



International Labour Organization

REQUEST FOR PROPOSAL

**Labour and Occupational Safety and Health Inspection
Electronic Case Management System Development in Iraq**

Responses to be received by 7 January 2023

December 2022

Subject: Labour and Occupational Safety and Health Inspection Electronic Case Management System Development in Iraq

Request for Proposal (RFP) N°: RFP/ILO Labour Governance/Iraq/2022/1

Date: 15/12/2022

Dear Sir/Madam,

The International Labour Office (hereinafter the “ILO”) is pleased to invite your company to submit a Proposal for **Labour and Occupational Safety and Health Inspection Electronic Case Management System Development in 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 **4 PM Baghdad time on 7 January 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 Labour Governance/Iraq/2022/1

**Labour and Occupational Safety and Health Inspection
Electronic Case Management System Development in 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 **Labour and Occupational Safety and Health Inspection Electronic Case Management System Development in Iraq**. 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:	15/12/2022
• Proposals Receipt Deadline:	07/01/2023, 16:00 Baghdad time
• Estimated Contract Signature Date:	24/01/2023
• Estimated Contract Start Date:	24/01/2023

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

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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 07 January 2022, 4:00 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: abdulameer@ilo.org , al-hashamat@ilo.org and ahmedah@iloquest.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 1.4 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

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 envelope 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 2.3 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 net of any direct taxes or customs duties. As an international organisation, the ILO is exempt from all taxes and 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) Company's profile and previous experience (10 points)
- b) The proposed approach and timeframe/work plan (45 points)
- c) The qualifications and experience of proposed key personnel (15 points)
- d) 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 shed light on the rationale of the ILO decision. The ILO will not disclose any technical or financial information related to offers received by other Bidders who participated in 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



International Labour Office

ANNEX II-A

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:	IRQ:5-21/1
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 1 [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, net of any direct taxes or customs duties and other import taxes:

Task	Description	Lump Sum in [Currency] (Excluding 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 an Electronic Case Management System for the Labour and Occupational Safety and Health Inspectorate**

December 2022

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► Background and Objective

The ILO is implementing the “Enhancing Labour Governance, Inspection and working conditions in response to COVID 10 in Iraq” European Commission funded project. To help achieve the project’s objectives, the Labour, and OSH (Occupational Safety and Health) Departments within the Ministry of Labour and Social Affairs (MoLSA) should be equipped with an Electronic Case Management System (ECMS) in both Iraq and Kurdistan Regional Government (KRI).

Well conceptualized ECMS provide unparalleled opportunities to make labour inspectorates more effective, efficient, and ultimately strategic. ECMS for labour inspectorates typically utilize Business Process Management System (BPMS) applications. BPMS are based on a set of workflows for labour inspection procedures. The built-in harmonization provided by these workflows enhance the protection of due process and enable traceability and transparency. ECMS also ease internal and external reporting, standardize the collection and analysis of statistics, and facilitate evidence-based planning.

The objective of this work is for the labour inspectorate in Iraq and KRI to have an efficient and user-friendly online application to manage labour inspection actions. In the long term, the application is expected to:

- Strengthen the capacity and efficiency of labour inspectorates to carry out and follow-up on inspections at the federal and regional levels;
- Improve the quality of workplace compliance monitoring;
- Analyse collected data through the system for strategic planning;
- Standardize the inspection and reports,
- Generating periodic reports automatically;
- Enhance the communication mechanism within labour inspectorates at the federal and regional levels and/or between relevant institutions.

As a preliminary step in the development of an ECMS for Iraq and KRI, the project mapped the standard operating procedures of the labour inspectorate and developed a series of procedural workflows. Subsequent to the validation of the workflows, the project designed a wireframe for the proposed ECMS and consolidated the Software Requirements Specification (SRS). These three products form the foundation of the proposed system and the proposed scope of work.

► Scope of Work

The proposed ECMS must be an online application contemplating concurrent users in the offices throughout Iraq and KRI.

The modular design, development, implementation and roll out of the following functionalities are proposed in accordance with SRS (Software Requirement Specification) and Quality Assurance Strategy. These modules should be interconnected and integrated with each other to support implementation as proposed in the SRS:

1. Complaints Module

- Receive and review labour law and OSH related complaints from workers for inspection.

