WEST BANK AND GAZA YOUTH EMPLOYMENT DIB MANAGEMENT INFORMATION SYSTEM RFP: FAQS

1. Do you have any guidance on likely user volumes for the MIS?

We would expect a maximum of around 50 users at any one time and probably around 30 users at the start of the DIB, increasing over time.

2. Are you assuming that all user training will need to be conducted in the West Bank?

Not necessarily—we would expect bidders to let us know what they envision would be the most effective way of conducted user training, and what the cost implications of the suggested method and any other training options would be.

3. What kind of anonymisation of data or report content is required? For example, the anonymisation of service user data for certain users, or the anonymisation of service users within the MIS reports?

Anonymisation will be required only for service user data accessed by Social Finance in the UK—we will need to see only anonymised or aggregate data. All other users will be based in the West Bank and will not need to have data anonymised before they can view it.

4. Is there any flexibility in the expected initial live date of mid-December, e.g. a week or two?

The live date will depend on project launch timelines, which are currently subject to receiving funding commitments from investors. There may be some flexibility in this and we will work closely with the selected provider to keep them updated on expected timelines. In terms of estimating timelines for the work, bidders should stick to the suggested two-month timeline as far as possible and propose a scope of work which they believe can be completed in that period.

5. You refer to future 'cycles' of modification in the application's specification; can you advise the likely scope of these?

The cycles referred to in the specification do not necessarily relate to the data system but to the iterative selection and contracting of service providers over the 3 years of the programme. While the outcomes and key KPIs that the MIS is to track will likely remain the same over the duration of the programme, we may want to add fields or forms to the data system over time so as to better understand what does and does not work in improving employment outcomes. Bidders should keep this in mind when proposing plans for the ongoing administration of the system during the DIB.

6. What kind of participation in project management activities do Social Finance envisage for themselves, particularly in relation to the stakeholders?

Social Finance will facilitate introductions between the selected provider and key data system stakeholders, particularly the DIB management team and the DIB service providers. The

selected provider will be responsible for managing the activities covered under their scope of work is completed to a high quality and on time, and will be expected to liaise directly with the DIB management team and the DIB service providers (while keeping Social Finance in the loop) to obtain the information needed to deliver the work. Social Finance will work closely with the selected provider to resolve questions and issues relating to the broader operations and strategy of the DIB, where these interact with the design of the data system.

7. Do you have a budget for the MIS, that you can share with us?

We are not able to share the budget we envision for the MIS as we believe this would prejudice the procurement process. Bidders are encouraged to prioritise cost-effectiveness in their responses.

8. When we issue an invoice, who will pay the supplier?

The payment to the supplier will be made by the limited company that will be set up to manage the DIB, and the invoice should be issued to this organisation as well.

9. What are the procedures for requesting payment? And what are the payment milestones?

Payment milestones and terms will be discussed with the selected provider prior to contract signing, and an invoice should be submitted to the limited company that is managing the DIB following each milestone.

10. Donors only pay for success. Please elaborate how this will be reflected on the MIS development assignment.

The MIS will be a key part of tracking the indicators and metrics that will trigger payments from donors to investors. We are not envisioning that the MIS would track any of these financial transactions, but the data on participants' enrolment and employment outcomes in the system will be used to calculate 'success', and therefore the amount of payment due.

11. Will there be any portal or online system for case registration and participant selection? How do you plan to collect the applicants' information, and how will you manage the selection?

Please refer to Footnote 4 in Appendix C, page 22 of the RFP—we are envisioning that an online form separate to the MIS will be created for participants to register their interest in the programme, and that once participants are officially enrolled onto the programme their individual information will be transferred to the MIS and a case will be created for them. Each service provider will have their own method of recruiting and selecting participants, for instance at university careers fairs, or through careers portals, or through their website.

12. Should the MIS provide a way to select local service providers? Or any online application process?

No, service provider selection will be conducted separately from the MIS, which will only be used to track and manage participants' information.

13. Should participants have access to the system to see their status, plan etc?

No, we are not envisioning that individual participants should have access to the system.

14. Who is going to take care of the hosting and provide hosting professional services to DIB?

Most bidders will have hosting solutions to suggest that they are comfortable and familiar working with, so we have left this open for proposals. Please suggest the hosting solution that you believe the DIB should use in your proposal.

15. Are the KPIs to be used dynamic? Please elaborate more on the management of KPIs within the MIS.

Most of the KPIs are likely to remain the same over time, but as the aim of the DIB model is to enable flexible service delivery, it is possible that we may want to change the data being collected for some KPIs over time, or we may want to add more KPIs to be tracked. Ideally we would like to be able to do this as independently as possible e.g. by adding new fields to existing forms or creating existing forms. The KPI data will be monitored regularly by service providers and the DIB manager to understand how the programme is performing.