

REQUEST FOR QUOTATION (RFQ)

RFQ Reference NG10.24.426

Date: 06 September 2024

SECTION 1: REQUEST FOR QUOTATION (RFQ) Upgrade of the National Migration Database

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using **Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer**, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

IOM Abuja Tenders

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	19.09.2024 If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/ .
Method of Submission	Quotations must be submitted as follows: <input checked="" type="checkbox"/> Email to iomabujabids@iom.int
Cost of preparation of quotation	IOM shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	<input checked="" type="checkbox"/> Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative Known for delivering the requested product or services specified in Annex 1 and Annex 3. <input checked="" type="checkbox"/> Vendor must be a licensed agent or distributor and must show the required certification (Where Applicable)
Currency of Quotation	Quotations shall be quoted in Nigerian Naira only .
Duties and taxes	The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below: All prices shall: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation and documentation including catalogues, instructions and operating manuals	English Language
Documents to be submitted	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Technical sheet of item bid for (If Applicable) <input checked="" type="checkbox"/> Warranty of the Product (if Applicable) <input checked="" type="checkbox"/> All documents required from the ToR
Quotation validity period	Quotations shall remain valid for 60 days from the deadline for the Submission of Quotation.

Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.
Contact Person for correspondence, notifications and clarifications	Focal Person: IOM Abuja Tenders E-mail address: iomabujatenders@iom.int ; rsemlek@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.
Clarifications	Please send all request for clarification through iomabujatenders@iom.int
Evaluation method	<input checked="" type="checkbox"/> The contract will be awarded to the most technically and financially compliant submission following the Eligibility and Evaluation
Evaluation indicators	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Technical Evaluation score of above 70% <input checked="" type="checkbox"/> Overall compliance to the Evaluation criteria
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Technical Specifications for Services:

Item No	Minimum technical requirements	Unit	Quantity
1	Upgrade of the National Migration Database. (To include - Cloud/Web deployment/Software Development and completion of training for the MDAs users and maintenance) refer to the ToR for full work scope	Web	1

Delivery Requirements

Delivery Requirements	
Delivery date and time	Bidder shall deliver the service within the delivery period stipulated in the ToR After PO / contract signature.
Exact Address(es) of Delivery Location(s)	National Migration database (Refer to the ToR)
Warranty Period	Refer to the ToR

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:		
RFQ reference:		Date:

BIDDER’S DECLARATION OF CONFORMITY¹

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the “UN Sanctions List”) or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.

¹ This form is mandatory to fill in and sign by every vendor who submits quotation

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at https://www.ungm.org/Public/CodeOfConduct .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: _____

Name:

Title:

Date:

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - GOODS

Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:		
RFQ reference:		Date:

Currency of the Quotation: NGN Nigerian Naira					
Item No	Description	UOM	Qty	Unit price	Total price
1	Upgrade of the National Migration Database. (To include - Cloud/Web deployment/Software Development and completion of training for the MDAs users and maintenance) refer to the ToR for full work scope	Web	1		
Total Price					
Maintenance Fee					
Total Final and All-inclusive Price					

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	
Delivery Term (INCOTERMS)	<input type="checkbox"/>	<input type="checkbox"/>	
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	
Warranty and After-Sales Requirements	<input type="checkbox"/>	<input type="checkbox"/>	
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	
Other requirements <i>[pls. specify]</i>	<input type="checkbox"/>	<input type="checkbox"/>	

Other Information:

Estimated weight/volume/dimension of the Consignment:	Vendor shall refer to the catalogue for medical consumables attached to the submission for specifications
Country/ies of Origin:	

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

Exact name and address of the company

Company Name

Address:

Phone No.:

Email Address:

Authorized Signature:

Date:

Name:

Functional Title of Authorised
Signatory:

Email Address:

TERMS OF REFERENCE

1. NATURE OF THE CONSULTANCY:

To conduct a technical review and upgrade of the National Migration Database to operationalise it.

2. IOM Project to which the Consultancy is Contributing:

Working under the overall supervision of the Programme Officer, PGLS Abuja, under the direct supervision of IMU Lagos and the IOM IT Unit, the consulting firm will be responsible for conducting a technical review and upgrade of the National Migration MSSQL, capacity building and post-operational services.

3. TASKS TO BE PERFORMED UNDER THIS CONTRACT:

In coordination with the IOM PGLS unit, The Migration Data Working Group, the National Population Commission (NPopC) and the National Bureau of Statistics (NBS), the firm will perform the following tasks:

1. Identification and Analysis of User Requirements: Ensure the system effectively meets the needs of all stakeholders, specifically the Ministries, Departments, and Agencies (MDAs).

1.1 Stakeholder Engagement: Conduct comprehensive consultations with all relevant stakeholders, including representatives from MDAs, to gather insights and requirements. This will involve interviews, surveys, and workshops to ensure a thorough understanding of the needs and expectations of the MDAs' end-users.

1.2 Requirement Gathering: Document specific user requirements for the database interface and functionality. This includes functional requirements (e.g., data input, processing, output) and non-functional requirements (e.g., performance, security, usability).

1.3. Use Case Development: Based on the gathered requirements, develop detailed use cases. Each use case will outline user interaction and system interaction, specifying the steps needed to achieve specific goals or tasks.

2. Review the existing data processes of the ten (10) Ministries, Departments, and Agencies (MDAs) to identify how each MDA can contribute regular input to the National Migration Database and determine how the database can also support their data needs to facilitate informed decision-making

2.1 Design and develop a user-friendly interface for the National Migration Database, ensuring data integrity and security to accommodate the needs of ten (10) Ministries, Departments, and Agencies (MDAs).

- (i) Conduct a Technical Review of the existing database design and architecture to answer the following questions.
 - a. What database platform will be used?
 - b. What data and metadata standards will be employed?
 - c. What procedures will ensure quality (accuracy, integrity, and completeness)?
 - d. How will data storage and preservation be handled?
 - e. How will data security management (access, erasure, security, privacy, backup) be ensured?
 - f. How will long-term access be ensured?
 - g. What procedures will be used to upload/transfer/share data?

