



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 2

Dear Service Providers/Consulting Firms

This Addendum No. 02 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. Inquiries from Service Providers

#	Service Provider's Question/Clarification	IOM Response
1	Are the 3 NGOs getting functional requirements the same NGOs + 2 more than the information roadmaps will be made for?	Yes, this is correct. 5 NGOs will receive an information roadmap and out of those 5, 3 will also receive functional requirement documents.
2	Will each of the 3 NGOs get separate sets of functional requirements or a unified set that applies to all 3?	Each of the (up to) 3 NGOs will get a separate set of functional requirements.
3	Will each of the 5 NGOs get separate information roadmaps or a unified information roadmap that applies to all 5?	Each of the 5 NGOs will get a separate information management roadmap.
4	Will IOM be responsible for uploading to Github or should this be included in the activities of the workplan to be proposed?	IOM expects the SP to upload the material developed to Github.
5	What constitutes technical capabilities? Is a skills assessment expected to be part of the workplan to be proposed?	Technical capabilities refer to the end users' technical skills and how they use the information management tools. Some of them use Word or Excel, others use MS Access to manage their workload. It also refers to whether the NGO has inhouse capacity to maintain their own MIS system, or whether maintenance of the MIS system will have to be outsourced to an external provider. These aspects will be considered in the set of recommendations in the information management roadmap.

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		This will be determined during the remote needs assessment with the NGOs. A skills assessment is out of scope.
6	Does the existing technology landscape include the network and infrastructure setup?	Yes. This refers to the network and infrastructure setup of the NGO. This will be assessed during the remote needs assessment.
7	Will all resources, including all necessary HW and SW licenses be provided by / for procurement of IOM?	The SP is expected to cover expenses for all HW and SW licenses. Regarding Salesforce, IOM would like to develop an unmanaged Salesforce package.
8	Which application maintaining Data Standards, is it Salesforce or other System, If it is external System, is this system can be integrated(via API) from Salesforce?	The standards are developed for and will be embedded in different technologies. At the moment, the data standards are embedded in CSV/XLSX and Salesforce. IOM would also like to embed them in ODK/Kobo Webforms. 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.
9	Which system Counter trafficking organizations using? Does these systems can be integrated from Salesforce?	This varies from organization to organizations. Most of them are using MS Excel or MS Access to manage their caseload. The SP's direct work with the NGOs, however, 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.
10	Is Data Standard and Information Management toolkit both are same or different applications?	The toolkit embeds the data standards and can be used by organizations who want to collect and manage their data according to the standards. The standards are a set of data fields and values and not a separate application. Please refer to its <u>preliminary version</u> online for further information.
11	Is Salesforce required to integrate with Counter trafficking Organizations and Data Standard	No. The unmanaged Salesforce package should embed the data standards.
12	Is Counter trafficking Organizations need a common platform to raise the case and view the articles (Salesforce Communities)?	No, this is out of scope.
13	Is Vulnerabilities and Risk assessment are new Modules to create in Salesforce?	Yes. They will be additional modules on top of the modules covering information on the counter trafficking organizations, in-depth information on the trafficking

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		event and history, the perpetrator context and support plans.
14	How currently CSV and XLSX are used with Salesforce?	They are not. They are separate parts of the toolkit for agencies that cannot sue something more sophisticated.
15	what is the Objective/Purpose of toolkit tools Other than Salesforce?	The toolkit should host <u>a set of different tools</u> , to enable NGOs with <u>different levels of information management capacity and skills</u> to implement the standards. NGOS with more basic capacity can use XLSX/CSV and other NGOs with more sophisticated skills and capacity can implement the Salesforce package.
16	How Salesforce and NGO Organizations interact?	Implementing a Salesforce system for an NGO is out of scope for this RfP. The Salesforce deliverable under this RfP is the unmanaged Salesforce package embedding the data standards. This Salesforce package will be an open access tool for other NGOs to use.
17	Which platform NGO's are using to create the Cases?	This depends on the NGO. As mentioned above, most of them are still at the beginning of case management. They mainly use MS Excel or MS access to manage their case load.
18	Which Salesforce Edition using, Number of licenses (Service cloud)	This is up to the SP. IOM wants to develop an unmanaged Salesforce package.
19	Does enhancements in Lot1 i.e. IOM's Human Trafficking Data Standard (HTCDS) Version 0.1 to Version 1.0 mean enhancements to Data Standards of Salesforce, XLSX/CSV and Webform?	IOM: The enhanced data standards should be embedded in the toolkit. The toolkit will be a set of different tools, including Salesforce, XLSX/CSV and Webform. Please refer to the standards and accompanying toolkit <u>online</u> for further information.
20	Could you please detail how the Counter trafficking organizations share the data and where is it primarily stored?	This depends on the organization. Most of them store their data on their local server. Some store it in the cloud.
21	What is the Guidance and Information Management Toolkit built on? To align it with HTCDS Version 1.0 would mean to have data objects, fields, etc. in sync with the Data standards of the HTCDS toolkit. Is this understanding correct?	The Toolkit is meant to embed the standards (see comment above). At the moment, the data standards are embedded in CSV/XLSX and Salesforce. IOM would also like to embed them in ODK/Kobo Webforms. 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.
22	The first step would be of conducting business analyses and needs assessments for up to three NGOs to develop detailed functional requirements for Management	The enhancement of HTCDS and the capacity building work with NGOs are two different workstreams and can take place simultaneously. The business analysis with the 5 NGOS will feed into the development of an information management

