# **REQUEST FOR EXPRESSION OF INTEREST (REOI)**

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| REOI Reference: REOI/2024/MG/001 | Date: 20 March 2024 |

The International Organization for Migration (IOM) invites interested and eligible vendors to submit Expressions of Interest (EOIs) in respect of provision of the requirements described below. The purpose of the REOI is to identify vendors that wish to participate in a forthcoming solicitation process.

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| Description | Established in 1951, IOM is the leading intergovernmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM works to help ensure the orderly and humane management of migration to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.  IOM seeks to identify eligible vendors for the provision of IT services in support of enhancing technical capacities linked to return and readmission.  Readmission cooperation between two States requires efficient and effective communication channels to ensure that readmission applications are received and processed in a timely manner and that decisions are communicated in the shortest time possible. Such communication channels are supported by the existence of Readmission Case Management Systems (RCMS) that were developed since 2016 under the EU funded European Readmission Capacity Building (EURCAP) Facility to support readmission processes between states. Standalone RCMS systems are already operational in several countries. Based on the experiences gained and new requirements identified, the Electronic Readmission Case Management System (e-RCMS) was also developed under the EURCAP Facility. The e-RCMS is a standardized platform aiming at harmonizing the existing IT processes and consolidating their common requirements. The e-RCMS is currently being piloted and further functionality development and expansion to additional countries seeking to join the e-RCMS network is envisaged. Developed as a readmission support system, with identity verification at its core, the e-RCMS has the flexibility to establish links between national agencies and databases and may therefore also support states’ legal identity capacity development.  Concretely, the e-RCMS divides the readmission process into two major components. The Front Process Segment (FPS) is designed to facilitate a requesting country's workload that creates and submits the return request application and receives its outcome. The Back Process Segment (BPS) is intended to support the workload of the requested country, which would process such return requests and notify the requesting country of the outcome. The FPS and BPS modules communicate with each other using an encrypted and secure link operating over the Internet via webservices. The communication is subject to a data exposure control policy and is strictly limited to the returnee data and outcomes related to the return request application.  The services that will be requested by IOM to be delivered, relate to the development and expansion of the e-RCMS as an IT solution to support return management in partner countries which have joined or are expected to join the e-RCMS network. The technical work in request includes, among others, (1) feasibility assessments for the expansion of the e-RCMS FPS and BPS segments in new partner countries, (2) the integration between e-RCMS and existing RCMS stand-alone systems, (3) assessments for the integration between e-RCMS and domestic ICT systems in partner countries and the actual technical work needed for the integration, if requested, based on the outcomes of the technical assessments, (4) provision of support and maintenance for the e-RCMS operation, (5) the enhancement of e-RCMS capacities with new functionalities, when requested, and the addition of features for data protection enhancements, when needed, to ensure data security and compliance with latest data protection requirements, (6) the creation of a demonstration and training site for end-users and the production of users’ manuals, when needed, as well as (7) the submission of relevant documentation to accompany the technical developments in place. Documentation should be kept up to date to reflect all the technical work produced.  The selected vendor(s) are expected to have proven expertise in the field of development of IT systems for case management, preferably in the field of migration management. Experience in working with International Organizations and/or with government counterparts will be considered an asset. As the technical work requested is expected to take place in various partner countries across different continents, depending on identified priorities, broad geographic coverage and international experience will be also considered as an asset. |
| **UNSPSC code(s)** | 81111500 |
| **Deadline for the Submission of EOI** | April 3rd, 2024, 16:00 hrs CET  If any doubt exists as to the time zone, refer to <http://www.timeanddate.com/worldclock/>. |
| **Content of EOI** | The EOI should include the following information:   * Contact information: full name and address, country, telephone number, e-mail address, website, contact person and brief presentation of the company (Annex 1) * List demonstrating qualifications for participating in this upcoming bidding process. (Annex 2)   **Note:** Prices are not required at this stage. |
| **Method of Submission** | Expressions of interest shall be sent by email as follows:  Email address: [iomgrprocurement@iom.int](mailto:iomgrprocurement@iom.int)   * File Format: pdf * File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. * All files must be free of viruses and not corrupted*.* * Max. File Size per transmission: 25Mb * Mandatory subject of email: REOI/2024/MG/001\_[Name of vendor] * Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y. * You should receive an email acknowledging receipt. |
| **Contact Person for correspondence and clarifications** | IOM Athens Procurement Unit  E-mail address: [iomgrprocurement@iom.int](mailto:iomgrprocurement@iom.int) |
| **REOI Conditions** | This Request for Expression of Interest does not constitute a solicitation. IOM reserves the right to change or cancel the requirement at any time during the EOI and/or subsequent solicitation process. ΙΟΜ also reserves the right to require compliance with additional conditions as and when issuing the final solicitation documents. Submitting an EOI does not automatically guarantee receipt of the solicitation documents when issued. Invitations to bid or requests for proposals and any subsequent purchase order or contract will be issued in accordance with the rules and procedures of IOM. |