- (ii) Conduct a comprehensive technical review of the database architecture and design, focusing on data schema, indexing strategies, system design, and the programming codes/modules related to database operations. The review will evaluate performance, scalability, maintainability, and security. It will involve code analysis using static code analysis tools, performance benchmarking, and security audits. Design an upgraded database architecture based on the review.
 - (iii) Review and design various primary data collection tools, such as surveys, data entry forms, and mobile applications, to be used by the eight members of the Migration Data Management Working Group (MDMWG). These tools are based on the Harmonized Migration Data Sharing Template and integrated into the database. The review will evaluate existing tools for user-friendliness, data accuracy, and compatibility with the database. The design phase will involve close collaboration with MDMWG members to incorporate their feedback. The integration process will include detailed technical requirements and address potential challenges.
3. Based on the technical review results, develop/upgrade the existing National Migration database system. This will include comprehensive modifications to existing modules/the creation of new modules and the integration of new features as necessary. Interface and Integration: Create detailed interfaces for data upload for the ten key members of the MDMWG, specifying data formats, protocols, and synchronization methods. Ensure seamless connectivity between the National Migration Database and systems such as MIDAS and ePaRS Servers of NIS.
 4. Develop a detailed plan for integrating the National Migration Database with external systems, including API development, data synchronization methods, and compatibility testing.
 5. Security and Compliance: Implement robust security measures, ensure compliance with data protection regulations, and develop a comprehensive disaster recovery plan, including regular security audits and risk assessments.
 6. Documentation: Draft detailed operational manuals and technical documentation, covering system architecture, user guidelines, troubleshooting steps, and maintenance procedures. Ensure these documents meet industry standards and are user-friendly.
 7. Testing and Stakeholder Engagement: Conduct extensive testing of the new database system with active participation from MDMWG members. Address feedback promptly to refine the system further.
 8. Training and Support: Provide thorough training for users and administrators, covering all aspects of the new system. Develop a structured training program with clear objectives, duration, and evaluation methods. Ensure after-sales support includes technical assistance, system updates, and regular check-ins for six months.
 9. Commissioning: Officially commission the database once all testing and training are satisfactorily completed, ensuring it meets all specified requirements and functions as intended."

a. ii. **Improve service delivery to the business by IT (Information Technology)**

By adopting the new platform, IT expects to be able to realize the following benefits:

- Optimized application by reducing application complexity as the system is broken down into smaller individual process components with specific tasks.
- Improved service delivery of new functions/ processes by adopting a low-code solution.
- Improved user experience (user-friendly, drag and drop, pre-compiled data fields, reduction in double entry)

- Improved Role and profile definition and access
- Enforce the correct execution of business processes enabling their monitoring and optimization.
- Ability to model complex business logic into an integrated framework, ensuring an end-to-end value delivery.
- Consistent and detailed audit trail functionalities

The project is in two phases:

Phase 1 – Discovery Phase: High Level Requirements gathering, Process flow mapping, User roles. High Level Architecture and proposed platform.

Phase 2 – Detailed Design and Delivery and Implementation and knowledge transfer and miniatous and support service

Scope of Services During Implementation Phase

The scope of services to be offered by the vendor includes the following:

- Project planning and management
- System architecture & design
- Cloud Application Development & Online deployment for ten (10) MDAs in Abuja
- Capacity Building
- User acceptance testing for the application
- Handholding Support after Go-Live of the NMD

Excluded in the scope are also the procurement of any devices, equipment and/or any third-party web deployment/software and licenses not identified at the project initiation stage but required for the development and successful completion of the project. This will be done through IOM Headquarters and its relevant units.

4. Project Context and Scope:

Accurate and up-to-date statistics are necessary for efficient and effective development planning. Some of the universally accepted methods of gathering such statistics are through national censuses, surveys, administrative records, and regularly updated birth and death registers. The National Migration Policy, 2015 recognized the establishment of the Migration Data Management Strategy, to guide the governance and harmonization of migration data in Nigeria, including its collection, collation, processing, analysis, and dissemination. The strategy was developed by stakeholders to address migration data gaps in line with global best practices¹.

The strategy recommended development of the National Migration Database to manage migration data in Nigeria. In 2019, IOM engaged a consultant to develop the database. The database was developed and hosted on an online server “Go-daddy”. The consultant configured the online server for web deployment, configure Microsoft SQL Server 2019 for deployment of the database, Deployment of Asp.net core file to the database web, Deployment of Database files to the server web, training of MDAs on the use of the Migration database; Data Entry; Understanding Migration Datasets; Inclusion and Removal of Migration Datasets; Managing Administrative Rights. The consultant also trained MDAs on the understanding of the National Migration Coding, Technical Handing over to the National Migration Database.

Despite these efforts, the National Migration Database remains underutilized and inaccessible to many users and policy makers who require reliable and timely migration data for policy and planning purposes.

Some of the challenges faced by the database include the lack of a dedicated technical team to manage and maintain the database, troubleshooting any issues, and lack of provision of user support and guidance; The low capacity of the relevant MDAs on how to use the database offline and online, generate reports and analysis, and data quality and security; limited scope and coverage of the database, which does not include allow for direct management by the users, inclusion and removal of datasets has hamper the use of the database. In addition, the insufficient coordination and collaboration among the different data producers and users, leading to data duplication, inconsistency, and fragmentation.

To address these challenges and enhance the functionality and usability of the National Migration Database, IOM proposes to support the Federal Government of Nigeria to develop/upgrade the National Migration Database and operationalize it.

5. Organizational Department / Unit to which the Consultant is contributing:

The consultant/firm will contribute to the Migration Multi-Partner Trust Fund (MPTF) joint Programme submission from Nigeria titled, “Strengthening Fact-Based and Data-Driven Migration Governance and Management in Nigeria.” The joint Initiative designed by the International Organization for Migration (IOM) and the United Nations Office on Drugs and Crime (UNODC) in close collaboration with the government, seeks to strengthen fact-based and data-driven migration governance and the development/upgrade of the National Migration Database is one of the key deliverables of the project.

