Questions and answers (2)

Service Procurement Contract: MOL Computerized Vocational Training Management System Implementation
RFP#: PSE22003-10063

Date: 03 November 2025

1.1 Important updates

- The deadline for tender submissions has been extended to **November 06, 2025, before 15:00 PM**
- Interested tenderers should submit their tenders via email to: *procurement.pse@enabel.be*

1.2 Technical Questions

➤**The requirements for the MOL Computerized VTMS is to develop it using .Net technology and SQL server, would it be possible to propose another technology such as Python?**

- SQL Server is mandatory, as it aligns with MoL's existing database infrastructure and internal IT capacity.
- NET (C#) is the preferred backend technology, due to its compatibility with current MoL systems and staff expertise.

However, alternative modern backend technologies (e.g., Python, Java, Node.js) will be considered if the following conditions are met:

- Full compatibility with SQL Server and MoL's existing systems is ensured.
- No compromise on performance, security, or maintainability.
- Comprehensive documentation and knowledge transfer are provided to MoL technical staff.
- The solution must avoid vendor lock-in and ensure long-term supportability by MoL.

Vendors proposing an alternative stack must clearly justify the added value and explain how it supports MoL's digital ecosystem and sustainability objectives.

Clarification of Annex Finality:
The ToR states that Phase 1 deliverables (Annex 1 – SRS, Annex 2 – System Design, Annex 3 – Database Design) serve as the basis for development.
➤**Could you please confirm whether these documents are final and binding or whether the Contractor is allowed to refine and update them during Phase 2 after a validation workshop with MoL?**

The SRS, System Design, and Database Design are validated and serve as the baseline for development. However, the Contractor may propose refinements during the inception phase, subject to MoL approval. All updates must be documented in the Inception Report.

Data Cleansing Responsibility:
The ToR assigns data cleansing to MoL and data migration to the Contractor.
➤ Will MoL provide structured and cleaned datasets (e.g., SQL/CSV) or should the Contractor design ETL tools to extract and normalize legacy data from multiple sources?

MoL will provide available data in structured formats (e.g., Excel/CSV) where possible. The Contractor is expected to design ETL tools and support data transformation and mapping as needed for migration.

External System Integration:
Several systems are listed for integration (Hukumati, e-TVET, LMIS, UXP, E-SADA, Job Matching).
➤ Who will be responsible for coordinating access and obtaining API documentation for these platforms—MoL/Enabel or the Contractor?

MoL will coordinate access and obtain API documentation from the relevant government entities.
The Contractor will be responsible for technical integration once access is granted.

Integration Directionality:
Regarding the Job Matching Platform integration—
➤ Is a two-way synchronization expected (read/write) or a one-way data push from VTMS only?

A two-way synchronization (read/write) is preferred, to enable data exchange and system alignment.
The Contractor should design the integration to support future scalability and interoperability.

Post-Deployment Support Scope:
The ToR refers to a twelve-month warranty and support period.
➤ Please confirm whether this covers bug fixing only or also includes system operation, monitoring, and security patching within MoL's data center.

The 12-month warranty covers bug fixing, minor adjustments, and technical support.

2 Technical and Architectural Questions
Technology Stack Versions:
The ToR specifies ".NET Core and Angular/React".

➤ Are we free to adopt the latest LTS versions at development start, or should we follow specific versions approved by MoL IT?

Vendors are free to use the latest stable LTS versions of .NET Core and Angular/React at the start of development.
Final versions should be shared with and approved by MoL IT during the inception phase.

Development and Hosting Access:
Hosting will be on-premises inside MoL infrastructure.
➤ Will the development team have remote access (VPN/RDP) to this environment during implementation, or must all deployment occur on-site?

Remote access (e.g., VPN/RDP) may be granted upon request and MoL IT approval. Initial deployments and configurations are expected to be conducted on-site.

Environment Setup:
➤ Is MoL expecting multiple environments (Development / UAT / Production) with separated databases, or only a single production environment?

Yes, MoL expects three separate environments: Development, UAT (Testing), and Production, each with its own database instance.

Security Testing Requirements:
The ToR mentions compliance with ISO 27001 and OWASP Top 10.
➤ Is the Contractor required to submit an independent third-party penetration test report or will MoL conduct its own security validation?

The Contractor is required to conduct internal security testing and provide a report that comply with the standards.
MoL reserves the right to perform or commission an independent third-party penetration test before final acceptance.

Accessibility Compliance Evidence:
The ToR requires WCAG 2.1 compliance.
➤ Should the Contractor deliver a formal accessibility audit report or only ensure design adherence?

The Contractor must ensure adherence to WCAG 2.1 standards.
A formal accessibility audit report is not mandatory but may be requested during final validation.

E-Payment Integration Details:
Integration with E-SADA is required.
➤ **Will MoL provide a sandbox and API specifications for E-SADA or should the Contractor initiate direct coordination with the payment gateway provider?**

MoL will coordinate access and provide available credentials and API documentation for E-SADA.
The Contractor should not contact the payment provider directly without prior coordination with MoL.

