

## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: DPSMM20230623

Date: **23 June 2023**

The International Organization for Migration (IOM), part of the United Nations system, intend to redesign the Counter-Trafficking Data collaborative website.

### **SECTION 1: REQUEST FOR QUOTATION (RFQ) for the provision of **REBUILT OF THE CTDC WEBSITE****

International Organisation for Migration (IOM) kindly requests your quotation for the provision of services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements – Terms of Reference

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.

Thank you and we look forward to receiving your quotation.

Approved by:

Signature: \_\_\_\_\_

Name: Stine Laursen

Title: Data Analyst

Date: 22 June 2023

## SECTION 2: RFQ INSTRUCTIONS AND DATA

<b>Deadline for the Submission of Quotation</b>	<b>7 July 2023, 16:00 hours (GVA time)</b> If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a> .
<b>Method of Submission</b>	Quotations must be submitted as follows: <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>  Bid submission address: <a href="mailto:psd-tender@iom.int">psd-tender@iom.int</a> <ul style="list-style-type: none"> <li>▪ File Format: pdf format</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: <b>10MB</b></li> <li>▪ Mandatory subject of email: <b>RFQ – CTDC website redesign</b></li> <li>▪ 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”.</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>▪ The proposer should receive an email acknowledging email receipt.</li> </ul>
<b>Cost of preparation of quotation</b>	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.
<b>Supplier Code of Conduct</b>	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: <a href="http://ungm.org">Supplier Code of Conduct (ungm.org)</a> .
<b>Conflict of Interest</b>	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.
<b>General Conditions of Contract</b>	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 <a href="https://www.iom.int/do-business-us-procurement">https://www.iom.int/do-business-us-procurement</a> . Contract template provided in Annex 4
<b>Eligibility</b>	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.
<b>Currency of Quotation</b>	Quotations shall be quoted in <b>United States Dollar (USD)</b>
<b>Duties and taxes</b>	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 type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes

<b>Language of quotation and documentation including catalogues, instructions and operating manuals</b>	English
<b>Documents to be submitted</b>	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 type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>
<b>Quotation validity period</b>	Quotations shall remain valid for <b>90</b> days from the deadline for the Submission of Quotation.
<b>Price variation</b>	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.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted ( <i>please specify, i.e. by LOTS only or by line item, etc</i> )
<b>Payment Terms</b>	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> Other <b>Instalments as per milestone delivery agreed between the parties</b>
<b>Contact Person for correspondence, notifications and clarifications</b>	Focal Person: Claire Galez-Davis E-mail address: <a href="mailto:Cgalez@iom.int">Cgalez@iom.int</a>
<b>Clarifications and pre-bid conference</b>	Requests for clarification from bidders will not be accepted any later than <b>1 July 2023</b> before the submission deadline. Responses to request for clarification will be communicated e-mail by <b>03 July 2023</b>
<b>Evaluation method</b>	<input type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input checked="" type="checkbox"/> Other <b>Direct selection – piggybacking to existing agreement of other UN Organization</b>
<b>Evaluation criteria</b>	<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 type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Others <i>provision of technical solution for the requirements in Terms of Reference</i>
<b>Right not to accept any quotation</b>	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
<b>Right to vary requirement at time of award</b>	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.
<b>Type of Contract to be awarded</b>	Purchase Order for Services
<b>Expected date for contract award/signature.</b>	<b>15 July 2023</b>
<b>Policies and procedures</b>	This RFQ is conducted in accordance with Policies and Procedures of IOM
<b>UNGM registration</b>	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a> . 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.
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## ANNEX 1: SCHEDULE OF REQUIREMENTS

### Terms of reference

#### Service provider for redesign of the Counter Trafficking Data Collaborative (CTDC) website

I. PRODUCTION INFORMATION	
Production Output	Update and redesign of functionalities on the CTDC website
Location	Home Based
Duration of Assignment	15 July – 31 December 2023
Reports directly to	Core Protection Research and Data Team, IOM HQ
II. BACKGROUND INFORMATION AND OBJECTIVE	
<p><b>Project Context and Scope:</b> The Protection Division (PXD) of the Department of Programme Support and Migration Management of the International Organization for Migration (IOM) provides protection and assistance to migrants in need. It aims to reduce protection risks of migrants in vulnerable situations, and in particular those who are exposed to abuse, exploitation, violence, neglect and deliberate deprivation, including victims of trafficking. Through its regional presence, PXD also provides capacity-building, direct assistance and data and information management to support evidence-based advocacy, policymaking, and programming, to support governments and partners to address critical gaps in protection and migration management.</p> <p>PXD has been working to eradicate human trafficking since the mid-90s, including by building the evidence base for policy and programming. Through its direct assistance activities, IOM has developed its central case management database which contains information on over 70,000 individual cases. As a unique source of information on human trafficking, IOM has worked to bring these data to a public audience so that valuable insights can be developed and shared among counter-trafficking actors worldwide, with the aim to contribute to improving anti-trafficking policy and response by strengthening the knowledge and evidence base.</p> <p>Launched by IOM and its partners in 2017, the CTDC is the first primary, global data repository on human trafficking case data and can be accessed here: <a href="https://www.ctdatacollaborative.org/">https://www.ctdatacollaborative.org/</a>. Since 2017, IOM has consolidated the human trafficking data sources contributing to the CTDC and further developed the analytic and research outputs produced with the data. The process of combining, harmonizing, anonymizing, and publishing different human trafficking case datasets for the first time, as part of creating CTDC, has taken a significant step towards creating the first set of global data standards for human trafficking case data.</p>	

The Core Protection Research and Data Team in IOM has identified a need to redesign the CTDC website to improve its user experience and ensure its long-term sustainability. During the redesign process, the CTDC website would need to continue functioning.

