



International Organization for Migration (IOM)
The UN Migration Agency

Procurement for Services
for the
IOM Online Payment System

BID BULLETIN
Addendum No. 2

This Addendum No. 02 is issued to address inquiries and clarifications received from bidders and modify information provided on the Request for Proposal for the *Provision of Services for IOM Online Payment System* issued to the prospective Bidders on *26 February 2020*.

A. General Instructions to Bidders

1. *Clause 16 on Bid Security is removed. This means that we are no longer requiring bid security considering the current global medical crisis due to Covid-19.*
2. *Clause 17.1 and 17. 2 are deleted as these are applicable to submission of hardcopies of bid.*

3. *Clauses 18.3, 18.4, 18.5 and 18.6 are deleted and replaced as follows:*

18.3 the proposal will be submitted via standard electronic means, the bidder must send one set of file as Financial proposal and another set of file as Eligibility and Technical Proposal to STRICTLY email address gpsubids@iom.int, password protected. Password to be provided to IOM upon request. Please take into consideration mailbox capacity to be 5MB per file and per email. Proposal sent in batches per email is acceptable.

4. *Clause 19.1 is amended to show extend bid submission date related to the RFP.*

Clause 19.1 should read as:

19.1 Bids must be received by IOM at the address or email address specified under ITB Clause 18.4 no later than [26 March 2020, 1500H, Manila time](#).

5. *Clause 22.1 is amended and should read as:*

22.1 IOM will open all bids at the time, on the date, and at the place specified herein [26 March 2020, 1500H Manila time](#). The BEAC has the option to open the Proposals publicly or not.



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B. Response to Bidders' Inquiries/Clarification

B.1 Commercial Inquiries

none

B.2 Technical Inquiries

Q. With regards to our query for the description for each step of the payment system diagram, is the description mentioned as "available" refers to the Service requirement?

If yes, the service requirement shows 5 (five) steps, but the diagram indicates 12 (twelve) steps. Kindly provide a mapping of the steps in the Service Requirement and the steps provided on the payment system diagram.

A. [Please review Annex 1 attached to this Bid Bulletin No. 2](#)

- 1 [Registration Data, Slot range](#)
- 2 Appointment number, Cost and invoice details.
- 3 [Pay online page display request](#)
- 4 Display page with appointment number, total cost, invoice no and additional card details
- 5 [Payment process](#)
- 6 Payment clearance
- 7 [Result, successful/fail](#)
- 8 Result successful
- 9 [WBS, Business Area, Individual ID](#)
- 10 HA completion status
- 11 Transfer amount to IOM Bank
- 12 [Provides Transaction statement](#)

Q. What is the difference on steps three (3) and five (5)?

A. [Please review Annex 1 attached to this Bid Bulletin No. 2](#)

Q. No description was provided for the interaction between Payment Gateway with the Beneficiary/Sponsor Bank (6), nor with the IOM Bank (11). Are these in-scope of the project?

A. [Please review Annex 1 attached to this Bid Bulletin No. 2](#)



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- Q. No description was provided for the interaction between IOM Bank with Prism. Is this in-scope of the project?
- A. What we would like it for the IOM Bank to send a statement that we can automatically upload into PRISM to do the reconsolidation of accounts.
- Q. Integration eight (8) shows origin is from orchestrator. Is this integration point triggered from integration seven (7)? Is the orchestrator expected to retain value?
- A. Please review Annex 1 attached to this Bid Bulletin No. 2
- Q. Integration ten (10) shows a bidirectional integration, What does this denote?
- A. Please review Annex 1 attached to this Bid Bulletin No. 2
- Q. The monthly statements were described to be intended for import to PRISM for reconciliation.
If they are going to be generated from PRISM, then it might not make sense to reconcile as these will be for the same set of data.
- A. The idea was that we get the statement from the bank that can be uploaded in PRISM to do the reconciliation. This what we would like to automate.
- Q. 1. Will the generated invoice be a webform or a file, or both?
2. Will this be accessed within MigApp or simply sent to beneficiary's email address.
- A. 1. The generated invoice should be a webform. We need to make to sure that the user can print it. Therefore, a webform should work.
2. No, this will not be accessed within MigApp. Thus, we would like either sms and/or email be sent to the beneficiary.
- Q. Are the reference IDs generated from MiMOSA for payment already existing or are these new IDs? The MiMOSA system will generate the IDs.
- A. All the IDs that will be used for the payment is generated by MiMOSA. The WBS for example come from our PRISM that is already in MiMOSA
- Q. On which application is the payment setup configured?
- A. The MiMOSA will generate the necessary information for the payment to be made. The payment setup will need to be configured on the orchestrator, which we do not have.
- Q. Can payment be made partially?



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A. No

Q. Can payment be made for multiple case members on the same transaction?

A. Yes, when the appointment is scheduled for multiple members the total of the payment will be one.

Q. The monthly statements were described to be intended for import to PRISM for reconciliation. If they are going to be generated from PRISM, then it might not make sense to reconcile as these will be for the same set of data.