Bilingual Implementation Depth:
➤ **Should the bilingual support (Arabic/English) cover all dynamic content and forms including system messages and reports, or only static interface labels?**

Bilingual support must cover all content, including dynamic fields, forms, system messages, and reports, not just static interface labels.

Performance Benchmarks:
➤ **Are there defined minimum performance targets, such as maximum page response time, peak concurrent user load, or transaction throughput?**

Yes — the performance benchmarks are explicitly stated in Section 1.7.4 of the ToR titled: "1.7.4 Performance, Scalability, and Reliability Requirements"

3️⃣ Security, Privacy, and Compliance

GDPR Applicability:
The SRS references GDPR compliance although the system operates under Palestinian jurisdiction.
➤ **Should full GDPR rights (data portability, erasure, consent management) be implemented, or is alignment with local data-protection principles sufficient?**

Full GDPR compliance is not mandatory.
However, the system must align with Palestinian data protection principles and adopt GDPR-aligned best practices where applicable (e.g., data minimization, user consent, access control).

SSL/TLS Certificates:
➤ **Will MoL provide the official domain and SSL certificate, or is the Contractor expected to procure and install it?**

MoL will provide the official domain and SSL certificate. The Contractor is responsible for installing and configuring the certificate on the deployed system.

Incident Response Procedure:
➤ **Does MoL have an established Security Incident Response Policy defining escalation channels and response-time SLAs that the Contractor must follow?**

The Contractor must propose a basic incident response plan aligned with the SLAs in the ToR. Final escalation channels will be agreed upon during the inception phase.

🔧 **Training and Capacity Building**

Training Scope:
The ToR mentions Training of Trainers (ToT).
➤ **Please clarify the number of participants, training duration, and user categories (System Admin, Supervisor, End-User) expected to be trained by the Contractor.**

Estimated participants:
- System Admins/IT: 5–7
- Supervisors & MoL end-users: 15–20
- Training centers & external users: Approx. 100
  Duration: Approx. 2 days total each group.
  Contractor should tailor sessions by role and include ToT component for sustainability.

Training Modality:
➤ **Should training be conducted on-site at MoL HQ, across governorates, or remotely (online)?**

Training should be conducted on-site at MoL HQ in Ramallah and across governorates. It will be mostly in 5 Locations training in TVET centers. Online delivery may be proposed for remote users or as backup.

No.	Location
1.	Nablus
2.	Qalqilya
3.	Ramallah
4.	Bethlehem
5.	Hebron

Training Materials:
➤ **Is the Contractor expected to produce interactive e-learning modules / video tutorials, or are standard PDF and slide manuals sufficient?**

At minimum, provide MS Word and PDF manuals and presentation slides in Arabic and English.
Video tutorials or e-learning modules are encouraged but not mandatory.

🔢 **Deliverables, Timeline, and Acceptance**

Timeline Clarification:
The total duration is stated as nine (9) months.
➤ Does this duration include MoL/Enabel review and approval periods, or are those outside the contractual timeline?

Yes, the 9-month duration includes MoL/Enabel review and approval periods.

Re-submission of Deliverables:
The ToR notes that DL5, DL6, DL9, DL10, and DL11 must be submitted twice.
➤ Should the Contractor re-submit entire updated deliverables or only revised sections after warranty closure?

Only the revised sections of deliverables must be re-submitted, with proper versioning and documentation.

Liquidated Damages and Incentives:
➤ Are there any delay penalties or early-completion incentives defined in the contract?

The ToR defines penalties for SLA violations and delays. No early-completion incentives are specified.

Deployment Artifacts:
➤ Should "Full documented source code" include CI/CD pipelines, build scripts, and deployment manuals, or only application source code?

Yes, "full documented source code" must include CI/CD pipelines, build scripts, and deployment documentation.

Project Management Tools:
➤ Will MoL/Enabel mandate a specific project management or ticketing platform (e.g., JIRA, Redmine), or may the Contractor propose its own?

The Contractor may propose their own project management/ticketing tools, subject to MoL/Enabel approval during inception.

🔢 Administrative and Governance Aspects

Contracting Authority:
➤ For contractual and invoicing purposes, is the Contracting Authority Enabel or the Ministry of Labor?

The Contracting Authority is Enabel. All contracts, invoices, and payments will be handled by Enabel, as specified in section "4.15.3 Invoicing and Payment of Services (Articles 66 to 72 – 160)" of the RFP.

Progress Meetings and On-Site Representation:
➤ Are regular progress meetings (weekly/monthly) required, and must the Contractor assign a permanent coordinator on-site at MoL?

Yes, regular progress meetings (monthly) are required.
The Contractor must assign a dedicated focal point, but permanent on-site presence is not mandatory.

SLA Template:
➤ Does MoL/Enabel provide a standard Service Level Agreement template to be signed, or should the Contractor include a proposed SLA draft within the technical offer?

The Contractor should include a proposed SLA draft in the technical offer. Enabel/MoL will review and finalize it during the contracting phase.

End of Questions