

## **Section II. Terms of Reference**

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### **Background**

In the framework of its activities, the International Organization for Migration (IOM) assists large numbers of self-paying migrants. Self-paying migrants are persons who pay fees for services provided by certain IOM programmes and projects (e.g. health assessments and short-term travel documents), through cash deposits to IOM accounts in specific bank branches —or directly at IOM premises.

This method of payment, however, is not efficient enough: during seasons with a high workload, these migrants must often endure long queues and waiting periods to make their payments, which may slow down the processing of their requests and discourage them from approaching IOM in the future. In light of this, the implementation of an alternative, more efficient payment method has become a necessity for IOM and an online payment system seems like a logical and viable option.

To setup an online payment system that integrates with IOM's core case management system, existing accounting system and Mobile Platform, IOM is looking for an e-commerce application Service Provider who can supply IOM with a solution.

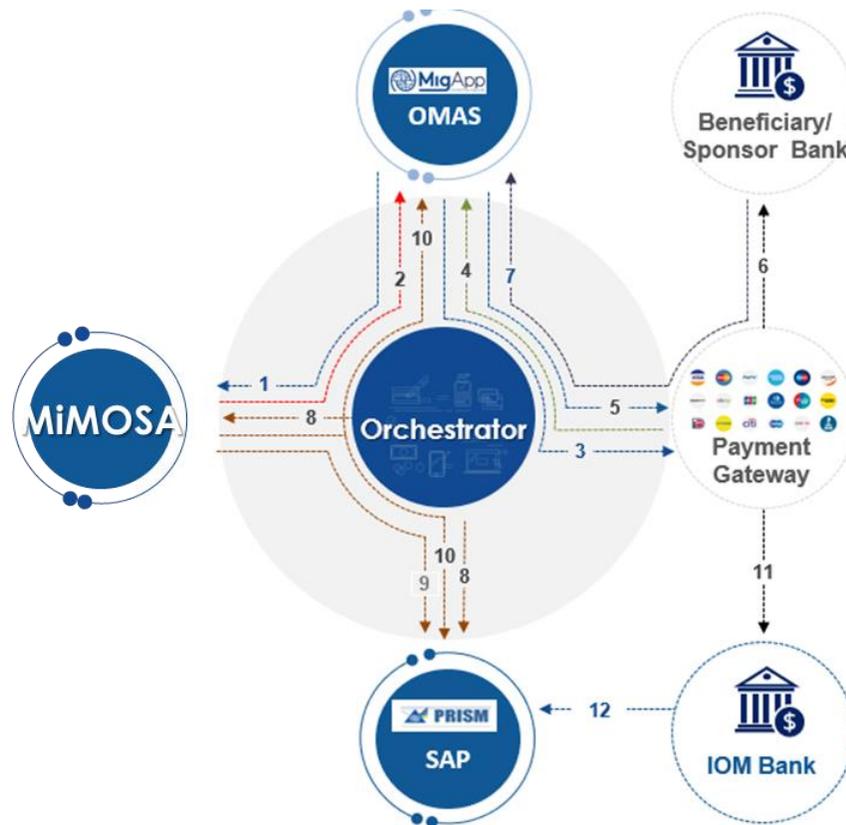
The project description below provides an overview of the workflow expected upon implementation of this payment system as well as the minimum requirements for e-commerce application Service Providers interested in submitting their Proposals.

### **Service Requirements**

The workflow expected upon implementation of an online payment system comprises the following five steps:

- 1) The required payment system will be accessed by IOM's beneficiaries through its case management global tool, the Migration Management Operational Systems Application (MiMOSA), whenever the migrants require to schedule and pay for IOM services.
- 2) Once an appointment has been scheduled and paid for, MiMOSA will send a notification to the existing IOM accounting system, embedded in IOM's Processes and Resources Integrated System Management (PRISM), which is built on Systems Applications and Products (SAP).
- 3) PRISM will, in turn, create a Unique ID for that concrete transaction.
- 4) This Unique ID will include and display: service purchased, currency used for payment, and date, time and location of payment.
- 5) The Unique ID will then be transmitted to the self-paying migrant who has requested the service through Short Message Service (SMS) or via email.

The below diagram below indicates how the MiMOSA, PRISM and IOM Mobile Platform will be connected to an external payment system:



## Project Scope

The integration of the internal systems with the payment system should be as indicated above.

IOM has a SAP financial system and MiMosa that is an internal developed system (Case Management System). MiMosa therefore stores all the information from the Migrant, all interactions and services provided. When migrates setup an appointment they will make the booking of the appointment in the MiMosa system.

We have added the orchestrator that will be moving information between MiMosa and SAP. As of today IOM does not have a orchestrator in place. The generation of the invoices have not been defined, however this can be created in SAP or the partner can make a suggestion for a solution.

The integration will be between the Online Appointment System, MiMosa, SAP and the mobile platform which is Kony. The mobile platform is what we looked at using as the orchestrator, however the vendor can propose another orchestrator solution.

## Deliverables

The vendor will provide a complete integrated solution between IOM internal systems and the payment gateway provide (SIX Systems and European Payment Systems) to ensure that when a payment is made for our service all the systems impacted by the payment are updated.

- Payment Gateway system integration with IOM systems
- Integration between orchestrator and OMAS
- Integration between orchestrator, OMAS and Mimosa
- Integration between orchestrator, MiMosa and Prism
- Integration between orchestrator, PRIMS and OMAS
- SMS integration with the solution
- Complete system integration documentation
- Training for staff to maintain the solution
- Post go live

### **Location of Deliverables**

Part of the deliverables must be onsite in Manila, especially the work with MiMosa and PRISM integration. There will also be requirements of the developers to travel to IOM administrative offices during the project.

### **Payment Gateway Provider**

We are in the process of evaluating the best international payment providers, IOM will be in a position to make a selection of two (2) payment providers for the project. This should therefore be taken into account that when the integration is done, two (2) payment providers need to be integrated into the system.

### **Monitoring**

In order to support the continuous monitoring required by IOM programmes and projects receiving payments from self-paying migrants, the selected Service Provider is expected to submit monthly statements compatible with IOM's accounting system in PRISM. These statements will be directly imported to PRISM, so that services provided and their corresponding payments can be easily reconciled. The submitted file must contain, per transaction, the following information:

- Unique ID
- Service purchased
- Currency used for payment
- Date, time and location of payment
- IOM internal reference number or Work Breakdown Structure (WBS)

As explained in the service requirements, all this information will be generated after each transaction is made, every time a unique ID is created —except for the WBS, which will be shared with the selected provider in advance.

### **Training**

Knowledge transfer session to project team member with the objective to have internal capability to further proceed with the implementation and maintenance of solution.

### **Post Go Live Support**

Maintenance and Bug fixing for 3 weeks post go-live

**Timeline/Timescale**

IOM requires access to the live/demo payment system by 1<sup>st</sup> July 2020