2. OSH Recording Module (accidents, diseases, dangerous occurrences)

- Receive and review reports of accident/illness/diseases for investigation from workers and employers.
- Review and analyse statistics for public policy making.

3. Inspection Assignment Module

- Assign inspection actions to inspectors (e.g. statutory visits based on inspections, complaints or accident reports from Module 1 and 2, etc.).
- Enable automated assignment based on agreed parameters (by unit/speciality (OSH, LI, SS, etc.), workload, geography, or other criteria.
- Enable managers to manually assign, cancel or pause inspection actions as needed.

4. Customizable Digital Inspection Checklist Module

- View and quickly check off topics for inspection in real time during inspection visits (functionable on a cell phone or tablet).
- Must be easily modifiable with an administrator login to account for continuing changes in law and practice.
- Should allow an inspector to pull up a content relevant to a specific issue.

5. Reports Module

- Visualize key inspection metrics (e.g. inspection actions undertaken by sector, location, and enterprise type; violations detected by sector and issue; remediation rates by sector and issue, and other to be determined)
- Automatically draws from the input fields from the Complaints Module and OSH Accident Reporting Module and Case Management Module;
- Generate preconfigured reports (such a report based on Part IV of R.81) pulling from a static set of input fields, and unique reports pulling from user selected input fields;

6. Case Management Module

- Track and trace inspection actions (at a minimum labour and OSH inspections and accident/complaint investigations). Must include:
 - all the steps in each inspection action, from initiation to conclusion;
 - start and end dates and required timeframes for each step;
 - replicate required input fields for standard forms used in some steps;
 - allow digital reviews and authorizations for different user roles at required decision points;
 - record transfers of actions to other authorities.

7. User Dashboard

- Visualize real-time status of current and pending actions, including an alert system with upcoming deadlines.
- Enable inspectors to manage and review their workload and outputs.
- Enable managers to monitor the performance of inspectors under their supervision or the inspection system work as a whole.

8. Economic Units Database

- Master list of economic units under the jurisdiction of the labour inspectorate.
- Searchable to allow labour inspectorates to research previous inspection actions and findings.
- Searchable and sortable to select economic units for an inspection plan.
- Preferably integrated to or at a minimum aligned with the most comprehensive registry of economic units in the country with each economic unit linked to a unique identifier (e.g. Tax Identification Number (TIN)).
- Automatically updated with manual entries from users.

9. Data Analysis Module

- Review and analyse data from the Reports Module and Economic Units Database to target likely non-compliant economic units for inspection
- Classify enterprises based on infringement history
- Classify enterprises based on other selected indicators of non-compliance
- Preferably integrated to or at a minimum aligned with other relevant internal or external systems that could provide data useful for targeting.
- Build a data set useful for predictive analytics in the future.

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

- 1- Workflows of the standard operating procedures of the three departments (Iraq and KRI)
- 2- Wireframes of the three departments (Iraq and KRI)
- 3- Software requirement specification (SRS)
- 4- Quality Assurance Strategy.

https://drive.google.com/drive/folders/1KeTpGCuUZX1iY_Vftzkw616ypYwFpGed?usp=share_link

► Activities and Tasks

The service provider will undertake the following tasks, at a minimum, to develop the modules and operationalize the ECMS:

- Review the procedural workflows, wireframe, SRS and other required technical documentation;
- Conduct consultation meetings with ILO staff and the ECMS task force and other relevant stakeholders at the inception, validation, and deployment stages of system development;
- Draft an inception report based on the review of the workflows, wireframe, and SRS and inception consultations;
- Revise, if needed, system architecture, design and development approaches;
- Develop the infrastructure and application environment for the system;
- Build the core ECMS based on the modules listed above and the workflow, wireframe, and SRS;
- Develop user interface labels in English/Arabic/Kurdish (Sorani & Badini);
- Provide web and mobile capabilities (including offline usage) for the system with a homogenous user interface on each platform, compatible with W3C accessibility guidelines;
- 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;
- Undertake system testing, field testing, and user acceptance testing based on the first iteration of the ECMS;
- Facilitate iterative prototyping to ensure the final solution addresses the business processes and requirements;
- 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.
- Final deployment and system handover (including a handover strategy) after acceptance/approval of the latest iteration of the system;
- Provide post implementation support (warranty and maintenance) for one year after system acceptance, including implementing a technical support database to track technical support requests
- Develop and provide full system documentation including but not limited to, design documents, the system database schema, application interface requirements, technical support manual, and user's manual;
- Develop and implement 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;

► Deliverables

Payments will be processed upon completion of each deliverable as expressed below.