6. Category B Consultants: Tangible and measurable outputs of the work assignment:

A. Expected Outputs	# of deliverables	Tentative Timeline
Project Planning		
Inception Report	<ol style="list-style-type: none"> 1. Detailed Project Plan for Implementation of Project (Project Schedule with milestones). 2. High-level Web Deployment/Cloud Design Document/modalities of the Assignment 3. Nomination of Project manager and resources 4. Review Mechanism of documents and deliverables 5. Progress Reporting Mechanism (every fortnightly) 6. Change management process details. 7. Define Web Deployment/Cloud Design methodology for the assignment 	T+3 weeks
Requirement Analysis and Design		
Requirement Specification Report	<ol style="list-style-type: none"> 8. System Requirement Specification Report 9. Web Deployment/Cloud Requirement Specification reports covering all the Business, Functional and Technical Specification Requirements of the NMD and incorporating all the functional specifications & standards for all the MDAs. This includes the possibility of the integration with existing system i.e MIDAS 	T+6 weeks
Solution Design documents	A detailed Design document including:	T+12 weeks

	<ul style="list-style-type: none"> 10. Technical Cloud Architecture Document (Application, Network, and Security) 11. High Level Design (including but not limited to) <ul style="list-style-type: none"> a. Application architecture documents b. ER diagrams and other data modeling documents. c. Logical and physical architecture design documents d. Application component design including processes. e. Component deployment design 12. Low Level Design (including but not limited to) <ul style="list-style-type: none"> a. GUI design (screen design, navigation, etc.) (Prototyping) b. GUI design (Prototyping) Review and Approval from the NPC and NBS 13. Application Test Plans and Test Cases 14. Detailed Training Plan, Training Manuals, Training Content, etc. 15. Detailed Workshop Plan 	
Web Deployment/Cloud Development		
Finalization of requirement specifications	16. Finalizing the requirements with all the Solution Design documents with Approval	T+13 Weeks
Development & Deployment	<ul style="list-style-type: none"> 17. Prototype Demonstration and getting feedback from the MDAs. 18. Incorporation of the feedback and approval from the MDAs Authority 19. Final Deployment and testing 	T+15 Weeks
User Acceptance Test	<ul style="list-style-type: none"> 20. Test Report 21. Detailed User Operation Manual 	T+16 Weeks
Go Live in the pilot locations	22. Acceptance from the ten MDAs including NPC and NBS and IOM	T+18 Weeks
Capacity Building and Change Management	<ul style="list-style-type: none"> 23. Detailed Change Management, Capacity Building and Communication Strategy 24. Syllabus and Manual for Training plan for the end users to be approved by Project beforehand. 25. Issue supporting documentation such as Training material, User Manuals, Maintenance Manuals, etc. 26. Any Other relevant Documents 	T+19 Weeks
Training	<ul style="list-style-type: none"> 27. Provide Training as per as given plan 28. Provide certificate base on Training examination results 	T+22 Weeks
Data Entry		
	29. All the existing data in the database must be entered in the new system.	T+24 Weeks (Parallel activity)
Support		

System Support	<p>30. Must solve the issues within shortest period (High Priority Issues: Maximum 3 hrs after the issue is raised)</p> <p>31. Provide full support to run the system.</p> <p>32. The selected Vendor has to provide dedicated hotline service during the full system support period.</p> <p>33. Need to liaison with different parties to continue the live operations if any issue raised.</p> <p>34. Relevant Changes need to incorporate at the system</p>	<p>For next 6 months from Go-Live</p>
B. Impact of Results		
<p>The successful implementation of National Migration Database will improve efficiency in overall availability of Migration data management processes resulting in better and timely service delivery to the MDAs.</p>		
C. Institutional Arrangement		

Reporting Authority

The vendor must take approval of all the works from the authority: of the IOM Project team in close collaboration with the National Population Commission and National Bureau of Statistics. The vendor will be supervised by the Programme Officer, PGLS Abuja, working under the direct supervision of IMU Lagos and the IOM IT Unit.

Source Code, Documentation and Licensing

The vendor will provide source code developed for the application along with supporting documents to IOM, NPS, NBS only. This does not apply to proprietary 3rd party or commercial web deployment/cloud such as operating system or DBMS web deployment/software. NPC and NBS will have sole ownership of the source code developed for the NMD.

The Source code documentation, among other aspects, should cover the following:

- Disaster recovery Steps:
With the documentation, it should be possible to recover the application should there be an infrastructure failure. The document should describe the steps required to restore the application back to functionality from the source code.
- Application Data Backup Steps:
Guidelines as to how to back-up the application data (documents, images, etc) should be described.
- Database Backup Steps:
Steps to back-up the application database as well as restoring the database should be provided.

Data Population & Migration

The vendor will provide technical support to populate data within the system and to migrate any existing data into new or updated NMD. In case of developing a new database, all existing data from the old database must be moved to be entered into the new system.

The Vendor shall grant the right and unconditional license for IOM, NPS, NBS to use the NMD in perpetuity.

Web Deployment Package

The Vendor will complete the system development in accordance with the signed-off Detailed Design Document. The Vendor will develop a database on a Go-daddy server or other web platform to provide users with system access. The Vendor will ensure that all MDAs have access to the web and offline version of the database.

User and Data Volumes

Initially, the system should support all existing migration data. It is expected that the system should hold a large volume of Migration data for all MDAs. The system should be scalable, to accept a large volume of data over time.

Helpdesk Support

The Vendor shall provide Helpdesk/Service Desk support facility for the IOM, NPC and NBS with sufficient capacity to provide ongoing support and maintenance during the maintenance period. The helpdesk support facility shall provide a dedicated phone number for the nominated Customer representatives to register system faults, queries, and other support requests. The facility shall operate, at a minimum, 7 days/week business hours (9:00 am to 5:00 pm).

The Vendor will use its reasonable endeavors to resolve registered faults and address queries and other support requests from the Customer so that the Customer is not adversely impacted by the Customer’s ability to carry out its business.

Warranty and defect Correction

The Vendor shall give the Customer a warranty to address any faults within the National Migration Database for 12 months from the date of commissioning the final approved version.

If the Customer discovers that the Web deployment/Software fails to operate correctly by reference to the Documentation, then the Customer will within a reasonable time notify the Vendor in writing of the defect or error in question and provide the Vendor (as far as the Customer is able) with a documented example of such defect or error.

The Vendor will use its reasonable endeavors to correct such defect or error promptly. When corrections are completed, the Vendor will deliver to the Customer with the corrected Web deployment/software along with appropriate amendments to the documentation. The Vendor will provide the Customer with such assistance as is required by the Customer to enable the Customer to implement the use of the corrected version of the web deployment/cloud/software.

D. Duration of the Work and Duty Station

The assignment, including database development, web and offline management, data entry, and training, will have to be completed in 28 weeks (about 6 months). The warranty period and maintenance period will also be 6 months.

