ministry of Labour and Social Affairs (MoLSA) in KRI, is undertaken in an ad-hoc, non-automated manner, with MoLSA staff physically visiting enterprises and firms to gather information about available employment opportunities, and case management conducted in an ineffective manner.

The ILO is therefore planning to support the government of KRI by establishing an “employment platform” that would automate the process of linking unemployed workers with an online repository of opportunities updated digitally by MoLSA as well as other institutions, including potentially the Iraqi Federation of Industries and the Ministry of Commerce for example.

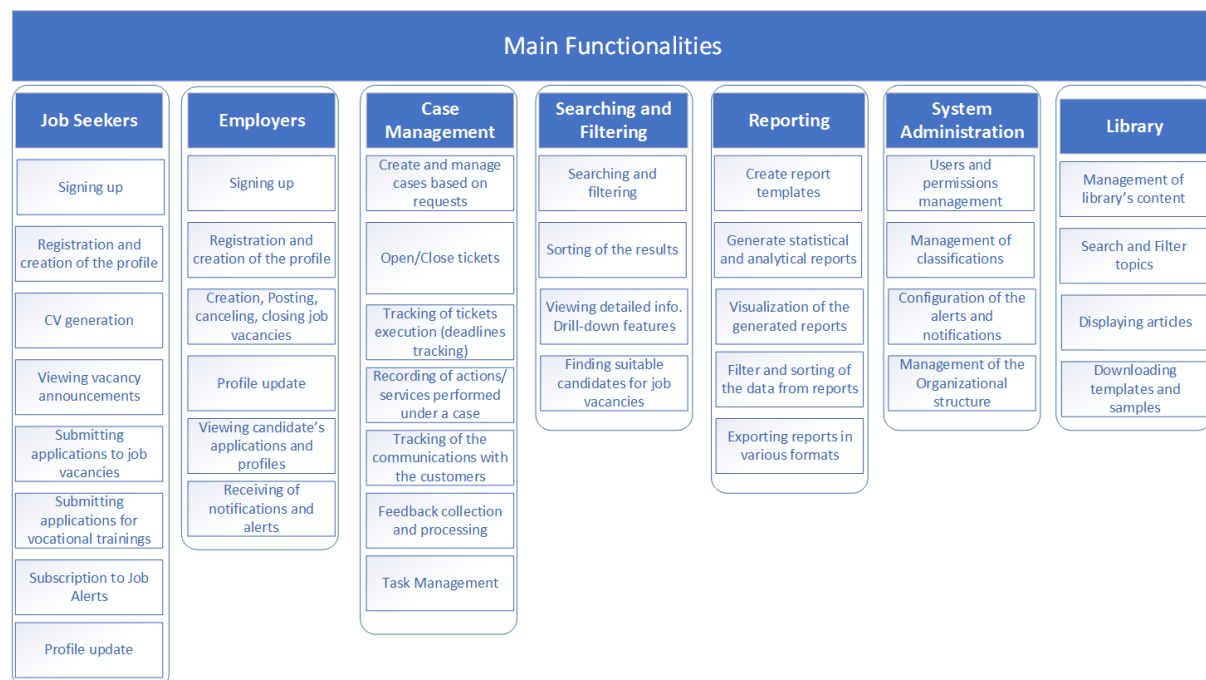
The expected beneficiaries of the creation of such a platform are MOLSA (by streamlining and automating processes), social partners, unemployed workers (including youth who face high barriers to entry into the labour force, displaced and marginalized populations) as well as enterprises.

The ILO has already undertaken a diagnostic assessment to understand the current processes and identify the design features of a digital employment platform for KRI. The System Requirement Specifications and System Design Document have also been elaborated on the basis of the assessment. These documents will represent the basis upon which the platform is to be created.

The RFP is open to **Iraq-based software development companies only**.

Scope of work

This Terms of Reference is for a **software development company** to create the digital employment platform for the Government of KRI, with the following functionalities:



The platform will therefore have the following modules (for full details on functionality, see Diagnostic report, SRS and SDD below):

- **Job seekers module** enabling jobseekers and labour market entrants to sign up, create profiles , search for vacancies, apply for vacancies, etc...
- **Employers module** enabling employers to sign up, create profiles and post job vacancies, searching and filtering jobseekers, etc...
- **Case management module** animated by the Ministry of Labour and Social Affairs, with a ticketing mechanism which would allow the Ministry staff to manage and track the provided services in separate cases. All related actions, uploaded documents, conversation messages and records will be linked to a particular case depending on the category of request i.e. employment, vocational training, career advices, etc. The platform will also provide an *Application Tracking Sub-system (ATS)* which shall allow job seekers' profiles scanning to collect, sort, scan, and rank the job applications to the employers' open vacancies. The system will scan the profiles for specific and relevant keywords to

determine if the job application should be passed along to the vacancy. The employment counsellor's job is to essentially weed out unqualified applicants so the employer can devote his or her time to evaluating the candidates who are more likely to be a match for the position. In other words, the ATS is apt to toss the least-qualified candidates or identify the applicants who are the best fit.