A. This is fine, as long as we can do the reconciliation.



Annex 1

Online Payment Solution process: Steps

1. Beneficiary access OMAS or MiGAPP for registration and appointment
2. OMAS or MiGAPP system generates appointment confirmation along with total cost for the required health assessment
3. Appointment confirmation will have the option of pay now or pay later
4. **If pay now is selected**, OMAS or MiGAPP system will request Orchestrator to communicate with payment gateway and navigate beneficiary to the payment page
5. Payment page will automatically populate total amount, appointment number, invoice number and additional field to input required card details
6. Once the card details are completed, beneficiary will click submit.
7. Payment gateway will coordinate with the user's bank for the valid input and sufficient funds
8. **If successful**, payment gateway will complete the transaction and issue transaction ID and receipt number to the beneficiary.
 - i. Payment gateway will transmit the transaction details to Orchestrator
 - ii. Orchestrator will transmit the transaction detail to OMAS or MiGAPP and update the appointment status to "paid"
 - iii. Orchestrator will transmit the transaction details to Mimosa and update the payment status
 - iv. Orchestrator will extract the WBS, Business Area, case number and transmit the transaction details to PRISM to record financial commitment
9. **If transaction fails** due to insufficient fund or invalid data or system failure
 - i. Payment page display notification "insufficient fund, contact your bank"
 - ii. Payment page display notification "invalid data, please input correct details"
 - iii. Payment page display notification "system failure, please try again"
10. **If pay later is selected**, beneficiary will be navigated to manage appointment page.
11. Manage appointment page will display the payment status and for unpaid status, pay online tag
12. Manage appointment page will also display, change appointment function
13. Beneficiary can make changes on their appointment even with paid status, but the service status should be booked
14. Manage appointment page will also have the function to cancel appointment
15. Beneficiary can cancel the appointment and process for refund, but the service status should be booked.
16. Beneficiary who made the appointment directly in IOM site can also access their appointment in OMAS or MiGAPP and process for online payment.
 - i. Beneficiary access to OMAS or MiGAPP
 - ii. Clicks on Manage appointment, option display, sign in or registration done on site click here
 - iii. Clicks on registration done on site
 - iv. Inputs appointment number and invoice number
 - v. Retrieve appointment detail with status of payment, service and change
 - vi. Beneficiary proceed with payment online



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17. After successful online payment, beneficiary will proceed to selected site for the health assessment
18. IOM staff will be able to check the payment status in Mimosa transmitted through Orchestrator
19. After the health assessment is completed, Mimosa will trigger the status to Orchestrator to further communicate with OMAS, MIGAPP and PRISM to update the service status as completed.
20. Payment gateway will process periodical transfer of funds to IOM bank account
21. Transfer statement should include, IOM appointment and invoice number, transaction ID and receipt numbers.
22. IOM bank will send the statement of transaction with all the reference details.

Annex 2

Online Payment Solution Interface and Functionalities/Features

Existing and Additional Interface and Functionalities/ for Online Medical Appointment system (OMAS) and Migrant Application (MigAPP):

Existing Interface for OMAS/MiGAPP

OMAS interface with KONY Mobile Fabric to communicate with Mimosa application for appointment slot.

MIGAPP interface with KONY Mobile Fabric to communicate with Mimosa application for appointment slot.

Existing function in OMAS web based online appointment system

- Allows beneficiary to select country of origin and destination
- Provides list of designated IOM Clinic(s) in the country of origin
- Allows beneficiary to select preferred IOM Clinic
- Allows beneficiary to view the service cost structure from PDF file in
- Allows beneficiary to sign up using email address or Facebook or Google
- Allows beneficiary to register and make online appointment
- OMAS interfaces with KONY mobile fabric to connect with Mimosa to provide beneficiary with the appointment slot availability
- Allows beneficiary to select available slot
- Provides confirmation of successful appointment
- Allows beneficiary to download or Print Appointment Details
- Sends email notifications with appointment details
- Allows beneficiary to reschedule appointment under Manage appointment section

Additional functionalities required to be developed for OMAS

- Ability to provide service cost breakdown along with appointment confirmation details
 - Appointment detail with print and download buttons
 - Service Cost breakdown with Pay Now and Pay later buttons



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- If Pay Now is selected, OMAS to navigate to Payment Gateway displaying Appointment Number and Total payable amount. Payment Gateway will provide the ability for the beneficiary or sponsor to enter information needed to complete payment. In the backend, OMAS should interface with ORCHESTRATOR and transmits Cost Breakdown, Appointment Number (MiMOSA Case Number) and MiMOSA Invoice Number while ORCHESTRATOR will serve as a secured channel to transmit encrypted details to payment gateway.
- If Pay Later button selected, OMAS to navigate to Manage appointment page
- OMAS to provide online payment status: Paid or Pay Now in Manage appointment page.
- Ability to pay online in Manage appointment page if payment is not already secured
- OMAS to interface with ORCHESTRATOR to MiMOSA and provides Health Assessment Service Status: Booked or Completed in manage appointment page.
- Function to retrieve appointment made in Mimosa on site, in manage appointment page and pay online
 - Appointment number and invoice number to play as key to extract payable amount from mimosa through interface amongst OMAS to ORCHESTRATOR to Mimosa.
- OMAS should allow to cancel appointment if the service status is booked.
- OMAS should not allow to reschedule or cancel appointment if Health Assessment Service Status is Completed