E. Location of Work

All the physical meetings, training and implementation may be held within or outside Abuja City Nigeria regarding the proposed project

F. Final Products/Services

Please refer to E (Expected Outputs)

G. Qualification of the successful contractor

Please refer to Evaluation Section

H. Scope of Proposal Price and Schedule of Payments

Category	Percentage of Payment
Submission of Project inception Report	20%
Requirement Analysis and Design: Delivery of the Approved System Requirement Specification Report, A Detailed solution Designed Document	30%
Cloud/Web deployment/Software Development and completion of training for the MDAs users as per the requirement of section	
Completion of Data-entry and completion of existing data from the old database	30%
Activation of dedicated hotlines for support	
Commission of the National Migration Database	
Final Completion/Handover source code and all the technical documents.	
At the completion of 6 months after sales support service and approval of a final report	20%
Total	100%

a) The contract price is a fixed output-based price regardless of extension of the specific duration,

Recommended Presentation of Proposal

Please note that the technical proposal should not contain any pricing information whatsoever. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any submission where technical proposal containing pricing information shall be disqualified from further consideration.

Chapter 1: Organizational Capacity to Deliver

This chapter should contain the following information:

- Company Background/details, Registration Certificate and Standardization Certificate(s).
- List of major clients to whom web deployment/software development/system integration services were provided in the last 5 years (Name, Business Type, Location, Scope of Services provided, Number of Resources Involved and Duration).
- Number, function/role, highest qualification, vendor certification, length of experience and location of technical and development staff.
- Attach either written referee letters/statements from at least 5 major clients.

Chapter 2: Technical Capacity to Deliver

The chapter is expected to contain following information provide the following information with respect to the proposed technical and functional specifications:

- Description and diagrammatical (logical and/or physical) representation of architecture for the proposed solution, clearly showing system components, platform, off-the-shelf web deployment/software, DBMS, and other tools used.
- Description and, where available, screen capture demonstrating the functionality of the proposed solution, showing an outline how the following functionalities will be implemented;

- Please provide the specification of all the hardware and database i.e central servers and storage required to support the system operation.
- Please provide details of the overall Work Plan, Showing: Project management structure and team arrangements; proposed timeline, milestones, and deliverables;
- Details (Name, qualifications, professional, certification, length of relevant experience, proposed function/responsibility, and duration of engagement) of tenderer’s personnel that will be involved in the project;
- Responsibility matrix showing the proposed responsibilities of the Tenderer and the Customer; and List of any applicable assumptions and constraints.
- Please outline the approach that will be applied to: Monitoring the project execution, Ongoing liaison, and interaction with the Customer, Tracking and resolution of any identification issues
- Please outline the risk mitigation approach, showing how the risks will be identified, tracked, and mitigation strategies developed. How the Customer will be kept informed about identified risks and mitigation status.
- Please outline any risks that you perceive at present and their mitigation strategies

Chapter 3: Capacity development Approach

The tenderer should provide the Training Plan clearly outlining; the scope and the content of training, Duration of training, Number of participants; and Particulars of trainers

Chapter 4: Maintenance and Support Service Approach

The tenderer shall clearly outline the proposed support plan for the supplied system, including but not limited to:

- Support these Ministry Department Agencies in Abuja, Nigeria
- Support personnel numbers, qualifications, and experience; means of contact; hours of operation; proposed response time to attend on site; any restrictions or conditions on access to service by the client
- Duration of standard warranties provided with the system, including any 3rd party products.
- Possible warranty uplift options
- The associated cloud design/web management/software maintenance for the system supplied by the Vendor (including any 3rd party products), providing the Customer with web deployment options/software enhancements, fixes, patches, and new release as may become available from time to time, and
- Distribution of information to the client on new releases, enhancements, fixes, and patches for web deployment options/software supplied by the tenderer (including any 3rd party software and hardware).

I. Responsibilities of the Contractor regarding cost component

The bidders shall propose all required budget line according to the TOR in the financial proposal. Accordingly, the selected contractor shall have to achieve all deliverables within the approved budget and all inputs required to accomplish the assignment will be provided by the contracted firm.

J. Responsibilities of IOM

IOM shall monitor the activities and provide payment based on the certified milestones achieved as per the TOR.

IOM will also form an internal review team comprising IOM, NPC, NBS will be formed to continuously monitor and evaluate all the deliverables submitted.

K. Identification of Risk and Risk Mitigation Plan

The bidder must identify risks from their perspective and suggest mitigation and control mechanisms in their technical proposal. IOM shall closely supervise the activities and coordinate where possible.

L. Change Management

Minor change requests to the functions and capabilities required by IOM can be made to the selected Service Provider/ Consulting Firm at any point before, during and after the project. Change requests that have a significant impact on the technical designs and work plan (or other deliverables), shall be subject to a change control procedure managed by IOM, for which the Service Provider/ Consulting Firm will be consulted. IOM's internal review team will also monitor and evaluate all the changes made.

M. Key Performance Indicator

As per the reporting need mentioned in E (Expected Outputs)

7. Performance indicators for the evaluation of results:

Annex – A: Technical Requirement

Essential requirements

The proposed National Migration Database (NMD) will be web based and hosted online (cloud). NPC and NBS would have all the admin rights. The vendor must meet the following essential requirements. These are given below

- The vendor must have server operating experience. The system will be locally hosted, accessible via LAN, but viewed by internet through Real IP. So, the vendor must have server OS (Operating System) related experience to handle these issues.
- The server operating system will be either Windows or Linux. The back-end database will be MYSQL running on Linux or Windows. So, vendor must handle MSSQL running operation or any issues both on Linux or Windows environment.
- Vendor must be capable enough to handle load balancing issue (round robin) since user of the system will be grown rapidly to avoid any failure of the system.
- Based on user need the scope and features of the web deployment/software will change. So, the vendor must have the ability to work on changing scope and features on the fixed budget and time.
- The IMT Officer of IOM can audit the code of the system anytime during the project development to maintain quality. The vendor must submit the source code, MSSQL DB of the system as and when required.

Architecture and Requirements

Technology Overview

Considering changes, it will be the vendor's responsibility to develop the system in such a manner that the system is able to accommodate the changes with the help of the user interfaces alone.

The National Migration Database system shall be based on open standards.

- Service Oriented Architecture (SOA)
- The Solution should conform to an application development and integration methodology based on a Service Oriented Architecture (SOA), and the integration methodology should be based on XML and Web services technologies.
- The Application solution should have the provision to provide application access to other relevant stakeholders based on their access privilege approved by the NPS and NBS.

Interoperability Standards: The system must support interoperability.

Scalability: One of the fundamental requirements of NMD's architecture is its scalability. The architecture should be proven to be highly scalable and capable of delivering high-performance as and when the transaction volumes increase. It is required that the application and deployment architecture should provide for Scale-Up and Scale-Out on the Application and Web Servers, Database Servers, Application Integration Servers, and all other solution components.

