

Q: Ref. pg. 22, pt. 2(d): What does “offline usage” mean and in what context?

A: Ability of case workers to continue using the system even when not connected to internet.

Q: What is the total no. of job-seeker users the ILO anticipates to use the solution?

A: Unlimited.

Q: What is the total no. of employer users the ILO anticipates to use the solution?

A: Unlimited.

Q: Will the ILO consider a term-based license with open-source code or is it only interested in acquiring the solution in perpetuity?

Q: Do you have a technology preference for the portal?

A: Relevant requirements are available in SRS and SDD and DIT guidelines, no preferences beyond those requirements. Proposals to be made with sound justifications.

Q: Ref. pg. 20, “Case management module”: With reference to ranking of job applicants, is that automatic ranking by the system (by matching a candidate profile to a certain job description) or manual ranking by employers/recruiters?

A: Automatic.

Q: Ref. pg. 20, “Library module”: Does this refer to learning material specific to the software itself or more general L&D-type material for employers and job-seekers? If the latter, would the ILO be responsible for the provision and upkeep of this material?

A: On the first question, the latter - relevant resources for job-search etc... On the second question yes, the ILO and relevant authorities will provide these documents, not the software development company.

Q: In the RFP document, Required Qualifications Page 27 , it is mentioned that: The RFP is open to Iraq-based software development firms only. Is it open for offshore companies having branch offices legally registered and operating Iraq?

A: Yes, so long as the companies have a legal presence and operations in Iraq.

Q: In the RFP document, Required Qualifications Page 27 , it is mentioned that Fluency in English and Kurdish are required: Does it apply to the complete team members? If not, to whom from team this shall apply?

A: This does not apply to all members of the team, but to the team as a whole. So long as members of the team are fluent in English, and members of the team (not necessarily the same) are fluent in Kurdish, this is sufficient.

Q: SDD - Hiring Button: In te RFP documents there is no indication for the Hiring step

Q: SDD - Reject button: In te RFP documents there is no indication for the Rejection step

A: Information in the SDD takes precedence over information in the RFP.

Q: SRS + SDD - SMS sending: who will pay for sending SMS during the daily operation of the system

Q: Q: SRS page 12 – informing by SMS: These information should be sent per email and not SMS because of the cost and it needs permanent financing, who will pay?

A: The Government agency responsible for administering the system.

Q: SRS + SDD - UNHCR Interoperability: Is guaranteed to give us data or an API on their systems?

A: ILO is working closely with UNHCR on this platform.

Q: Are the deliverables 4 and 5 both have one payment which is 30%? That means deliverable 4 (Technical ...) would be without payment?

A: This is correct.

Q: I would like to know if we are still required to submit the last three financial statements by the deadline of the tender.

A: See RFP p. 6 point b) 3).

Q: Who you count as an independent auditor. Would it be acceptable if we engage a certified public accountant to perform the audit, or are there any other qualifications that the auditor should meet?

A: We rely on financial statements certified by external auditors. If an external public accountant has authority to perform audits, this can be acceptable.

Q: Where should the proposal be submitted i.e. address and phone number

A: Proposals to be submitted electronically, see p. 3 of RFP

Q: Who will be responsible for the hosting of the application

A: The application is expected to be hosted at Department of IT (DIT).

Q: Where would the meetings with the ILO and beneficiary take place?

A: Unclear what meetings are referenced.