

Contents

- I. General information 1
- II. Tender requirements 4
 - 1. Qualifications of proposed staff 4
 - 1.1 Expert 1: 5
 - 1.1.1 General qualifications 5
 - 1.1.2 Experience in the region/knowledge of the country 5
 - 1.1.3 Language skills: 5
 - 1.2 Expert 2: 5
 - 1.2.1 General qualifications 5
 - 1.2.2 Experience in the region/knowledge of the country 5
 - 1.2.3 Language skills: 5
 - 1.3 Expert 3: 5
 - 1.3.1 General qualifications 6
 - 1.3.2 Experience in the region/knowledge of the country 6
 - 1.3.3 Language skills: 6
 - 2. Quantitative requirements 6
- III. Requirements on the format of the tender 7
- IV. Option 7
 - 1. Nature and scope 8
 - 2. Requirements: 8
 - 3. Quantitative requirements for the optional services 8

I. General information

1. Brief information on the project

The project “Strengthening Economic Transformation in Iraq (SET)”, together with the Ministry of Planning (MoP) in Central Iraq is launched on 01/2024 as the follow-on project of the “Private Sector Development & Employment Promotion (PSD) Project” (12/2017- 02/2024) and focuses on improving evidence-based economic policy design, the implementation capacities of the relevant actors, and the necessary services for companies and job seekers. SET project targets local population, especially entrepreneurs in the private sector and their employees as well as job seekers. Building on the objectives and results of the PSD project, SET project aims at improving the framework conditions for growth and employment in Iraq’s private sector. In order to achieve this overall objective, the project operates in four outputs:

Output 1: Supporting evidence-based policy advisory to improve effectiveness of economic policy measures for a sustainable economic transformation (incl. capacity building for governmental organisations; potential focus areas: economic policy, labour market policy, industrial policy, MSME promotion).

Output 2: Promoting participation of private sector in policy-making processes (incl. capacity building for private sector organisations as well as a focus on strengthening representation of women).

Output 3: Promoting MSMEs through business development, innovative business models and sustainable business practices.

Output 4: Strengthening structures for labour market matching and active labour market programmes (with a specific focus on promoting equal access to resources).

This ToR serves to outline the needed services of the contractor to contribute to Output 4.

2. Context

The Ministry of Labor and Social Affairs (MOLSA) of Iraq plays a pivotal role in implementing labor policies, vocational training, and employment services nationwide. As part of the digital transformation efforts supported (GIZ), MOLSA, in collaboration with GIZ, developed the MIHAN platform. This platform facilitates employment services and vocational training for Iraqi citizens, contributing to improved access to job opportunities and enhancing vocational education. In addition to MIHAN, MOLSA also operates several other systems, including loan management systems, under the Directorate of Labor and Vocational Training.

To further strengthen MOLSA's institutional capacity, this training is designed as part of a broader capacity-building initiative, aiming to equip the IT staff responsible for managing these systems with advanced skills. The focus of the training will be on:

MS SQL Server – for efficient management, optimization, and security of MOLSA's databases.

ASP.NET Core MVC – for the continued development and maintenance of the MIHAN platform and other critical web-based applications.

Microsoft Servers – to enhance server administration, security, and performance management capabilities.

By building the technical capacities of MOLSA's IT staff, this training will ensure the sustainability and scalability of the MIHAN platform and other key systems, enabling MOLSA to provide more efficient and responsive services to the Iraqi public.

3. GIZ shall hire the contractor for the anticipated contract term, from 15.02.2025 to 15.09.2025.

The contractor shall provide the following services:

The contractor is expected to deliver a comprehensive training program for 11 MOLSA IT staff members, consisting of 6 programmers and 5 IT engineers. The training will focus on Microsoft Windows Server administration, Microsoft SQL Server database management, and ASP.NET Core MVC web development, as detailed below.

- **Venue:** The training will take place at the Directorate of Labor and Vocational Training's premises. However, in the case of logistical constraints such as limited equipment or limited venue facilities, the contractor's venue will serve as an alternative location. The contractor is responsible for providing one coffee break (coffee, tea, disposal cups, Biscet and water) and stationery (pen, notebook, flip chart if needed) throughout the duration of the training, whether conducted at the Directorate's premises or the contractor's venue.