Security and Integrity: The proposed system for NMD will be highly secure, considering that it is intended to handle sensitive applications and other important records such as vulnerable beneficiary group. The major security considerations are described below.

- The application and database security would integrate with platform security.
- The solution would provide for maintaining an audit trail of all transactions.
- The security services used to protect the information infrastructure will include identification, authentication, Access Control, Administration and Audit and support for industry standard protocols like Kerberos 5.x.

- The solution would provide single-sign-on features with password encryption using Kerberos 5.x protocol and capability to enforce changing the passwords at system defined intervals.
- The solution would have the provision of handling errors due to communication failure and hardware failure etc. and roll back the changes maintaining the transaction consistency.
- The solution would ensure guaranteed once only delivery, message routing, queuing and load balancing features and optimize both data-level and process level integration. Specific capabilities of such a solution would include, but are not limited to, a robust and secure messaging infrastructure, automated business process integration (both internal and cross-enterprise), workflow management, and powerful business-to-business transaction capability.

Modular Design

The system should be developed modularly to enable ease of extension to provide many services in the G2C and G2G domains. The following illustrative generic modules are suggested in this regard, for the vendor's guidance.

Administration module: Through this module, the system administrator should be able to monitor the provision of services and specifically to Create Users providing roles and privileges.

- Monitor Transactions of each Unit.
- Manage and monitor the services of each Unit.
- Manage servers and network connectivity.

Audit Trail Module: The application should have in-built mechanisms for enforcing security of data. Auditing of transactions is to be provided in this context. Sensitive information should have a transaction log. Information regarding the users carrying out these sensitive transactions should be captured to ensure accountability at every process level. This module is to be used to monitor all the transactions done by the application. It is also used to manage any transaction conflicts with the departments. It should provide

- Detailed transaction information
- Daily/ weekly/ monthly audit reports.
- Unit based audit reports.
- Reports & Alerts Module: This module should provide various reports and alerts as required by NBS and NPC. The following are some examples of the reports needed. These reports should be available on a real-time basis.
 - Daily/Weekly/Monthly transaction for all MDAs
- Database Design, Data Transmission, and Data Confidentiality Requirements
 - The solution should maintain standard data definitions (Metadata) for data elements.
 - The solution should transform the data into the required format of the target application.
 - Ownership of Data & Information: The ownership of data and information accessed, generated, and stored within the system. The selected vendor is only a trusted custodian of such data and information. To this extent, the selected vendor should design the database systems to
 - Maintain the confidentiality of the data and information;
 - Deny access to any person or organization that is not specifically authorized to have access;
 - Take all steps to prevent unauthorized access to such data and information;

- Always maintain the safety and security of such data and information;
- Handover all transaction-related data and information from time to time as required by Purchaser, including the tools to process such data and information, to Purchaser at the termination of the Agreement.
- Comply with all the legal requirements to protect the privacy and confidentiality of the information required by the general laws in this regard or the specific terms of agreement relating to this.
- Considering the situation of the network, the solution proposed allows for data access and manipulation in occasionally connected or offline mode. This would allow the users to continue to work even during the network downtime.

Usability

The application should be designed in a user-friendly, user- centric manner and as per the international standards.

The application interface shall be easy to navigate, requiring minimal user actions for information or services. The Solution provider should engage Usability Design Experts to ensure a pleasant user experience in terms of navigational comfort, look & feel, and design of user interface pages.

General Requirement of NMD

The web application software components would be simple to use for stakeholders. The total set of web deployment/software components would be uniform in their user interface, being consistent in their use and meaning of keystrokes and sequences and in their visual presentations to the user. The key requirements for which are explained in the subsequent section.

- **Project Requirements Study:** The Vendor shall study and understand the requirements of the project for designing the workable technology solution. Based on the requirements study, Vendor shall submit a project plan for application development which should be agreed upon with Purchaser through a formal sign off. The Vendor must submit a detailed project plan.
- **Solution Design:** The Vendor shall design the solution, which includes portal solution framework, web application software solution, security architecture, network architecture, data flow requirements, data storage requirements, encryption at various levels of the solution, etc. The solution design should be based on system standards to enable the interoperability and integration of solution with external solutions. The vendor will submit the System Requirements Specifications (SRS), Solution Design Document (SDD), and Information Security Plan to the Purchaser and should obtain the sign-off on the design document before developing the solution.
- **While developing the system technological scalability, compatibility, and security should be considered.** The front part of the web system will be developed in ASP.NET. The selected vendor should be able to develop the system on a scheduled timeline. The vendor should maintain the development speed, agility and must meet the timeline.
- **Solution Development:** The Vendor would develop the solution based on the system specifications frozen during systems requirements study and design phase.
- **Application Web deployment/Software Testing:** The Vendor shall identify various testing requirements of the solution and shall design test cases for the identified testing requirements including Unit Testing, System Testing, and Regression testing, Acceptance testing etc. The Vendor shall obtain the signoff from Purchaser on solution testing approach and plan. The Vendor shall perform the testing of the solution based on the approved test plan, document the results, and shall fix the bugs found during the testing.

- Solution Implementation: The Vendor shall be responsible for implementing the solution, including web application software.
- Documentation: Preparation of documents will include technical and user manuals, operational manual, maintenance manuals, etc. vendor shall obtain the sign-off from Purchaser for all the documents submitted for the solution.

General functional Requirements

This section describes the functional requirements of the applications. These points should be taken as a guideline and will be frozen by the Purchaser during the system study phase carried out by the successful bidder.

General Requirements of the Application

- Application should be developed on open standards.
- The Application Modules should be multi-tier, cloud, web-based solution (having web-based front- end for users and as well as for system administrative functions) having distributed and centralized database, web, and application server.
- Any policy level changes should be possible without any change in the source code of the Application.
- System should work on the latest version of the proposed RDBMS based database systems.
- System should be compatible with all leading web browsers.
- System should provide browser-based access on a 24 x 7 basis.
- System should enforce secure login as per the Login process, where the government official/staff will have to authenticate his/her Username, Password to access the home page.
- System, on successful login, should display the Main page or the Home page of the browser as customized by the user and links to various services as per his/her customization.
- System should provide the ability to securely access the application(s) from a remote location.
- System should provide web help, general information, and instructions.
- System should use standard drop-down lists wherever possible for standard values to be selected by the User.
- System should have capability to cut/ paste/ format, etc. at a field level on the input screens, output screens, etc.
- System 's user interface should make use of horizontal and vertical scroll bar features wherever needed, depending on the layout of the window.
- System should be able to configure restricted and mandatory fields wherever relevant.
- System should, at the time of input, pre-fill the field with the next value in the restricted list that matches the characters which have already been entered.
- System should include a calendar tool which can be used to graphically select a date when a date field is to be used
- System should have the functionality to:
 - Define user groups
 - Define users
 - Map users to groups
 - Assign the users a role and privileges in the applications
 - Assign the menus/ forms/ functionalities in the system to the users / groups
 - Grant / impose data-based access / restrictions to the users.
 - Define menus and attach such menus to users/ groups

