

RESPONSES TO REQUESTS FOR CLARIFICATION

RFP No.: AZ10-001/2020-EUROCAP - Customization / Installation of the Model Readmission Case Management System

Project title: "Strengthening Readmission Management in Azerbaijan"

1. **Question: The Instructions to Service Providers, section 1. Introduction reads: "1.1 Only eligible Service Providers may submit a Technical Proposal and Financial Proposal for the services required. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected Service Provider."**

Could you kindly clarify what is meant by "Only eligible Service Providers may submit a Technical Proposal and Financial Proposal", as well as what are the conditions and eligibility criteria for legal entities established in Turkey and if any prior confirmation of the eligibility is required from your side.

Answer: Eligible Service Providers are properly registered Companies in a hosting country and with sufficient technical expertise and experience to provide the Services defined in the RFP, who can deliver services defined in the TOR e.g. Customization / Installation of the Model Readmission Case Management System, and submit documents indicated in the Requirement Checklist attached to Vendor Information Sheet; the Service Provider, its staff or shareholders have not previously been declared by IOM ineligible to the awarded agreements by IOM; and are not in list of UN CTC 1267.

2. **Question: Section I. Instructions to Service Providers, 1. Introduction refers the following: "1.3 The Service Providers costs of preparing the proposal and of negotiating the contract, including visit/s to the IOM, are not reimbursable as a direct cost of the assignment."**

Please advise if there is any requirement to visit to IOM offices outside Azerbaijan, pre-bid or post-contract award?

Answer: There is no requirement to visit IOM offices outside Azerbaijan for pre-bid or post-contract award.

3. **Question: Section II. Summary for the Action Plan. Task # 1: June 2019 Assessment Report undertaken by IOM.**

Can you provide June 2019 Assessment Report?

Answer: The Report will be shared with the selected Service Provider. The Report is rather procedural and is unlikely to provide any information to the bidders for their bidding process activities or cost estimates.

4. **Question: II. Summary for the Action Plan. Task # 1: Assist the IOM Technical team in the preparation of design architecture, technical and configuration / customization requirements relating to the Model RCMS components.**

Can you explain in detail how this assistance needs to be accomplished?

Answer: Primarily, the Service Provider will be required to collect and document requirements and related information from the client organization. IOM Technical team will brief the Service Provider on what needs to be collected and will also provide document templates where applicable.

5. Question: II. Summary for the Action Plan. Task # 3: Translation of all user guides, FAQ/Help material, training material (including text/audio material) into the Azerbaijani language.

- **Any idea on the scale of translation?**
- **Please provide expected volume of translation works.**
- **How many pages? how many hours of audio?**

Answer: A *tentative* word count is indicated in the table below. The actual word count can differ due to the customization of the documents.

No.	BPS Document Name	Word Count
1	Model RCMS User Guide for BPS	12,000
2	BPS-FAQ	3,000
3	How-to Guide BPS	1,200
4	Quick Reference Guide BPS	1,000
5	BPS Training Document	2,000
6	Model RCMS Application – UI Interfaces	750

Tentatively 20 minutes of audio materials will need to be created based on the interface screens already translated into the Azerbaijani language.

6. Question: Section II. Summary for the Action Plan. Task # 3: Assist the IOM Technical team in carrying out testing and quality checks in the deployed environment.

Please advise if there will be any particular requirements for testing/QA.

Answer: There are no particular requirements. The scope involves general UAT task with the client organization. Test cases will be provided by IOM Technical team (in English) as part of the standard support package to the Service Provider.

7. Question: Section II. Summary for the Action Plan. Task # 4: Customization of the web-application UI components, including translation of HTML/DOM elements such as static text, labels etc. into the Azerbaijani language.

- **Please explain in more detail the extent of the UI component customisation.**
- **Please explain the volume of expected translation of static texts, labels.**

Answer: Customization will include translation of static content (such as labels, background, tool-tips etc.) from English to Azerbaijani. Technically this will be based on Angular i18n internationalization approach of the Angular framework. All user input and dynamic content are not translated and will be in English.

- 8. Question: Section II. Summary for the Action Plan. Task # 5: Integrate the BPS with any domestic system workflow as required based on the Application Programming Interfaces and Class Libraries provided.**

Test, deploy, verify and commission the BPS subsystem for live operations (including migration of any data in the Quick-Win module to the BPS subsystem).

- **Please provide more detailed info on domestic systems for integration.**
- **Please advise if we get more detailed information on how big is the data to be migrated.**

Answer: See the answer to the question 19.

- 9. Question: Section II. Summary for the Action Plan. Task # 5: Integrating the BPS with domestic ICT systems through the interfaces available in the BPS SDK. This may require development of new interfacing modules / extensions to the Model RCMS.**

Please share with us examples from your experience which type of interfacing modules or extensions to the Model RCMS are developed so far?

Answer: Interfaces on BPS are standard and will not need any customization. They are based on standard web-API calls which provide searchable parameters (such as name, passport No. etc.) to external system by querying a publish web-service on such a system. Therefore, the implementation will depend on the availability of such services / APIs in the external system.

