



International Organization for Migration (IOM)  
The UN Migration Agency

**Procurement for Services**  
**for the**  
***IOM Online Payment System***

**BID BULLETIN**  
**Addendum No. 1**

**A. General Instructions to Bidders**

Clause 6.2 is amended to show longer period for submission of inquiries/clarifications related to the RFP. Clause 6.2 should read as:

*A prospective Bidder requiring any clarification of the bidding documents may notify IOM in writing at IOM's address indicated in ITB Clause 17.4a or via email STRICTY at email address, [gpsubids@iom.int](mailto:gpsubids@iom.int) from 26 February 2020 to 10 March 2020 end of day Geneva time. IOM will respond in writing or by standard electronic means to any request for clarification of the bidding documents. Written copies of IOM's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the bidding documents.*

**B. Response to Bidders' Inquiries/Clarification**

**B.1 Commercial Inquiries**

- Q. As an accredited vendor of IOM, we have submitted VIS and related documents to Global Procurement Supply Unit in Manila Philippines. Do we still need to submit same documents as part of this BID?
- A. If the Bidder wishes to use the latest VIS on IOM file to establish their eligibility, the Suppliers should submit with their bids any information updating their original VIS on file or, alternatively, confirm in their bids that the originally submitted information remains essentially correct as of the date of bid submission. For this RFP, latest VIS would mean VIS submitted as of last quarter of 2019. Please indicate when and to whom the latest VIS was submitted. IOM holds various Field Offices with their own Procurement Units.

**B.2 Technical Inquiries**

- Q. Is the creation of a payment page from the case management system included in the Scope?
- A. Yes, this is included since after the user has made the appointment, they need to go to the payment page.
- Q. Other than OMAS (mobile) are there other applications that case members will use to access their details which need to have the payment portal/page?
- A. No, this project is only focusing on OMAS. Later we may be looking at using the payment platform for other business.



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- Q. Kindly provide description for each step as indicated in the payment system diagrams (steps 1-12).
- A. Please refer to the diagram in the TOR. It is included there.
- Q. Does IOM have an existing SMS solution? Or will this be new solution?
- A. Yes, we are using a SAAS solution.
- Q. Aside from Manila Office, which other location(s) might require travelling to?
- A. IOM Office in Manila, Philippines only.
- Q. Are generation of monthly statements in-scope of this project? If yes, from which applications will these statements be generated (OMAS, MiMOSA, Payment Provider, etc.)
- A. We are expecting the statements to be coming from PRISM(SAP), our financial system.
- Q. Is the reconciliation function for PRISM part of the scope?
- A. Yes.
- Q. Our experience with SAP are with Robotic Process Automation (RPA) and Test Automation. We also have experience with integration via file upload. Will this qualify for eligibility?
- A. If you can ensure that the financial (SAP) part over the project integrated with the rest of the project, then this experience may qualify for eligibility.
- Q. We currently do not have any commercial project for BPM but have resource es certified for implementing BPM orchestration and have been doing POCs in the Financial Sector for BPM orchestration solutions. We are also leveraging our skills in developing our own Sales and Workforce Management system. The BPM company we are partners with as an integrator is in the top quadrant of Gartner for BPM segment. Can we use our BPM partner's experience for eligibility since they will be reviewing and validating our solution for this project.
- A. Yes. Please include documentary evidence on the relationship of your company and the BPM company. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
- Q. OMAS – Is it mobile application used by migrants to select & pay for services?
- A. It's a web application but mobile ready.
- Q. Migrant services selection will be done first through OMAS?
- A. Yes, the user will register and then continue with the scheduling of the meeting/appointment.



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- Q. Please explain each interaction between key systems.
- A. The user access OMAS allows the user to schedule an appointment. This connection between OMAS and MiMOSA is with an API. Once the appointment is scheduled in MiMOSA through OMAS, the user's information will now be taken to PRISM (SAP) to make sure that a transaction is posted in the accounting system. Information from MiMOSA is not used in the payment transaction for the user to make the payment. The user is directed to the payment gateway where they will now make the payment using the references that were generated in MiMOSA.
- Q. As stated in TOR – 'The mobile platform is what we looked at using as the orchestrator, however, can vendor propose another orchestrator solution.' Would you prefer a Web based solution platform? Do you have preferred solution platform to be used?
- A. We expect the vendor to provide a solution that will meet the deliverables in the TOR.
- Q. Do you prefer a KONY based solution? Have you assessed other options? Please share options evaluated by IOM team.
- A. We do not have a preferred solution. We expect the vendor to provide a solution that will meet the deliverables in the TOR.
- Q. What are SIX Systems and European Payment Systems in scope?
- A. These are the payment gateway providers we will be using. The system should allow us to integrate to more than one payment provider.
- Q. Monitoring is already existing functionality. Please confirm that Service Provider needs to provide file for invoicing?
- A. IOM does not have an invoicing system. When the user makes the appointment, an invoice needs to be generated. This invoice can be generated by the SAP or an external system that the vendor can provide.
- Q. Service provider will be provided with service orchestration platform during development. License cost for deployment, testing will be covered by IOM?
- A. No, we currently do not have an orchestration platform and expecting the provider to implement it. Yes, the cost will be covered for the platform.
- Q. Does training include usage of service orchestration platform?
- A. No.



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- Q. What are the minimum expectation on service orchestration platform for this functionality?
- A. In this project the orchestration will only be between systems. Taking information from the MiMOSA system to the posting in PRISM.

- Q. What is expectation of transaction failure scenarios like payment done but Migration Services not assigned? TOR covers 'happy-flow' but does not provide details on exception handling/error handling. Please provide details.

- A. This is how we understood the question: "What happens if the payment fails and the user does not have an appointment?"

This is not possible since in order to pay the user will need to first make an appointment. The appointment will generate the necessary references to make the payment.

Example 1: The user makes an appointment successfully and have the details to make the payment. Payment can only be made if the user has the appointment details. Appointment details are available and payment gateway is ready to accept the payment. If the gateway is not available, an error will be displayed.

Example 2: The user makes the appointment and the system sends him to the payment page. Since the information from MIMOSA is not there the user should not be allowed to make the payment. We need to match a payment with a WBS in SAP.

- Q. When SMS is sent to user after interaction '12' as shown in the diagram, is this given in TOR?
- A. Yes, the SMS is to confirm the payment has gone through which can also be the proof of payment.