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

REQUEST FOR PROPOSAL (RFP)
for
Supply, Delivery, Installation, Integration, Implementation and Support
for
Global User Support Ticketing System

BID BULLETIN
Addendum No. 1

This Addendum No. 01 is issued to clarify inquiries received regarding the Request for Proposal for the **Supply, Delivery, Installation, Integration, Implementation and Support for Global User Support Ticketing System** issued to prospective Suppliers on 09 August 2016.

A. SECTION 1 - INSTRUCTIONS TO SERVICE PROVIDERS/CONSULTING FIRMS

Below Provision is added under SECTION 1 - INSTRUCTIONS TO SERVICE PROVIDERS/CONSULTING FIRMS

Eligible Suppliers

Only Suppliers that are determined to be qualified shall be considered for award. The Supplier shall fill up and submit the standard IOM Vendor Information Sheet (VIS) to establish their eligibility together with the Quotation. *Vendors who have already submitted their VIS need not resubmit but those who want to provide update may submit their updated documents as outlined under the REQUIREMENTS CHECK LIST of the VIS form.*

The vendor must have successfully implemented the proposed solution with similar scope. (Please indicate if there are any UN agencies using the proposed solution).

B. VENDOR QUERIES AND CLARIFICATIONS
TECHNICAL INQUIRIES

Q1:   Is the migration on the old data part of the requirement?
Answer: Yes but provide the quote for the migration separately.

Q2:   What is the current version of SharePoint?
Answer: SharePoint 2013

Q3:   What is the version of your MS Office Project installed to your client?
Answer: MS Office Project 2010, 2013

Q4:   What is the platform of the following applications? .NET or PHP?
Answer:

a)	MiMOSA	.NET 5 MVC 5, C#, MS SQL
b)	iGator	.NET 5, ASP NET, MS SQL
c)	RMI	JAVA, APACHE, MS SQL
d)	UKTB	JAVA, APACHE, MS SQL
e)	Telerad	.NET 5 C#, MS SQL, PACS, Logipacs
f)	LTS	.NET 5, C#, MS SQL
g)	USRAP Reporting	MS SQL Reporting Services

h)	Medical Reporting	MS SQL Reporting Services
i)	WRAPS Interface	JAVA, APACHE, MS SQL
j)	CDC Interface	JAVA, APACHE, MS SQL
k)	Resettlement Agency Interface	JAVA, APACHE, MS SQL
l)	Travel Agency Interface	JAVA, APACHE, MS SQL
m)	eMedical Interface	JAVA, APACHE, MS SQL
n)	Mass Import	.NET 5, C#, MS SQL

Q5: Can we get a list of current or desired SLA targets?

Answer: We do not have SLA established. If consultation service can be provided to establish one, provide an estimate as a separate item.

Q6: For SOW #7 how many regions and departments will be costed out by the vendor as part of the scope?

Answer: We have 9 regional offices but the first focus will be to integrate 3 global user support functions in Manila, Geneva and Panama.

Q7: Is there any existing integration between your old footprints and SAP?

Answer: None

Q8: For the existing support team (manpower), what is the current set-up? Are the people outsourced from a third party provider?
If yes, who is the existing provider?

Answer: No, user support team is internally sourced, with a few exceptional cases where we hire consultants.

Q9: Please identify all applications that we will be supporting and integrating with because there are etc in the requirement.
   a. One entry point for all user support activities across organization (including ICT, HR, etc.)
   b. Custom applications (MiMOSA, i-GATOR, RMI, UKTB, Telerad, etc. functionality which enables users to send inquires while they are using these applications, e.g., e-mail template pops up with predefined request type when user click on the link to support)

Answer: a. As of today we see ICT, HR, Financial Services, Operations, Procurement, Resources Management
   b. As indicated in the item no.7 in the page 27. IOM has internal capacity to insert links to the ticket management system – web form/self-service portal in our custom applications

Q10: Does the Philippines support the global helpdesk system as of the moment? How many are the existing local support if yes?

Answer: Yes, the global helpdesk system currently in use (Footprints) is located and administered in Manila. Question is not clear about "existing local support".

Q10: Are we going to provide on-site support globally?
If yes what countries?

Answer: We have local IT officers in main offices in 300 countries. Roll-out plan to all locations globally will be looked into at later phase of the project – not in the scope of the current implementation but the application should be capable to accommodate local use of the service.

Q11:   How long is the engagement period? Please advise minimum period.
Or this is a project for 120 days to be able to implement a new Ticketing system with Phase 1 to 3 implementation?

Answer: Please provide the proposal. The phase 1 ideally should be completed within the 3 months timeframe.

Q12:   Will this be a new system/process for IOM? When is the target implementation date?