**ANNEX 1: BRIEF PRESENTATION AND CONTACT DETAILS**

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| **Name of the company** | Click or tap here to enter text. | |
| **Contact Information** | Contact Person | Click or tap here to enter text. |
| Address | Click or tap here to enter text. |
| Telephone Number | Click or tap here to enter text. |
| Email | Click or tap here to enter text. |
| Website | Click or tap here to enter text. |
| **Brief presentation of the company** | Click or tap here to enter text. | |

Signature:

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

**ANNEX 2: LIST OF QUALIFICATIONS**

**Each Expression of Interest proposal, must contain the following documentation:**

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| **Table 1: List of supporting documents for submission** | **Provider’s Response** | | |
| **Yes, we will comply** | **No, we cannot comply** | **If you cannot comply, pls. indicate any discrepancy** |
| Completed Expression of Interest Forms. (Annex 1 and Annex 2) | ☐ | ☐ | Click or tap here to enter text. |
| Copy of audited financial statements for the last three (3) years | ☐ | ☐ | Click or tap here to enter text. |
| List of similar projects in nature and complexity over the last five (5) years.   * Brief Description * Client name * Duration * Contract amount.   Optional: Development of IT systems for case management either in the field of migration management or for a UN agency would be considered as an asset.  *Interested vendors may also attach their own Project Data Sheets with more details for assignments above.* | ☐ | ☐ | Click or tap here to enter text. |
| List of key staff members  • Name  • Designation Qualification  • No. of Years of Experience  Provide an organizational chart and detailed CVs for key management and personnel in the Company.  *Interested vendors may also attach their own Project Data Sheets with more details for assignments above.* | ☐ | ☐ | Click or tap here to enter text. |
| Any other information the interested vendor would like to submit (Optional) | ☐ | ☐ | Click or tap here to enter text. |

**Minimum requirements of the proposal**

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| **Table 2: Minimum requirements of the proposal** | **Provider’s Response** | | |
| **Yes, we will comply** | **No, we cannot comply** | **If you cannot comply, pls. indicate any discrepancy** |
| Minimum three (3) years of relevant experience. | ☐ | ☐ | Click or tap here to enter text. |
| Minimum two (2) contract of value over $ 500.000, nature and complexity implemented over the last 5 (five) years. | ☐ | ☐ | Click or tap here to enter text. |
| Minimum turnover of $ 1 million for each of the last three (3) years. | ☐ | ☐ | Click or tap here to enter text. |
| Capability to use the following architecture and technology: Programming language : C#  Dev. Frameworks : .NET 7, Angular 15, Material, Entity Framework, REST API, Open API  Infrastructure : Kubernetes, Linux | ☐ | ☐ | Click or tap here to enter text. |
| Capability on deploying/maintaining software both on-premises and in various countries across different continents. | ☐ | ☐ | Click or tap here to enter text. |

Signature:

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.