- **Reporting module** enabling statistical and analytical reports, applying various operators, and visualisation of the reports, etc...
- **Library module** including the compilation of relevant knowledge, templates and resources, management of content, etc...
- **System administration module** including management of organisational structure and users and permissions, communication, etc...
- **Data verification and cleansing mechanism** including identification of similar records, excluding duplicates, etc...
- **Searching and filtering capabilities** including filtering features, drill-down functionalities, etc....

The following documents and guidelines are an integral part the scope of the contract and should be used to guide the development of the platform:

- 1- Diagnostic Assessment
- 2- System Requirement Specifications
- 3- System Design Document - all three of the above are available here https://drive.google.com/drive/folders/1SD2vmJJ9NrBNAT5FhMdFO8dyt_oWHSqB?usp=sharing
- 4- DIT standards and guidelines, available here <https://docs.digital.gov.krd/docs/intro> .

The platform is to be open source, as this will be hosted by the Kurdistan Regional Government. The platform will also need to integrate features enabling interoperability with other databases and systems hosted by Government as well as other key counterparts (including UNHCR, Iraqi Federation of Industries, worker organisations, etc...)

Activities and tasks

Under the oversight of the Chief Technical Advisor for Social Protection in Iraq, the Social Protection Management Information Systems Expert at the ILO, and partners, the software development company would undertake the following tasks and activities under assignment:

1. **Inception phase** including:
 - a. Review the diagnostic assessment, SRS and SDD and other required technical documentation
 - b. Conduct consultation meetings with ILO staff and the partners to better understand needs and context
 - c. Draft an inception report based on the above review inception consultations outlining
 - i. Description of software development methodology
 - ii. Any required revisions to system architecture, design and development approaches;
 - iii. Any potential risks and mitigation measures
 - iv. Comprehensive workplan
 - v. Develop a change management strategy to ensure sustainable uptake of the system, including technical and users' trainings such as introductory

training, end user training, system setup, administration and technical training, to be implemented throughout the assignment.

2. **System development** based on diagnostic report, SDD and SRS, including
 - a. Develop the infrastructure and application environment for the system;
 - b. Build the core platform based on the modules listed above and the documents previously shared;
 - c. Develop user interface labels in English/Kurdish (Sorani & Badini);
 - d. Provide web and mobile capabilities (including offline usage) for the system with a homogenous user interface on each platform
 - e. Establish data exchange protocols as part of the platform operating model to ensure interoperability of the system and provide functionality to exchange electronic data with other relevant databases/systems;
 - f. Develop required security and control mechanisms, including access control and domain rights (encryption, network security), intrusion detection systems, backup and continuity plans, data protection and privacy, and audit trails.
3. **System testing and documentation**
 - a. Undertake system testing, field testing, and user acceptance testing based on the first iteration of the platform;
 - b. Facilitate iterative prototyping to ensure the final solution addresses the business processes and requirements;
 - c. Develop and provide full system documentation including but not limited to,
 - i. The system database schema,
 - ii. Application interface requirements,
 - iii. User's manual;
 - iv. Technical support manual (includes documentation of source code for support, maintenance and enhancement)
 - v. Testing documents (includes test scripts and documentation of results of System Test, Systems Integration Test, Non-Functional (Performance) Test, User Acceptance Test)
4. **Final deployment and system handover**
 - a. Final deployment and handover as based on the handover strategy after acceptance/approval of the latest iteration of the system;
5. **Post implementation support** (warranty and maintenance) for one year after system acceptance, including implementing a technical support database to track technical support requests

All source code (without encryption), documentation and deliverables are to be transferred to ILO- Iraq and the MoLSA in KRI upon completion and full ownership rights assigned to MoLSA, KRI. All data obtained while building the application is proprietary information of the MoLSA KRI and should neither be shared or given to any third parties

Deliverables and timeframe

Payments will be processed upon completion of each deliverable as expressed below, according to the below timeframe over 25 weeks.