- Disable/re-enable users / groups from the system
- Disable / re-enable modules within application
- System should store all authentication credentials of users in an encrypted format.
- System should suspend the user in case of a specified number of unsuccessful attempts to log on to the system and these suspended user IDs should only be reactivated by system administrator.
- System should allow administrators to forcibly log out users, in case needed.
- System should provide the facility for recording of audit trails. System should maintain following categories of logs:
 - I. System access logs
 - II. System health logs
 - III. System error logs
- System should have an integrated audit log capable of recording, displaying, and reporting all transactions occurring in the system.
- System should time-out after a stipulated period of idle time.
- The system should enable the use of dropdown selections, with the possibility to add many choices
- The system should enable the possibility to restrict the list of the exposed choices within a dropdown list based on previous selections.
- The system should automatically propose pre-populated data, based on certain criteria/rules, defined in the system, and depending on previous selections.
- The system should grant the possibility to hide or show fields based on previous selections or entered data
- The system should grant the possibility to grey-out fields based on sensitive data.
- The system should enhance field data validation (i.e., data logic check, data inconsistency) alerting in case of errors.
- The system should enable the possibility to set mandatory & optional fields alerting in case of missing mandatory data.
- The system should verify (Quality Control) the overall document consistency based on pre-defined rules, alerting in case of deviations
- The system should allow customizable colour schemas with a set of pre-configured themes and customizable items within a predefined set of colors.
- The system should produce a report listing the interface results and should manage notifications mechanism for the exceptions/ success.
- The system should allow lookup to other tables/ lists (e.g., user lookup)
- The system should provide the possibility to setup reports/dashboards based on users' own data
- The system should allow the follow-up functionalities where needed
- The system should manage automatic notifications at event occurring
- The system should manage notes related to process instances.
- The system should allow a complete backup and restore of an instance upon request.

Non-Functional Requirements

- The solution will automatically optimize its interface (layout of elements, organization of information etc.) to adapt to the device on which it is being used so that it is accessible on personal computers (desktops, laptops), tablets and Smartphones.
- The system could permit limited reconfiguration of the visual appearance for user groups (colour blind, high contrast needs etc.) with the use of personal choice of themes.
- The solution must guarantee 99.9 % uptime over the course of each calendar month.
- The solution must ensure that operational errors can be diagnosed and fixed quickly (resolved within 12 hours)
- System availability: The system must be available 24h x 7 days;
- Back-up & recovery of data is required, when necessary, without major disruption to work processes.
- The solution must follow best practice to deliver a highly responsive interface in which application and user requests for search and retrieve can be responded to under one second on typical bandwidths. Degradation to 2-3 seconds for limited bandwidth scenarios is acceptable. Long lists, complex processes, analytics, and reports with large data scope must follow best practice response times.
- The solution should be designed so that degradation of performance due to increased load (surge of users) is minimized. Usage should not be throttled.
- The system should implement detection of a frozen ("hung") interface to give the user the option to cancel a current request.
- The solution must be supported by a service level agreement which outlines the levels, responsiveness, and nature of the support available.
- The solution will include a system log of activity in which events of interest, the time and date that they occur, their categorization and the client application (if appropriate) that triggered the event are recorded. The log should be comprehensive enough to track all system accesses, data changes, user privilege changes, errors, etc. – so it supports data recovery, audit, and debug requirements.
- Training materials and system documentation for developers and Management platform admin must be provided.
- An upgrade of the system must not result in system outage.

Usability Requirements

- Screen layout and designs, menu options, and other system formats etc., should be designed keeping in mind ease of use by the different levels of staff; and a final signoff from the nominated staff to be taken before finalizing any of the above.
- User should be able to customize the browser home page as per his/her interest with the options selected.
- Should allow only the authorized officials/ Vendor to update information obtained from the departments.
- Should not allow any user to upload information beyond his/ authorized sections
- Should have a different presentation layer for each set of users i.e., Information seekers, updaters, approvers etc.

Proposed Modules

The NMD will have the following module

- General Modules
- Configuration Module
- National Agency for the Prohibition of Trafficking in Persons (NAPTIP)
- Nigerian Immigration Service
- National Commission for Refugees, Migrants and Internally Displaced Person (NCFRMI)
- Federal Ministry of Labour and Employment
- Central Bank of Nigeria
- Ministry of Foreign Affairs (MFA)
- Nigerian in Diaspora Commission (NiDCoM)
- Nigeria National Volunteer Service (NNVS)
- Ministry of Education

- Federal Ministry of Health
- Follow Up and Monitoring
- Report Module
- Dashboard Module

General Modules

Login

Login tool will have the following features

- Should have the standard features of Login tool
- Ability to login [it might be https secure login]
- Login show have 2FA if the user enables it
- User should not be able to access any tool without proper authentication
- On Login page, there will be notice board so that admin can post any updates of system change

Change Password/ Forgot Password

Change / Forgot Password tool will have the following features.

- Should have the standard features of Change / Forgot Password tool.
- Ability to change password.
- Ability to retrieve forgot password via email or secret questions or MFA (Multi Factor Authentication).

Dashboard

This tool will have the following features

- It will vary based on user type (for example dashboard for MDA Head and staff members)
- Ability to show tables, charts (Pie and Stacked Bar, histogram) on Monthly, Quarterly and Yearly basis.
- Ability to show various statistics based on the data to be collected, charts (Pie and Stacked Bar, histogram) on Monthly, Quarterly and Yearly basis
- Ability to show unit-wise status/progress/performance using charts (Pie and Stacked Bar, histogram)
- Ability to show state-wise data/status/progress/ using charts (Pie and Stacked Bar, histogram)
-
-

Configuration Modules

User Management: User Add/Modify/Delete

User Management tool will have the following features.

- Should have the standard features of web application.
- Ability to Add, Modify, Delete and Search User
- Ability to Define User Access on modules.
- Auto Complete Feature
- Proper Pagination

Specific Module Data Interface- Ministries' Department and Agencies (MDA)

- This would be modified based on their reporting templates as in annex.