- The course will cover the following key areas:

Microsoft Windows Server (Administration & Configuration)

- Installation and configuration of Windows Server
- Active Directory Domain Services (AD DS)
- Group Policy, DNS, DHCP, and Networking
- Managing user permissions, file systems, and security
- Windows Server Backup and Disaster Recovery
- Monitoring and maintaining server performance
- High availability, clustering, and load balancing
- Additional hands-on practice with advanced features such as clustering and disaster recovery
- Duration: up to 55 hours

Microsoft SQL Server (Database Management & Administration)

- Installation and configuration of Microsoft SQL Server
- Database design, tables, and normalization
- T-SQL querying and scripting
- Backup, restore, and disaster recovery
- Security management (permissions, encryption, and auditing)
- Indexing, performance tuning, and optimization
- SQL Server Reporting Services (SSRS) and SQL Server Integration Services (SSIS)
- Extended focus on indexing and performance tuning with additional hands-on practice
Duration: up to 45 hours

ASP.NET Programming (Web Development)

- Introduction to .NET framework and ASP.NET
- Building web applications with ASP.NET Core MVC
- Front-end development with HTML, CSS, JavaScript, and Razor syntax
- Database connectivity with Entity Framework Core
- API development with ASP.NET Core Web API
- Security practices for web applications (authentication, authorization)

- Application deployment and performance optimization
- Additional hands-on practice with front-end development and security best practices
- Duration: up to 45 hours
- **Training materials:** The contractor must ensure that all necessary training materials, software, equipment, hands out, presentations, resources, and qualified trainers are available for the duration of the training.
- **Training plan:** The contractor shall provide a detailed training plan for approval by both the Ministry and GIZ. Training sessions at the Ministry will be a minimum of 3 hours per day, with the number of days per week to be agreed upon with the Ministry and outlined in the training plan (minimum 3 days per week).
- **Qualification measures:** The contractor would need to tailor the training to the participants' skill levels, the contractor will administer pre-tests to assess the current knowledge and skills of the staff prior to the training. Based on the pre-test results, the training content may be adjusted to better meet the needs of the participants. Additionally, post-tests will be conducted at the end of the training to evaluate the effectiveness of the training and the participants' learning outcomes.
- **Post-training support:** the contractor must assign a focal point to address follow-up questions or challenges the IT staff may encounter when applying the new skills in their work for a period of 2 weeks (working hours 09:00-12:00). The contractor would record the request and the response to be paid upon services delivery.

Period of assignment: from 15.02.2025 to 15.09.2025.

II. Tender requirements

1. Qualifications of proposed staff

The tenderer is required to propose personnel for the positions specified here and described with respect to the areas of responsibility and qualifications on the basis of relevant CVs.

The below specified qualifications represent the requirements to reach the maximum

Milestones/partial works	Date/location/responsibility	Criteria for acceptance
02.01.2025	Briefing with GIZ to clarify the assignment	
05.01.2025	Submit the detailed training plan	Training plan to be approved by GIZ
15.01.2025	Start the training for programmers of MoLSA	
01.02.2025	Start the training of the IT engineers	
15.03.2025	Provide final report and certificates	

1.1 Expert 1: IT Trainer (Microsoft Technologies & Web Development)

1.1.1 General qualifications

Education: University degree (Bachelor's or Master's) in Computer Science, Information Technology, Software Engineering, or a related field.

Professional experience: 7 years of professional experience in system administration, focusing on Microsoft Windows Server.

Relevant certifications such as Microsoft Certified: Windows Server Hybrid Administrator Associate, or Microsoft Certified: Identity and Access Administrator.

1.1.2 Experience in the region/knowledge of the country

Minimum 3 years of experience working in Iraq or other Middle Eastern countries, with a background in IT infrastructure projects and public sector support.

1.1.3 Language skills:

business fluency in C1

1.2 Expert 2: IT Specialist (SQL Server Database Management & Administration)

1.2.1 General qualifications

Education: University degree (Bachelor's or Master's) in Computer Science, Information Systems, Database Management, or a related field.

Professional experience: 7 years of professional experience in database management and administration, with a focus on Microsoft SQL Server.

Relevant certifications such as Microsoft Certified: Azure Database Administrator Associate or Microsoft Certified: Data Analyst Associate.

1.2.2 Experience in the region/knowledge of the country

Minimum 3 years of experience working in Iraq or other Middle Eastern countries, with a focus on database management for public institutions or large organizations.

1.2.3 Language skills:

business fluency in C1

1.3 Expert 3: Web Development Specialist (ASP.NET Core MVC)

1.3.1 General Qualifications

Education: University degree (Bachelor's or Master's) in Computer Science, Software Engineering, Web Development, or a related field.