All deliverables shall be approved by the Chief Technical Advisor for Social Protection in Iraq and the Social Protection Management Info Systems Expert. Throughout the assignment, the software development team will work in close consultation with colleagues in MoLSA- KRI as well as the Department of IT to ensure responsiveness to the needs and specifications of the Government.

Deliverable	Timeframe	Payment
<p>Deliverable 1: Inception report and change management strategy</p> <p>The inception report is a document outlining the work plan with proposed timeframes and processes. The document must onboard comments from inception meetings with ILO staff and partners and demonstrate review of the technical documents (diagnostic report, SRS, SDD and others).</p> <p>The Change Management Strategy is a document outlining a proposed strategy to support user uptake of the new platform. The strategy must include three components: 1) Communication strategy to inform end users about the functions and benefits; 2) Training strategy to train different users (end users, administrators, IT professionals throughout the development, testing and deployment phases); and 3) Monitoring strategy to provide “help desk” services and quickly resolves bugs and glitches.</p>	2 weeks	20% of contract amount
<p>Deliverable 2: Development of the 8 platform modules</p> <p>Develop and validate the eight modules as outlined above, based on the three documents outlined above and under the close supervision of ILO and partners.</p> <p>Validation sessions should be conducted with ILO staff and partners after the development of each individual module and changes onboarded prior to the handover of the eight modules for payment under this deliverable.</p> <p>Development includes the setup of the infrastructure and application environments and code configuration; building the core platform application including database, security, bilingual language, development iterations (customization, review, and further modifications/configurations) of modules and associated functionality</p>	16 weeks	20% of contract amount upon submission of prototype for all modules
<p>Deliverable 3: Testing and Deployment</p> <p>Upon acceptance of the eight modules, the application must be pilot tested in one office. Changes must be onboarded, and glitches and bugs must be fixed before deployment.</p> <p>This includes Quality Assurance, including System Testing, Field Testing, and User Acceptance Testing.</p>	4 weeks	30% of contract amount
<p>Deliverable 3: Technical and Operational platform Documents</p> <p>This includes Key Technical and User Documentation as required based on the updated technical design.</p>	1 week	

<p>Deliverable 4: Final Deployment and handover</p> <p>This includes, at a minimum, the development of the final iteration based on feedback, and preparation of operational readiness.</p>	2 weeks	30% of contract amount
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Required qualifications

The RFP is **open to Iraq-based software development firms only**. Below are the required qualifications and experience:

- Team members must have advanced degree in computer science, information systems, data management, public administration, or other related field.
- Proposed team demonstrate excellent understanding of ICT governance and management as well as development and implementation of content management systems, preferably over multiple projects as demonstrated by samples (or links to samples) of previous work;
- Fluency in English and Kurdish.
- Strong skills in analysis, critical thinking, problem solving and reporting
- Experience in designing and developing ICT systems for the public sector, with preferred experience working with MoLSA and using DIT guidelines;
- Knowledge of the field of social insurance policy and employment services preferred;
- Previous work experience with the UN System in general and with ILO in particular will be an added advantage.

Proposals

The Technical Proposal will be submitted in electronic (PDF) format. The Technical Proposal should include but not be limited to the following:

- a) **All annexes as above**
- b) **Samples or Links to Samples of Previous Relevant Work** listed as reference of the proposer (at least three), on which the proposed key personnel directly and actively contributed or developed the Management Information systems. Actual work examples for key services and solutions are appreciated.
- c) **System Development and Operationalization Methodology and Approach.**
- d) **Work Plan**, which will include as a minimum requirement the following:
 - General work plan based on the one proposed in the TOR, SRS with comments and proposed adjustments, if any; and
 - Detailed timetable by activity (it must be consistent with the general work plan and the Financial Proposal).
- e) **Digital Employment Platform project development Team:**
 - Summary presentation of proposed experts;
 - Description of support staff (number and profile of developers, quality assurance and others etc.);
 - Level of effort of proposed experts by activity (it must be consistent with the Financial Proposal); and
 - CV of each expert proposed to carry out the MIS development and operationalization

The Financial Proposal should include but not be limited to the following:

- a) **Resource Costs:** Daily rate multiplied by number of days of the experts involved in this assignment.

b) **Any Other Costs (if any):** Indicate nature and breakdown.

**TERMS AND CONDITIONS APPLICABLE TO ILO CONTRACTS
FOR SERVICES**

https://www.ilo.org/wcmsp5/groups/public/---ed_mas/---inter/documents/legaldocument/wcms_768752.pdf