Result / Report Module

Customized Reports / Queries and Reports

These tools (there can be more than two based on user need) will have the following features

- Ability to show tables, charts (Pie and Stacked Bar, histogram) on Monthly, Quarterly and Yearly basis
- Ability to show various statistics based on the dataset, charts (Pie and Stacked Bar, histogram) on Monthly, Quarterly and Yearly basis
- View Summary Daily /Monthly/ Quarterly/ Yearly/Total aggregated data based on MDA
- Ability to search across all datatypes across all MDAs.
- Ability to verify identity and authenticate persons requesting confidential data.
- Ad hoc reporting capability.
- Should have the standard features.
- Other related information
- Ability to Print on PDF
- The system should enable an easy (flexible) procedure for final users to create reports by themselves.
- The system should support more effective reporting based on pre-defined KPIs (Key Performance Indicators).

Calendar

This tool will have the following features.

- It will work as a calendar for the MDAs, IOM users etc.
- MDAs can enter details in the calendar and will get reminders on time.
- Event calendar

Backlog data entry requirements.

The Data Entry Vendor will work under the overall supervision of the Programme Officer, PGLS Abuja, under the direct supervision of IMU Lagos and the IOM IT Unit. The selected vendor will work closely with the National Population Commission and the National Bureau of Statistics (NBS) officials to include the backlog data entry. The IM Officer will evaluate the performance of the Backlog Data Entry Vendor.

- Typing speed and accuracy. Typing speed should be 50 wpm in English.
- Familiarity with MS Office and data programs
- Trustworthy with an eye for detail
- Must have a result-driven approach and be cooperative in teamwork.
- Insert backlog data by inputting text based and numerical information from source documents within time limit.
- Proofread and verify data entered. Ensure accuracy of all information entered and presentation format. Make corrections as needed.
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output.
- Keep information confidential

Requirements of Capacity Development Training

01. User-level General Training: This group will consist of people who will make and keep the system running using their skill and labor every day. In this category there will be several functional groups depending on the area of their job. Each group will be trained separately on their part. NPC and NBS will define these groups during system analysis and will provide the list of the training participants. The trainees will receive hands on training on subjects specific to him/her rather than receiving conceptual understanding on the overall functionality of the total system. This is the key training activity of the project.

Training Content/Subject:

- Details functionalities on NMD
- Administration of NMD
- Report generation of NMD
- Computer awareness, Basics of hardware, basics of networking, basics of trouble shooting, Internet, e-mail and Office applications.
- **Vendor Responsibility:** The Vendor will provide resource person(s) for conducting the training.
- **IOM Responsibility:** IOM will provide all the logistical arrangements including the venue for conducting the training and will arrange refreshments for the training participants.

Number of Participants: 30 Personnel, Training will be batch-wise and per batch there will be 20 personnel on average.

Duration: 3 Days for each Batch

02. Specialized Technology Training: A strong technical team is required to maintain such a large system and provide prompt support to the user. A vendor can arrange, based on agreement, training for such personalities who will work as system administrator/database administrator, programmer, web master etc. in areas specific to the scope of the project.

Training Content/Subject:

- Operations and Management
- Database administration
- Web Software administration
- Web Software trouble shooting.
- Web administration
- Cloud Design navigation and management
- Web Software error analysis and reporting.
- Hardware Network and Server Management

Vendor Responsibility: The Vendor will provide resource person(s) for conducting the training.

IOM Responsibility: IOM will provide all the logistical arrangements, including the venue for conducting the training and arranging refreshments for the training participants.

The number of Participants is 30. Training will be batch-wise, and on average, 20 personnel will be trained per batch.

Duration: 3 Days for each training course.

Acceptance Criteria

This section gives the details about the Acceptance Criteria for the overall solution implemented by the vendor.

- i. The system would be accepted in a phased manner. The vendor must ensure system delivery as per the Implementation Plan. The purchaser will accept the system only when the system is up as per implementation plan along with data digitization & migration management requirement for the respective sub system/module.
- ii. The primary goal of Testing & Acceptance would be to ensure that the project meets requirements, standards, specifications, and performance prescribed by the RFQ by ensuring that the following are associated with clear, quantifiable metrics for accountability:
 - Functional Requirements
 - Availability
 - Performance
 - Security
 - Manageability
 - Project Documentation
 - Data Quality
- iii. The project is to be designed to meet all functional, non-functional and management requirements as mentioned in the RFQ.
- iv. Final Acceptance Testing-Pre- requisites of Final Acceptance shall have the following:
 - Hosted on Cloud/Web and Offline management of the database and commissioning shall include accessibility and usability by all the ten MDAs (10) on both web and offline version and commissioning of IT and non-IT components.
 - For web software manuals / brochures / Data Sheets / CD / DVD / media for all the supplied components.
 - All web software items must be installed and commissioned as per the specification.
 - Availability of all the defined services shall be verified and mutually agreed between purchaser and the successful bidder.

Acceptance Testing, Security Audit

The Purchaser will undertake an exercise of Testing and User Acceptance of the National Migration Database as soon as the vendor declares the system to be ready for the exercise. The testing and user acceptance will happen on a component basis, for example Hardware, Application web-based Software, Network, and Data Center etc. The vendor needs to identify the testing requirement and must clearly outline & demonstrate the testing methodology.

- a. The vendor must build up an overall plan for testing and acceptance of system, in which specific methods and steps should be clearly indicated and approved by Purchaser. The acceptance test plan will be defined by the vendor, agreed, and approved by the Purchaser and will include all the necessary steps to ensure complete functionality, operation, and performance of the system.
- b. All levels of testing will be conducted at the MDAs site.
- c. Testing must demonstrate that the new systems satisfy the operational and technical performance criteria.
- d. It is the vendor's responsibility during the tests to evaluate and recommend any further changes to the infrastructure & application, at no extra cost to Purchaser. Any recommendations for change will be discussed with the Purchaser.
- e. The vendor must outline the methodology that will be used for testing.
- f. The vendor must define the various levels or types of testing that will be performed.
- g. The vendor must provide necessary checklist/documentation that will be required for testing.
- h. The vendor must describe how the testing methodologies will conform to requirements.
- i. The vendor must indicate how one will demonstrate to the Purchaser that all functions in the new system installed have been tested.

- j. It would be the vendor’s responsibility for conducting the User Acceptance Test and application audit by third party. If there is more than one iteration, vendor will have to pay the third-party audit fee for any additional audits.
- k. The vendor will be responsible for correcting all faults found during the acceptance process at no extra cost to the Purchaser.