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	Information Systems (MIS) to meet each of their needs basis which enhancement of HTCDS to version1.0 will take place?	roadmap. Out of these 5 NGOS, 3 (who are ready to take their IM practice and system forward) will also receive functional requirement documents.
23	Can you please detail out what is Management Information System, guidance and information management toolkit, HTCDS?	Please refer to the preliminary version <u>online</u> and to the Request for Proposal p. 27.
24	Will the end-to-end implementation be done solely by the vendor?	Implementing a information managment system for an NGO is out of scope for this RfP.
25	Where will the detailed cases be available for public?	NGOs might contribute data the IOM's <u>Counter-trafficking Collaborative</u> (https://www.ctdatacollaborative.org/map/segment). However, this is not the main focus of this RfP.
26	Does IOM use Salesforce communities for publishing data to public?	No.
27	When referring to MIS, this means HTCDS system. Correct?	HTCDS refers to the data standards, toolkit and guidance. However, each NGO has its own MIS system which will embed the data standards (HTCDS) and which could use some tools from the toolkit (HTCDS).
28	Will NGOs be collaborating using the Salesforce system?	Salesforce might be one solution mapped out in the information management roadmap. Implementing a Salesforce system for an NGO is out of scope for this RfP.
29	Do you expect to have resources allocated onsite or an offshore collaboration with the NGOs in Business Analysis is preferable?	As things stand now, the business analysis will be done remotely. If travel is required, IOM will cover expenses.
30	Is there a possibility of extension of the Submission Date?	IOM: The updated date of submission is 07 April 23:59 GVA time.
31	Can you please clarify if some part is already designed or do we need to build from scratch?	A preliminary version of HTCDS is already online (see comments above).
32	Apart from being a case management system for Victims would there be some external agencies involved who would have the access to this system / who would be the various stakeholders and what would be visible and accessible to each stakeholder?	HTCDS is hosted on Github, an open access platform.
33	What kind of enhancements needed on CSV/XLSX, Does VBA coding skill set is required for these enhancements?	The enhancement refers to the inclusion of new data fields and values (vulnerability, risk assessment).

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34	Does Webform (X Form & XSL Form) implementation is only on KoboToolbox or ODK tool as well?	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.
35	It is has mentioned that - conducting business analyses and needs assessments for up to three NGOs to develop detailed functional requirements for MIS, is this required for toolkit development or it is another set of requirement?	As mentioned above, this is another set of requirements.
36	Since these standards are publicly available, counter traffic organizations can directly access these data standards, so there will not be required any integration between Salesforce and Counter traffic organization's systems, is this understanding correct?	Yes, this is correct.
37	How counter traffic organizations will submit their Cases Data? Which system is the master to collect the Cases Data is it Salesforce?	The contribution of case data to the global evidence is out of scope of this RfP.
38	How Counter-traffic Organizations track or view the submitted Cases Data?	This depends on their MIS system. The Business analysis will serve to assess this question.
39	Does Counter-traffic organizations will have access to salesforce?	Implementing a Salesforce system for an NGO is out of scope for this RfP. The Salesforce deliverable under this RfP is the unmanaged Salesforce package embedding the data standards. This Salesforce package will be an open access tool for NGOs to use.
40	Are these Modules on Vulnerabilities and Risk assessment, different operational process part of toolkit enhancements? Need more light on these	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. These modules will also be embedded in the toolkit (suite of tools).
41	Other than Salesforce, csv, xlsx, xform, is any other tools or systems for enhancements?	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.
42	What is the current Salesforce Edition and License details?	This is up to the SP. IOM wants to develop an unmanaged Salesforce package.


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