All deliverables shall be approved by the Technical Specialist for Strategic Compliance, Valkyrie Hanson (hanson@ilo.org).

To ensure that the ECMS is responsive to the needs of the relevant Ministry, the ECMS development team will operate under the overall supervision of the ECMS Task force which will be responsible for oversight over the design, development, and implementation of the ECMS. The ECMS task force will comprise of MOLSA, and other relevant partners and stakeholders.

Deliverable	Timeframe	Cost
Deliverable 1: Inception Report and Change Management Strategy 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 the ECMS task teams and demonstrate review of the technical documents (workflows, wireframe, SRS, and others). The Change Management Strategy is a document outlining a proposed strategy to support user uptake of the new ECMS. 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); and 3) Monitoring strategy to provide "help desk" services and quickly resolves bugs and glitches.	1 week	20% of contract amount

Deliverable 2: Development of the nine ECMS Modules Develop and validate the nine modules: Complaints module; OSH Recording Module; Inspection Assignment Module; Customizable Digital Inspection Checklist Module; Case Management Module; Reports Module; Economic Units Database; and Data Analysis Module. Validation sessions should be conducted with ILO staff and the ECMS team after the development of each individual module and changes onboarded prior to the handover of the nine modules for payment under this deliverable. Development includes the setup of the infrastructure and application environments and code configuration; building the core ECMS application including database, unique identifier setup, security, trilingual language, and bootstrap customization of base forms/tables; development iterations (customization, review, and further modifications/configurations) of modules and associated functionality	8 weeks	60% of contract amount
Deliverable 3: Testing and Deployment Upon acceptance of the nine modules, the application must be pilot test tested in one office. Changes must be onboarded, and glitches and bugs must be fixed before deployment. This includes Quality Assurance, including System Testing, Field Testing, and User Acceptance Testing.	3 weeks	
Deliverable 3: Technical and Operational ECMS Documents This includes Key Technical and User Documentation as required based on the updated technical design.	1 week	

Deliverable 4: Final Deployment This includes, at a minimum, the development of the final iteration based on feedback, and preparation of operational readiness.	2 weeks	20% of contract amount
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► Timeframe

The contract will be from January 2023 till May 2023.

► Required Qualifications

- At least 7 years' relevant experience in design, development and deployment of Management Information Systems for government programs and systems, preferably in Iraq or KRI;
- Strong analytical skills to extensively analyze case management and workflows.
- A team comprising Team Leader/Project Manager, Senior Full-Stack Software Developer, Software Developer, Systems Analyst/Quality Assurance Analyst and a Database Administrator with demonstrable experience in management information system deployment;
- Excellent communication and facilitation skills, including in multi-cultural settings.
- Command of Arabic, Kurdish, and English.
- Understanding of government structure and inter- government relations.

► Request for Proposals

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

- a) **Request for Proposals for Services Form** (provided above).
- b) **Presentation of the Bidding Institution**, including:
 - Name of the institution;
 - Date and country of registration/incorporation;
 - Summary of corporate structure and business areas;
 - Corporate directions and experience;
 - Location of offices or agents relevant to this proposal;
 - Number and type of employees;
- c) **Relevant References** of the proposer (past and on-going assignments) in the past five-seven years. ILO may contact references persons for feedback on services provided by the proposers.
- d) **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.
- e) **System Development and Operationalization Methodology and Approach**. There is no minimum or maximum length.
- f) **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).
- g) **ECMS 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/wcmstp5/groups/public/---ed_mas/---inter/documents/legaldocument/wcms_768752.pdf

Request for Proposal- Labour and Occupational Safety and Health Inspection Electronic Case Management System Development

Final Audit Report

2022-12-15

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