

Pre-proposal Conference - Minutes of the Meeting

Project Name: “Strengthening Readmission Management in Azerbaijan”

RFP No.: [AZ10-001/2020-EUROCAP](#) - Customization / Installation of the Model Readmission Case Management System

Date: 06 January 2021

Time: 14:00 – 16:15

Venue: Online format

Participants: BEAC members, TWG members and potential bidders

Introduction:

The BEAC member presided over the online pre-proposal Conference for RFP No.: AZ10-001/2020-EUROCAP, welcomed all meeting participants. Then she briefed all potential bidders that the purpose of this meeting was to help potential bidders fully understand the key requirements of the RFP including the Terms of Reference.

Participating potential bidders were informed that they could raise their questions during the Q&A session, as well as email additional requests for clarifications to iomazerbaijan@iom.int till 10 January 2021. Minutes of this meeting will be posted on the IOM website, so all potential bidders can have the same information and understanding. The questions that need to be further discussed and cannot be answered during the pre-proposal Conference will be noted down, and then after BEAC internal discussion, the answers will be posted on the IOM website before the deadline of submission of bids.

A TWG member conducted an online presentation to all participants and answered questions raised by potential bidders.

Questions and answers:

Questions	Answers
1. Is it a cloud solution? How are the components interconnected with each other: FPS and BPS? Is there any shared database? Or are the messages between the components sent via a message bus or a message queue?	1. No, connection is through a web service. Communication is encrypted and digitally signed and these encryption and signing will be supported by the application’s standard components.
2. Is the messaging two-way or one-way? For example, FPS is sending a message to BPS but for some reasons the	2. This will be handled at the service level. There is a standard message queuing process for the API calls that are implemented in the core system.

<p>message is not received by BPS. How is this issue resolved?</p> <p>3. Are you using a two-way communication to ensure that the messages are delivered?</p> <p>4. Who will assist the EU side on FPS? Are the instances interconnected with each other or is it autonomous for Azerbaijan?</p> <p>5. Who is responsible for the data integrity?</p> <p>6. Who will be responsible for the updates: IOM Technical Team or a domestic Service Provider?</p>	<p>3. Yes, but there is no need for the messages to be delivered in real time because in most cases there is time difference between the parties. So, API will try to transmit the message, after several failed attempts it will be reported to the system administrative user.</p> <p>4. The BPS solution will be unique for each partner country. As for FPS, the ultimate target is to have a single instance to be managed by the EU side but until we reach this point there will be separate instances, including for Azerbaijan. At the same time, this FPS interface is very similar, almost identical, to other RCMSs presently in use, for example in Sri Lanka, Bangladesh, Georgia. So, most EU RCMS users will not find it difficult using the System because they are familiar with interfaces etc. Another point is that this Systems handles confidential data, so even when it comes to support the contractor will not be required to deal with actions that involve user data. Their support will be mostly at the level of technical operations, and procedural and administrative support will be handled by the respective government agencies.</p> <p>5. The data ownership will be with a respective government. The System has been audited and also the Azerbaijani deployment will be subject to an independent security audit before the live operations start. The FPS solution has to comply with GDPR, while the BPS solution has to comply with the data protection laws and regulations of Azerbaijan. When the project ends IOM will transfer all the product ownership rights to the Azerbaijani Government.</p> <p>6. The RCMS core components will be maintained centrally by the IOM Technical Team. Formally, the updates will be provided to the Azerbaijani Government since they will be the owners of the product, but depending on how the contractual agreement will be formulated this might be the domestic Service Provider who will provide a long-term support. This will be similar to updates to any other open-source product when the core repository is updated and then the upgraded version can be downloaded and deployed in the required environment. Certain updated will require changes to the User Interface (UI) elements – translating labels, menu items etc. – and those country-specific changes will be handled by the domestic Service Provider.</p>
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<p>7. What is the volume of translation: how many pages of written materials and how many hours of audio materials will need to be translated?</p> <p>8. With how many and which domestic systems the RCMS should be integrated?</p>	<p>The Government of Azerbaijan will be free to do any modifications of the software based on the licensing agreement, but then the responsibility to maintain those modifications will be on the same party.</p> <p>7. It is not possible to indicate the exact volume of translation until the workflow requirements get finalized. This will become clear only after the initial information collection which is part of the contract too. The number of pages in the standard English-language user manual and training materials can be provided instead. Most pages contain images and diagrams, thus even though the number of pages is large, the text is significantly smaller. Translation will be required only for the end-user materials, technical materials will be handled by the developers. <i>A more detailed answer will be provided later on the IOM website.</i></p> <p>8. Integration, if any, will be only in the BPS module and the level of integration will be clear after the initial phase of the requirement gathering. Judging from the initial need assessment report no major integrations will be required in the Azerbaijani deployment. The standard APIs for integration with for example border management systems, passport issuing systems are predefined in the core modules of the Model RCMS. Such integration will also require some modifications in the other systems' APIs to enable them communicating with the RCMS. In other countries, such as Sri Lanka and Bangladesh, this type of integrations was implemented in the next phase of the project, not under the same contract but a separate contract. <i>A more detailed answer will be provided later on the IOM website.</i></p>
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Having no other matters to discuss, the BEAC thanked everybody for their participation and closed the meeting at 16:15.