Answer: Target date ASAP (120 days from contract issuance). This is an improvement to existing process.

Q13:   Will each one have a specific work flow and escalation process to be defined in the Ticketing System?

Answer: Yes

Q14:   Will IOM provide direct access on their cloud server for us to test / deploy application?

Answer: Direct access can be provided upon request

Q15:   What is the projected total number of concurrent users of the Ticketing System?

Answer: 200

Q16:   What technology are the custom applications of IOM built on?

Answer: Mulitple technologies:

- .NET
  - Web forms
  - C#
  - VB .NET
  - ASP .NET
  - MVC
  - JAVASCRIPT
- JAVA
  - Struts
  - Spring
  - J2EE
  - Jrokit
  - Apache Tapestry
  - Javascript
  - Weblogic
  - Hybernate
- Drupal
- PHP
- MS SQL
- MS SQL Reporting Services
- Adobe Flash
- MS Office
  - VBA
  - MS Access
- MySQL
- SAP

Q17:   Please validate the following assumptions/questions?
            a.   System administrator or any authorized user will have privilege on changing workflow
            inside the Ticketing System.
            b.   Integration with Outlook/Exchange will be via API
            c.   Outlook/Exchange will serve as email notification of the Ticketing System.
            d.   Will IOM extend license or access to vendor?
            e.   For SAP HCM, will license or access be extended to vendor? Integration is via API?
            f.   For JIRA, will license or access be extended to vendor? Integration is via API?
Answer: a – yes
            b – yes
            c – yes
            d – question not clear
            e – Please clarify
            f – JIRA is Covered below

Q18:   For employee movement done in SAP HCM, will every movement expected to automatically
            create an entry in the Ticketing System or a document will first be generated in SAP HCM
            and become a basis of manually creating an entry?
Answer: Propose the best practice. The pilot workflow for HCM integration will be done for staff
            movement in the Philippines.

Q19:   For JIRA (development tool, tickets that needed to have development needs will be sent to
            JIRA)
            a.   What is purpose of connecting to Ticketing System?
            b.   Is this To/From Ticketing System?
            c.   What are the information to be exchanged between the two systems?
            d.   Kindly explain the work-flow process in terms of submitting development requests,
            recording in JIRA and feedback to Ticketing System regarding updates of development.
Answer: a – change requests coming through support channel should be escalated to other teams
            such as development team
            b – mainly from ticketing system to Jira. Nice to have from Jira to ticketing system interface
            c – ticket number, users' information, content of the ticket, application/module information
            d – When the solution has been developed (closed in Jira), the update will be sent back to
            the ticket in the ticketing system.

Q20:   For Microsoft Project (project management tool, enhancement requests will be sent to MS
            Project)
            a.   What is the purpose of connecting to Ticketing System?
            b.   Is this To/From Ticketing System?
            c.   What are the information to be exchanged between the two systems?
            d.   Kindly explain the work-flow process in terms of submitting development requests,
            recording in MS Project and feedback to Ticketing System regarding updates of
            development.
Answer: Similar to Jira, request for change can be sent in a form of ticket and big change/similar
            issues combined can be considered as project. In such case we transfer tickets to MS
            Project.

Q21:   For phone integration
            a.   What type of integration is expected, via SoftPhone or PBX?
            b.   If PBX, what brand is used?

       c.   Are APIs available for integration?

       d.   Are call logs required to be recorded in the system? Yes

Answer: a.   Both

       b.   AVAYA S8300 G450

       c.   Yes

       d.   Yes

Q22:   Analytics. What specific analytical reports required? May we have a copy of the sample reports for assessment purposes?

Answer: Users should have flexibility to configure own reports

Q23:   Remote access

       a.   What particular tool is currently being used, RDP or TeamViewer?

       b.   Is that expected to have direct interface with Ticketing System or can run separately?

       c.   What specific desktop operating system is expected to be remotely accessed?

Answer: a – teamviewer

        b – can run separately but seamlessly

        c - Windows predominantly 7 thru 10 but with some older versions possible.

Q24:   Will IOM require the vendors to submit CV of project team members?

Answer: Yes as specified in RFP under Clause 6.6.2 d

Q26:   Pg. 8 (Technical Proposal) SAP Services

        Is the vendor allowed to outsource to a preferred SAP vendor for development?

        Would IOM oppose to this?

Answer: IOM is open to it, however the costs should be clearly indicated in the Financial Proposal.