Professional experience: 7 years of professional experience in web development, focusing on ASP.NET Core MVC and the .NET ecosystem. Extensive experience in developing and deploying secure web applications using ASP.NET Core. Familiarity with front-end technologies like HTML, CSS, JavaScript, and frameworks such as Angular or React.

Relevant certifications such as Microsoft Certified: Azure Developer Associate or Microsoft Certified: Web Applications Developer.

1.3.2 Experience in the region/knowledge of the country

Minimum 3 years of experience working in Iraq or other Middle Eastern countries, particularly in developing web-based solutions for governmental or large private sector entities.

1.3.3 Language skills:

business fluency in C1

2. Quantitative requirements

Fee days	Number of experts	Number of days per expert	Comments
• Preparation/debriefing			
• Implementation			
Travel expenses	Number of experts	Number of days/nights per experts	Comments
• Per-diem allowance in country of assignment			
• Overnight allowance in country of assignment			
• Travel costs (train, private vehicle)			
Flights	Number of experts	Number of flights per experts	Comments
• International flights			
• Domestic flights			
• CO ₂ compensation for air travel Guidance for GIZ service providers on avoiding, reducing and offsetting GHG emissions (giz.de)			A budget of EUR XXX (please complete) is earmarked for settling carbon offsets against evidence.

Other costs	Number of courses	Number of days	Comments
• Experts	3	9	- 3 course provided for 11 staff members of MoLSA. The training including venue, one coffee break per day, qualified trainer. - 2 weeks post training support (3 hours a day). In total 30 hours
• Post training support	1	4	
• Administration	1	1	
• One coffee break	3	16	
• Flexible remuneration	10%	1	

Calculate your financial bid exactly in line with the quantitative requirements of the specification of inputs above. There is no contractual right to use up the full days/travel or workshops or budgets. The number of days/travel/workshops and the budgets will be contractually agreed as **maximum amounts**. The regulations on pricing are contained in the price schedule.

III. Requirements on the format of the tender

The CV submitted for each expert can have a maximum of four pages. The concept (if required) should not exceed five pages. If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered).

IV. Option

After the requested tasks have been completed, there is the option of continuing or extending the essential elements of the tasks within the framework of a follow-on assignment. The details are listed below:

1. Nature and scope

The contractor is responsible for providing the following optional services:

Microsoft Lab Setup: The contractor must provide access to a fully equipped Microsoft lab environment where participants can engage in hands-on practice with Microsoft technologies covered in the training, including Windows Server, SQL Server, and ASP.NET Core MVC. The lab should allow participants to simulate real-world scenarios and apply their knowledge in a practical, controlled environment.

Test Simulator: The contractor should provide access to a test simulator that mirrors the format and content of official Microsoft certification exams (e.g., for Microsoft Certified: Azure Solutions Architect, MCSE, MCSA). This will allow participants to practice and assess their readiness for certification exams by taking mock tests in areas related to the training.

Test Vouchers for Microsoft Certification: The contractor must provide Microsoft certification exam vouchers for the participants to take official certification exams in relevant fields such as Windows Server, SQL Server, or ASP.NET Core after completing the training. These vouchers will enable participants to achieve recognized qualifications that will further enhance their professional development.

2. Requirements:

Exercising the option will depend on the decision of MoLSA, as if they need to obtain these services for their IT staff. The decision on continuation is expected to be made in the period 15.04.2025 or two weeks before the end of contract.

The option will be exercised by means of a contract extension on the basis of the individual approaches already offered (contract supplement).

3. Quantitative requirements for the optional services

Fee days	Number of experts	Number of days per expert	Comments
• Preparation/debriefing			
• Implementation			
Travel expenses	Number of experts	Number of days/nights per experts	Comments
• Per-diem allowance in country of assignment			
• Overnight allowance in country of assignment			
• Travel costs (train, private vehicle)			
Flights	Number of experts	Number of flights per experts	Comments
• International flights			
• Domestic flights			
• CO ₂ - compensation for air travel Guidance for GIZ service providers on avoiding, reducing and offsetting GHG emissions (giz.de)			A budget of EUR XXX (please complete) is earmarked for settling carbon offsets against evidence
Other costs	Number of individuals	Number of service	Comments
• Microsoft Lab Setup	5	1	<ul style="list-style-type: none"> - Microsoft lab would be provided for 5 participants - Test simulator would be provided for 5 participants - Test voucher would be provided for 5 participants
• Test Simulator	5	1	
• Test voucher	5	1	
• Flexible remuneration	10%	1	