The Service Provider's scope of work in this respect will be mostly on gathering technical requirements related to such external systems (if any), working with client ICT divisions to setup necessary communication links (such as VPN connectivity, if needed) and testing the APIs based on tools provided in the BPS.

- 10. Question: Section II. Summary for the Action Plan. Task # 6: Work with IOM in providing end-user and technical training.**

- **Please advise how many end-users to be trained?**
- **Please advise training requirements in hours/days/weeks?**

Answer: If the COVID-19 related restrictions remain in place, trainings will be held online. Tentatively it is expected that the Service Provider will carry out training activities during up to three days with approximately 35 participants on each day. Subject to recipient needs, the Service Provider needs to be flexible with a potential for half-day training, refresher training or targeted training on a specific topic. On one to two days the Service Provider will be involved as an observer in the training activities carried out by the IOM Technical team.

- 11. Question: Section II. Summary for the Action Plan. Task # 7: Support the Model RCMS components during the 2-year warranty period.**

- Please list the required activities under the 1st level user support to be provided by the Service Provider.
- Please list the required activities under the 2nd level user support to be provided by the Service Provider.

Answer: User support will be similar to that generally provided by a System Integrator. The Service Provider will do all necessary interaction with the client and will receive 2nd level support from the developer if needed.

- 12. Question: Section IV. General concept and framework of the Model RCMS - Reciprocal Arrangements: Consular posts in requesting States are responsible for interviewing persons to be readmitted for identification purposes and also for issuing travel documents for return (TD).**

Will there be any system integration between consular Information Management Systems and RCMS?

Answer: See the answer to the question 19.

- 13. Question: Section IV. General concept and framework of the Model RCMS - Reciprocal Arrangements: Other national agencies / authorities can be involved in the readmission process (Ministry of Internal Affairs, Ministry of Foreign Affairs, Ministry of Justice, National Security Service etc.). The purpose of their involvement can be different (identification or organization of post-return reception of readmitted persons) dependent on internal processes and requirements. The system will support their continuing involvement in the electronic process through providing user accounts in the Model RCMS for these agencies or providing an option to send / receive a request / response from the Model RCMS to the respective agencies data systems. It is also possible to integrate electronic data bases to automate the identification process with the data provided (text data, face image, fingerprints).**

It mentions about possible integration. It is unclear as it may impact the workload of the Service Provider. Please clearly state whether integration will or will not be required. If yes, then please provide which systems, APIs, technical specifics, etc.

Answer: See the answer to the question 19.

- 14. Question: Section IV. General concept and framework of the Model RCMS - Transit Process: The main actors in the transit process are the government officials of the requesting State and the requested State (Azerbaijan or EU Member State). From the Azerbaijani side, the responsible authority to receive / respond / send transit applications is the SMS. In the requested State, other national agencies / authorities can be involved in the transit process, dependent on national government requirements (i.e. organization of transit passage). Such involvement may need to be supported through providing accounts in the Model RCMS for the agencies involved or providing an option to send / receive a request / response from the Model RCMS to the respective agencies data systems.**

It mentions it may need to be supported through involving other respective agencies and with their data systems. Please explain this requirement in detail.

Answer: See the answer to the question 19.

15. Question: Project management: Any preference for the project to be conducted in Waterfall or Agile development methodologies?

Answer: Agile similar process is preferred.

16. Question: As you know, for this project, server resources will be needed. We want to know about allocation of required server resources. It is time consuming process to buy, install and make it ready to use. We want to identify that, Does SMS side has ready required server resources for this project?

Answer: Provision of server resources is not part of the Service Provider's scope of work. Procurement of servers / upgrade will be done separately.

17. Question: We can see from the submitted document that this project is planned for 6 to 7 months. There will be work on both sides, the IOM Technical Team and the Service Provider.

- **Is it acceptable or possible to finish the project earlier?**
- **How important is it for you to hand over the project sooner than planned?**

Answer: Workplan has been made considering the restrictions under the current COVID-19 related situation and related administrative considerations. There are no restrictions on early completion of the project, but this is unlikely to be possible.

18. Question: The trainings specified in the tender documents will be carried out after the project is handed over or will be completed by September 15.

Answer: Trainings are part of the project implementation and hence need to be carried out within the project implementation period.

19. Question: With how many and which domestic systems the RCMS should be integrated?

Answer: 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.

The integration (if any) will always be through web-API calls. For this APIs on Model RCMS side are pre-defined and therefore no significant work is required by the contractor. Their integration however will also depend on availability of APIs in the external systems as well. If such API is available, the contractor will facilitate the integration by collecting the necessary technical requirement, facilitating the establishment of the technical links (such as VPNs) and assisting in testing the implementation.

These integrations sometimes may also require modification to external system (such as creating new APIs etc.), which is not included in the scope of this contract.

For offline integration (such as through database dumps etc.) no additional work is required and the scope is limited to providing necessary training assistance etc. Model RCMS has standard interface such data download and uploads.

Due to above reasons the exact requirements of integration will be known only after the requirement study phase is completed. The Service Provider's obligation on integration therefore will be limited to the general work-scope described above. 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.