



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

Questions & Answers

1. Question:

- a. What categories of services can be performed off-site and on-site?
- b. E.g.: I am based in Europe/Africa, what services can I engage in while off-shore?

Answer: Depending on the type of project and deliverables, some assignments will lend themselves to being undertaken purely on-site, while some can/will be undertaken off-site. Below is a guideline on this:

Category of Service	Possible Engagement Models	
	Onsite	Off-site / Off-shore
ICT Support	✓	x
Staff Augmentation	✓	x
Software Development	✓	✓
Project Support Life Cycle	✓	✓
Webhosting, Web Development, SEO	✓	✓
Video Maker/Editor	✓	✓
Graphic Designing	✓	✓
Technical Writing	✓	✓
Communication Writer	✓	✓

2. Question:

- a. Can the vendor propose the mode of engagement that they prefer?
- b. Can the vendor respond to only some items in the RFP?
- c. Can I as an independent consultant propose for specific services?

Answer: Vendors are welcome to propose for the services that they can provide. Vendor should indicate if the proposed services are available on-site or off-site, providing the relevant costing for each location. Vendors should endeavor to be competitive in both prices and solution offerings.

3. Question: Who is the right person to contact for clarification?

- a. I do not see a contact from my region, is there someone I can contact?

Answer: The focal point of contact is our Global Procurement Team (gpsu@iom.int) copying Eduardo Vargas (evargas@iom.int) and ictglobalops@iom.int for any other queries/concerns.

4. Question:

- a. I see only Manila, Geneva and Panama mentioned. Do you want vendors from other countries?
- b. How will you engage with vendors who are far?

Answer: It is envisaged that vendors will be able to provide services in Philippines, Switzerland and Panama, or globally, on-site or off-site as may be required. Depending on service activity and deliverables, the approach undertaken may also be on an outsourced support model which could be on-site or off-site based on any of the following models:

- Time and Material Model
- Staff Augmentation Model
- Fixed Price Model
- Project specific milestones

See further below for other past clarifications sought.

Other clarifications sought:

Subject Area/ Query raised	Clarification on Tender	RFP Document Reference Page
Objective	<p>The objective of this RFP is to identify and establish long term agreements for “ICT Support Services” with ideally three, but possibly more, companies that can provide services as described in this request for proposal.</p> <p>Vendors are encouraged to bid for aspects where they have technical specialization and resource capacities. In other words, they do not have to provide all the services listed but choose their area of specialization.</p> <p>Categories services required range from:</p> <ul style="list-style-type: none"> • Application software development • Technical Leadership in leading technologies • Web design and development • Mobile applications and API development • Content management and SEO support • Technical writing support • Application support or management • SAP domain expert project and support • Technical support/help desk • Database development/management • Infrastructure and telecoms project rollout and support • And more. 	Tender document Page 5
Targeted Outcome	Selected vendors will be eligible to provide ICT support services ranging from the involvement in full or partial onsite/off-site software development lifecycle, various support and project initiatives, to staff augmentation under agreed upon terms as needs arise.	Tender document Page 6
Coverage areas:	It is envisaged that vendors will be able to provide services in Philippines, Switzerland and Panama, or globally, on-site or off-site as may be required. A global presence with local offices around the world will therefore be an added advantage, though not a requirement.	
Contact Person for questions	Questions & Clarifications	

Subject Area/ Query raised	Clarification on Tender	RFP Document Reference Page
<p>Queries: Are we authorized to contact you directly for any clarification we may have regarding this RFP?</p>	<p>Any requests for clarification should be referred to gpsu@iom.int copying evargas@iom.int & ictglobalops@iom.int before 16:00 hrs. CET on Monday May 6, 2019.</p> <p>IOM will respond to questions by close of business on May 24, 2019</p> <p>IOM may, at its discretion copy any reply to a question to all other invited companies.</p>	
<p>What is the link of the RFP with other countries? I.e. there is reference to the Philippines, Geneva and Panama but no direct reference to my country.</p>	<p>Selected vendors will be eligible to provide ICT support services ranging from the involvement in full or partial onsite/off-site software development lifecycle, various support and project initiatives, to staff augmentation under agreed upon terms as needs arise.</p> <p>Vendors are encouraged to bid for aspects where they have technical specialization and resource capacities. In other words, they do not have to provide all the services listed but choose their area of specialization.</p> <p>Categories services required range from:</p> <ul style="list-style-type: none"> • Application software development • Technical Leadership in leading technologies • Web design and development • Mobile applications and API development • Content management and SEO support • Technical writing support • Application support or management • SAP domain expert project and support • Technical support/help desk • Database development/management • Infrastructure and telecoms project rollout and support • And more. 	<p>Tender document Page 5</p>

Subject Area/ Query raised	Clarification on Tender	RFP Document Reference Page
	<p>Clarification: Vendors should propose the mode of engagement that they prefer:</p> <p>Terms will be dependent on the actual requirements and could be based on:</p> <ul style="list-style-type: none"> • Time and Material Model • Staff Augmentation Model • Fixed Price Model • Project specific milestones <p>Depending on service activity and deliverables, the approach undertaken may also be on an outsourced support model which could be on-site or off-site.</p>	
<p>Will the decision to select the suppliers be made in Manilla (or elsewhere) and to what extent is my region/country involved in this decision?</p>	<p>The decision will be made centrally by teams in Manila and Geneva. For vendors who are far, envisage engaging mostly in offshore or on shore development (depending on central or regional project needs) on the following models:</p> <ul style="list-style-type: none"> • Time and Material Model • Staff Augmentation Model • Fixed Price Model • Project specific milestones 	