

Call of Express of Interest (EOI) for a tender Provision of chatbot creation

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a public-benefit federal enterprise that, on behalf of the German Government, supports many public and private sector clients in around 120 countries in achieving their objectives in international cooperation. With this aim, GIZ works together with its partners to develop effective solutions that offer people better prospects and sustainably improve their living conditions.

The “Financial Inclusion for a New Economic Start and integration in Iraq” (FI) project is a multi-donor action commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) through the special initiative “Tackling the Root Causes of Displacement, Reintegrating Refugees/Partnership for Prospect,” co-funded by the European Union (EU) and implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

The project aims to sustainably improve financial inclusion and access to inclusive financial services for vulnerable target groups such as women, youth, people affected by poverty, internally displaced persons (IDPs), returnees, refugees, and micro, small and medium enterprises (MSMEs). The project has four Outputs, (1) “Developing inclusive financial services”, (2) “Enhancing awareness about inclusive financial services and the financing of renewable energies”, (3) “Strengthening the capacities of the Central Bank of Iraq (CBI) to promote and regulate inclusive financial services”, and (4) “Improving conditions for women-led businesses to access financial services.

Service requirements:

The need for financial literacy has been recognized as a pivotal element in ensuring economic sustainability and individual financial security in Iraq.

The financial landscape has evolved dramatically in the past decade, with a growing recognition of the importance of financial inclusion and literacy. Ensuring that as many individuals as possible have access to useful and affordable financial products and services is key. In line with this, FI project seeks to promote financial literacy through innovative digital means. Against this backdrop the project wants to hire a company to develop and run a non-AI chatbot, promoting awareness and understanding of financial literacy topics as part of the project’s broader mandate to raise awareness of financial literacy throughout Iraq. The aim is to enable all chatbot users’ simple access to financial concepts, tools, and services in order to increase their financial literacy.

Interested companies are requested to send a Letter of Interest with the following documents:

- Introduction of the firm/company
- A scanned copy of the license and registration that the company is able to work in Iraq and KRI.
- Bank data with all details from a local bank (Bank Name, Account Holder, IBAN).
- Provide an Affidavit that the firm has been neither blacklisted by any Government, semi-governmental institute, or private institute nor involved in any litigation in the current or during the last two (2) years or a (self-disclosure).
- Annual turnover of the last three financial years.
- Structure of the company and number of employees.

- Reference of similar implemented projects, including their values in the last three years.
- Provide the requirements per the attached assessment grid for checking the eligibility of companies.
- Provide a letter directed to GIZ exploring:
 - Your company is interested and will participate in the tender.
 - Full names of owner and representatives, with their signatures' samples.
 - The stamp samples

The technical information must be provided as follows:

- Reference on the experience with creating chatbots
- Reference on the experience in Iraq's context
- Reference on the experience with international companies/INGOs/Banks
- Experience in designing and deploying digital solutions such as social media promotion campaigns, IVR surveys, targeted SMS promotion campaigns

Interested companies must submit the above-mentioned documents and the full contact details of their company within the specified date,

This expression of interest is a market search for qualified suppliers and companies. GIZ keeps the right to the appropriate selection of the best-qualified companies/firms for future demand of the provision of chatbot creation Services and representation for the project mentioned above.

Interested companies must submit above mentioned documents via email to: procurement.iraq@giz.de , in a proper digital filing order as the above-listed order by the owner of the company or an authorized representative. Otherwise, the company's interest will be considered non-responsive. The email subject must be named below with the deadline.

On 08.07.2024 at 14:00

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Yours Sincerely,
Procurement and Contracting
Unit Deutsche Gesellschaft für
Internationale Zusammenarbeit (GIZ) GmbH
E procurement.iraq@giz.de
I www.giz.de