No.	Evaluation criteria	Max points	
1	Background experience/ Expertise of Firm	260	
	1.1 Overall Experience on Software development (Suppliers should show engagement evidence for a SW development project -PO -NoA) <ul style="list-style-type: none"> i. 3 or more software development projects completed, score: 50 ii. 2 software development projects, score: 30 iii. 1 software development projects, score: 20 iv. No submission: 0 		50
	1.2 Experience in the provision of similar service (on development of larger web base application software for government organizations UN Agencies which is in full operation state) <ul style="list-style-type: none"> i. Provide evidence of two (2) live and active projects in production supplier must Share web links, contact of focal person for verification and present the documentation and guidelines technically and for the end user. ii. Provide evidence of one (1) live and active projects in production supplier must Share web links, contact of focal person for verification and present the documentation and guidelines technically and for the end user. iii. No evidence provided of live projects in production. No web links, contact of focal persons for verification and documentation, guidelines for the end user or partial submission of any listed criteria. 		50 20 0
	1.3 Experience in development and maintenance of the large volume of Database (at least 5GB) <ul style="list-style-type: none"> i. Evidence of Microsoft Azure SQL Database or Oracle DBM. ii. No evidence of Microsoft Azure SQL Database or Oracle DBM. 		50 0
	1.4 Number, function/role, qualifications, experience, and location of technical staff in Nigeria. <ul style="list-style-type: none"> i. Detailed project staff organogram and project staff resume as indicated in 1.4 above. 		50

	<p>ii. Incomplete project staff organogram and (or) project staff resume as indicated in 1.4 above</p> <p>iii. No project staff organogram and (or) project staff resume as indicated in 1.4 above</p>	20 0	
	<p>1.5 Evidence of similar work executed (Suppliers must show duly signed job completion certificates or evaluation)</p> <p>i. 3 or more duly signed job completion certificates (30)</p> <p>ii. 2 duly signed job completion certificates (20)</p> <p>iii. 1 duly signed Job completion certificate (10)</p> <p>iv. No job completion or evaluation certificates (0)</p>	30	
	<p>1.6 References from INGO's and UN Agencies</p> <p>i. 3 References from past or current client</p> <p>ii. 2 References from past or current client</p> <p>iii. 1 Reference from past or current client</p> <p>iv. No reference submitted of past client</p>	30 10 5 0	
2	Technical expertise of the Firm		340
	2.1 Technical Compliance with functional and technical requirements, clearly showing how these will be met. This should include a detailed description of the proposed architecture, including logical and/or physical architecture diagrams showing screenshots of the main system components.	70	
	2.2 Overall Work Plan showing how the project will be managed and executed, showing proposed timeline and milestones, such as a Gantt chart. Please note that this should provide enough details to clearly and explicitly identify main tasks performed and allow cross referencing against resource utilization matrix.	100	
	2.3 Vendor's personnel to be involved with background details, clearly and explicitly showing their utilization on the project (e.g., Resource utilization matrix showing estimated person-days for each resource to be used)	50	
	2.4 Monitoring approach to monitor the project execution.	20	
	2.5 Overview of dummy software as per requirements.	50	
	2.6 Risk mitigation approach to mitigate personnel and technical risks.	50	
3	Training/Capacity Development Approach of the Firm		
	3.1 Comprehensive training Plan outlining scope and content of training, Duration of training,	100	

	3.2 Expert Training Personnel Profile – CV of the key personnel to be provided. Is the person suitable and has strong IT knowledge and has professional experience of conducting training on web library services	100	200
4	Maintenance and Support Service		200
	4.1 The Vendor shall clearly outline the proposed support plan for the supplied system, including but not limited to: 4.2 Helpdesk/Service Desk support facilities for Task force: Support personnel numbers, qualifications, and experience; means of contact; ours of operation; proposed response time to attend on site; any restrictions or conditions on access to service by the client	100 100	
	TOTAL:		1000

8. Education, Experience and/or skills required:

Minimum Eligibility Criteria for the firm:

- Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations.
- Business Licenses – Registration Papers, Tax Payment Certification, etc.
- Track Report-
 - The firm must have successfully completed at least three (3) similar type of projects within the last five (5) years.
- Any firm interested to participate in the bidding, must have local in Abuja (legal documents to be provided to substantiate the presence)
- Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.
- Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Minimum Eligibility Criteria of the key personnel:

- Confirmation and availability of proposed staff. (Signed letter of Commitment)
- CVs of the proposed personnel

Minimum qualification and experience of Project Manager:

- BSc in CSc/MBA or equivalent
- At least 8 years of experience in management of similar projects at national level

Minimum qualification and experience of Business Analyst:

- BSc in CSc/ MBA or equivalent
- At least 5 years of experience in management of similar projects at national level

Minimum qualification and experience of Senior Programmer:

- BSc in Csc or equivalent
- At least five years of similar experience at national level
- Must have knowledge on ASP.NET, PHP Framework, JavaScript, AJAX, JQuery, MSSQL (Please mention the previous completed projects with brief description where these tools were used)

Minimum qualification and experience of Database Administrator:

- BSc in CSc or equivalent

- At least 3 years of similar experience
- Knowledge of MSSQL, ORACLE (Please mention the previous completed projects with brief description where these tools were used)

Minimum qualification and experience of QA Manager:

- BSc in CSc/ MBA or equivalent
- At least 5 years of experience in management of similar projects (in term of scale and complexity) at national level
- Knowledge of principles and tools for software testing

Minimum qualification and experience of Technical Writer:

- BSc in CSc/ MBA or equivalent
- At least 5 years of experience in management of similar projects at national level

Minimum qualification and experience of Training Manager

- BSc in CSc/ MBA or equivalent
- At least 5 years of experience in management of similar projects at national level

Note: All Proposers must submit necessary documentations to substantiate above qualifications/criteria. Proposals that will not meet above qualifications/criteria shall not be considered for the next step of the procurement process".

9. Travel required

The consulting firm may be required to travel for the training outside Abuja. This is an all-inclusive cost. No additional training costs would be covered by IOM during any trip either for assessment or capacity building. The total number of trainings will be a minimum of four (4) and may be held outside Abuja. The accommodation, DSA and all logistical costs will be borne by the firm.

10. Competencies

Values

- **Inclusion and respect for diversity** respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- **Courage:** demonstrates willingness to take a stand on issues of importance.
- **Empathy:** shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies – behavioural indicators

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- **Communication:** encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.