Q25: Pg. 27- 37 (Project Description)

- What platform and version of SAP are you running?
- **A.** ECC6.0
- Is asset management already included in SAP or are you looking for a separate tool?
- **A.** In SAP
- What platform and version of Jira are you running?
- **A.** JIRA Project Management Software (v6.4.11#64026-sha1:78f6ec4)
- Do your custom applications have API's?
- **A.** YES
- Are all of these systems cloud or on-prem based?
- **A.** On Premise, but slowly moving to the cloud
- Do you currently have a KB? Are you referring to Sharepoint, which is highlighted in this document?
- **A.** We have KB split everywhere, in Footprints, in SharePoint,in Cponfluence, in PDF file, etc. SharePoint would be the place we prefer but we are open to proposal.
- Do you currently have an external reporting tool you are requiring integration into?
- **A.** No
- Current satisfaction tool?
- **A.** No (questionnaire sent to user through Footprints but not fully utilized)

- o What does PRISM stand for and what does it do?
- A. Processes, Resources, Integrated Systems Management – SAP
- o What does PCST stand for and what does it do?
- A. A team called PRISM Central Support Unit under Manila Financial Services, which respond to business questions around financial transactions in SAP
- o What does MHRO stand for and what does it do?
- A. Manila Human Resources Operations, which handle personnel files of international staff members worldwide
- o What does iGator stand for and what does it do?
- A. iGator is a name. The application is used for managing airline ticket payments and ticket reconciliation.
- o What does PAC stand for?
- A. Panama Administrative Centre
- o What does GVA stand for?
- A. Geneva where IOM Headquarters are located
- o For Diagram 2 would the integration into SAP and Vendor start in the ICT workflow?
- A. It will start from MHRO (Human Resouces), who triggers personnel action in SAP
- o What platform and version of Active Directory are you running?
- A. Iom.net forest Windows 2003 forest and domain functional level server mixed 2003 and 2008 R2. Iom.int forest Windows 2012 level
- o Have you deployed ADFS? If you have, which version?
- A. Yes ADFS v3

Q26:   What are the different customer communication channel (e.g. Email, Phone call, Web, social) being considered for integration with ticketing system.
Answer: email, phone, web form, chat

Q27:   Please specify all the departments (e.g. ICT, HR) being considered (along with respective # of users) under scope of implementation.
Answer: as of today we see ICT, HR, Financial Services, Operations, Procurement, and Resources Management, with approximately 200 users

Q28:   Which location would be considered as base for rolling out services & solution?
Answer: Manila, Philippines as the hub for the global user support, global user support teams in Geneva and Panama will be part of the first implementation

Q29:   Please specify what kind of information would be required from SAP system for integration with ticketing management system.
Answer: Users' basic data such as organizational assignment (location), email address, user ID for the basic ticket management
For the 2nd phase: functional scope no. 6 – need more information from SAP, such as personnel action to select workflow and reporting line for approval.

Q31:   Kindly clarify if there is an existing CTI(Customer Telephony Integration) implementation?
            If No, then which preferred solution is customer looking at?
            As such there is Scribe for business which comes with Office 365 or other CTI solutions like
            AVAYA or CISCO .
Answer: No.
            Avaya

Q32:   Is there any Chat application already in use or proposed ticketing management solution is
            expected to provide a chat platform?
Answer: We use Skype (personal and business)

Q33:   Is there any web query portal already in use or proposed ticketing management solution is
            expected to provide web interface for end users?
Answer: Not in use. Yes we are keen to deploy self-service portal. But still the majority of users may
            come through e-mail, where we want to introduce a template.

Q34:   Does IOM already have licences procured for office 365 and share point?
Answer: Yes.

COMMERCIAL INQUIRIES
Q1:   Does the VIS Checklist Requirement # 8 List of all contracts entered into for the last 3 years
            (indicate whether completed or ongoing) pertain to a similar solution? Or is it any contract
            for the last 3 years?
Answer: Above pertains to any solution. Please refer to the additional requirements for vendor
            eligibility in this Bid Bulletin, Addendum # 1.

Q2:   Our Company is a publicly traded company on the NYSE. Do you still require this information
            even though it is completely public?
Answer: Yes

Q3:   Our Company is an U.S. publicly traded company. Can you confirm if this is still required and
            the acceptable documentation required?
Answer: Share with us applicable company registration or the like.

Q4:   Can we put N/A on certain requirements, example valid government permits/licenses if
            these are not standards in our country.
Answer: This is fine.

Q5:   Due to the high volume of customers within this period (50,000+) and confidentiality with
            customer agreements, we cannot give that out these details. Does this automatically
            disqualify us?
Answer: No. We do understand this confidentiality with some clients. You may also provide supplier
            references among top clients.

Q6:   Would an official letter from our legal department be sufficient for certification?
Answer: Yes that would suffice.

Question: What happens if the "Donor" discontinues the payment responsibility?
Answer: Question is not clear. There are no Donors in this contract. Refer to the proforma contract
              under Section V of the RFP if this is related to contract termination between IOM and the
              Service Provider