IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

REQUEST FOR Proposal (RFP) No.: GENPROC# 2021.0071 (20-Feb-21)
for the
Victim Case Management System (VCMS) Project - Geneva

BID BULLETIN
Addendum No. 1

Dear Service Providers/Consulting Firms

This Addendum No. 01 is issued to address inquiries and clarification from service providers/consulting firms and modify information provided in the Request for Proposal for the Victim Case Management System (VCMS) Project - Geneva issued to the prospective Service Providers and posted in IOM and UNGM websites on 16 March 2021.

A. On General Instructions to Service Providers/Consulting Firms

1. Clause 4.2 should read as follows:

    4.2. Service Providers/ Consulting Firms may request for clarification(s) on any part of the RFP. The request must be sent exclusively in writing, via email **llperez@iom.int** copying **gpsuprocurement@iom.int** no later than *28 March 2021 at 23:59PM, Geneva Time*. IOM will respond in writing or by standard electronic means to the said request and this will be made available to all those who acknowledged the Letter of Invitation without identifying the source of the inquiry. No communication, written or verbal, is allowed in connection with this RFP, with any IOM staff members other than Procurement staff assigned. Queries received after the above deadline may not be considered.

2. Clause 8.6 should read as follows to show be extension on bid submission deadline:

    8.6   "Any Proposal submitted by the Service Provider/ Consulting Firm after the deadline of **07 April 2021, 23:59PM, Geneva time** for receipt of Proposals prescribed by IOM shall be declared "Late," and shall not be accepted by the IOM and returned to the Service provider/Consulting Firm unopened."

B. Inquiries from Service Providers

#	Service Provider's Question/Clarification	IOM Response
1	Will IOM facilitate the familiarization with the local conditions via the via the pre-proposal conference? If yes, when and how will this be conducted?	No pre-proposal conference will be held for this project. In light of the COVID-19 pandemic, visiting IOM before submitting the proposal is deemed not necessary.
2	In relation to this, will we be disqualified from the implementation of the proposed roadmap should this project be awarded to us?	No.
3	Can the submission of proposal be extended to April 8 2021?	No.

#	Service Provider's Question/Clarification	IOM Response
4	Is the 3-month project duration negotiable?	Not by more than a couple of weeks. However, if work proceeds satisfactorily further similar work may be foreseen in further contracts, which may present opportunities for adjusting sequencing of deliverables.
5	Is data privacy impact assessment out of scope?	We are not sure exactly what is meant by this in relation to this work. Data privacy will be an important consideration within many of the activities. However, a full impact assessment is unlikely to be needed for any of these.
6	Will the toolkit be limited to 3 platforms only: CSV/XLSX, ODK/Kobo Webforms and Salesforce? Will IOM provide the licenses (if any) to us for the use of these platforms?	The toolkit will not necessarily be limited to 3 platforms, but they are necessary components. Further software and platforms to be included will be subject of the evaluation and suggestions of the service provider, in consultation with the IOM team.
7	Is an ERD necessary for the development of data standards?	This kind of documentation will be useful, but it does not have to be extremely detailed.
8	Does capacity building include capacitating the users in order for them to be able to develop new forms in CSV/XLSX, ODK/Kobo Webforms and Salesforce?	No. The capacity building work will focus on the business and needs analysis of select NGOs. Based on the analysis, the service provider will support the NGOS in understanding and documenting information management needs and requirements and exploring possible short-term and longer-term solutions for the NGO. This includes the drafting of Information Management Roadmaps for all NGOs, and the drafting of detailed functional requirement documents for some of them.

The toolkit that the query refers to is a different deliverable, but the two sets of deliverables may have complementarities with/lend support to each other. |
9	Aside from vulnerabilities and risk assessments and operational processes, are there other modules included in the data management? Can you list the processes included in operational processes?	IOM would like to develop other modules for the enhanced version of the standards. This will include the development of a module on i) risk assessments and a module on ii) vulnerabilities. Other additional modules will have to be further defined by the SP and IOM during inception. But they could include modules on e.g. iii) Type of assistance provided to beneficiaries, or iv) referral mechanisms.
10	Will all interviews/ engagements with stakeholders and NGOs be done online?	Yes, all interviews and engagement with stakeholders will be done online. Unless the COVID-19 situation improves, in which case IOM will cover travel.
11	Are there specific NGOs already prioritized to be involved? Can they be identified?	Most NGOs are located in the Asia Pacific region. A list of the NGOs will be made available upon selection and development of the contract.
12	[On recommendations and info mgt roadmap for NGOs] Is the conduct of training and engagement activities with the NGOs included in the scope?	If the capacity building work and recommendations includes quick changes or updates to existing information management system, the service provider is requested to ensure that all relevant stakeholders know how to use and manage the updated system. However, no direct training activities for the NGOs are foreseen.

#	Service Provider's Question/Clarification	IOM Responses
13	Does the client have sample format or form template need to be built using ODK/Kodo Webforms and Salesforce unmanage package?	The tools listed in the RfP should embed the information management standards (HTCDS). E.g. A first version of the Salesforce unmanaged package can be found online: GitHub – UNMigration/HTCDS: Human Trafficking Case Data Standard (https://github.com/UNMigration/HTCDS) and it is aligned to the preliminary version of the standards. For webforms, the data fields and values will also be aligned to the HTCDS standards.
14	Can the client share with us the data standard version 0.1?	A preliminary version can be found on Github: GitHub - UNMigration/HTCDS: Human Trafficking Case Data Standard (https://github.com/UNMigration/HTCDS)
15	Can we get access to the existing web forms and templates?	Existing information management tools can be accessed through Gitbub: GitHub - UNMigration/HTCDS: Human Trafficking Case Data Standard (https://github.com/UNMigration/HTCDS)
16	During implementation, are they going to provide access to their account or license in ODK/Kodo and Salesforce?	No.
17	Is there any requirements to integrate web forms or the information management toolkit to any 3rd party app or database?	No.
18	What "expert/expertise" refers to. Do you consider someone with experience of anti-human trafficking or someone with extensive coding skills as an expert?	Experience working on the full life cycle of the development and implementation of enterprise IT solutions for business needs in various capacities. It is considered a distinct advantage if the SP has expertise in developing Information Management solutions supporting Social Work (preferably with a focus on human trafficking and modern slavery).

For

26/03/2021

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