## II. OBJECTIVE OF THIS ASSIGNMENT

The overall objectives of this assignment is to redesign the CTDC website/data portal, ensuring improved usability for different audiences, such as researchers/academics, government officials, IOM colleagues and other UN entities, the media and the general public. The overall objectives of this assignment are to redesign the CTDC website/data portal, ensuring improved usability for different audiences, such as researchers/academics, government officials, IOM colleagues and other UN entities, the media and the general public.

The redesign should result in:

1. Improved search functionalities
2. Ease of site maintenance, including the automation of the data stories and visualizations
3. Ease of finding information, across the website as well as using the frontpage
4. A reduced number of / clearer menu items and tags
5. Improved functionality on mobile and tablets
6. Improved data safety and security
7. Improved ability to transfer data.
8. Clear and concise messaging, so that the pages are as concise, direct, and visually appealing as possible

Language of the website: the main language is English but built-in multilingual content support for the other official UN language (French, Spanish, Arabic, Chinese, and Russian).

## III. SCOPE OF WORK AND RESPONSIBILITIES

### RESPONSIBILITIES

The service provider will be required to:

- **Submit an inception report:** Informed by an online inception meeting with IOM, including to discuss the scope of the assignment and ensure a common understanding of what is required, the Service Provider will submit an inception report to present the proposed approach, updates and timeline for the redesign of the CTDC website
- **Produce wireframes/mockups of the website:** These will incorporate the suggestions and changes discussed in the inception meeting and report and will address the issues identified in the TOR and the inception report.
- **Redesign the website (beta version)** Upon sign-off of the wireframes, complete the design and development of website, in collaboration with IOM ICT and the Core Protection Research and

Data Team. The website and functionalities will be tested by IOM staff and other relevant stakeholders.

- **Complete the implementation and roll out of the website:** The website should be visually compelling and in line with the branding and technical specifications provided by IOM/IOM ICT.

In completing the above, the Service Provider will:

- Incorporate IOM materials already available (for example, videos, data sets, maps, visualization)
- Migrate existing materials, maps, data stories and visualisations to Power BI
- Coordinate with IOM team to support the uploading and testing of the website with the IOM ICT team. This includes a 2-week release schedule.
- The redesign should follow the ICT Development Guide
- Coordinate with IOM team to support the uploading and testing of website with IOM’s ICT team, Global Information and Communications Technology Operations Centre

**DELIVERABLES AND SCOPE OF WORK**

The main deliverable for this assignment will be:

- A redesign of the CTDC website

**The updated website will use the current website as the starting point to redesign and update themes and web elements. The rebuild/redesign (?) should address the following issues and technical specification:**

Section	Issues
All existing sections/pages/information should still be available	The information should still be available to the user but can be reorganized to improve useability and ease of navigation.
Visualizations, data stories and maps	Solutions to incorporate Power BI visualizations, dashboards and reports that can be updated automatically through Power Automate.
Data sets should remain downloadable	<b>The inclusion of an application programming interface (API) should be considered.</b>
Translations	Parts of the website are currently available in French and Arabic, a solution to translating the whole website and maintaining the translations needs to be found. A commercial translation service integration should be identified.
The website is accessible by IOM administrators via admin login and can be updated by the team	The functionality needs to be maintained.
The website is hosted on Acquia Cloud and the content management system is Drupal 9	These specifications cannot be changed – any modifications and upgrades need to function within the existing environment.

The website is currently not optimized for mobile and tablet use	The mobile and tablet usability needs to be improved (Android and iOS).
The website has an optional user survey	Needs to be maintained and potentially improved.
Maps are currently developed in GIS	Could be migrated to Power BI or other solutions.
Google analytics currently runs on the website	Needs to be maintained.
The website should be accessible in low bandwidth environments	Needs to be maintained.
The website needs to be WCAG 2.1 (Web Content Accessibility Guidelines) Compliant	Compliant to the international accessibility standards (accessible via screen readers, colour-blind friendly colour schemes, etc.).

The development and production of the website should be closely coordinated with:

- (i) Research and Data team, Protection Division, IOM Headquarters
- (ii) ICT team, Global Information and Communications Technology Operations Centre, IOM Manila Administrative Centre in the Philippines.

The Service Provider is responsible for delivering a final product ready to be deployed on the CTDC website.

**First deliverable** (Inception report) should be submitted by **30<sup>th</sup> July 2023**. All tasks are to be completed by **30<sup>th</sup> December 2023**.

#### IV. ELIGIBILITY

##### EXPERIENCE

**To be eligible for consideration, interested Service Providers should demonstrate the following qualifications:**

- a. The Service Provider’s team must be comprised of qualified experts, with a demonstrated track record in developing quality online platforms. Overall experience of firm should be more than 5+ years;
- b. It is expected that the team will have experience developing online data platforms aimed at diverse audiences.
- c. The firm should have a strong project management ability and excellent communication skills;
- d. References and examples of past work are required and should be included in the proposal.

##### GENERAL REQUIREMENTS

Working closely with IOM, the Service Provider must abide by the following general requirements:

- a. All work must be completed as per the IOM's technical specifications, including using the existing CMS – Drupal 9.
- b. The Service Provider must have expertise in developing themes and web elements using Drupal and have a broad knowledge of current web development technologies and design tools, software and web programming languages, such as HTML, PHP, CSS, JavaScript; REST-API; JSON. Have experience working with Power BI and Power Automate.
- c. Have knowledge of the latest trends in UI and UX design and development of interactive web elements.
- d. The Service Provider is requested to present any suggestions or comments on how to improve the website as well as the presentation of content through dynamic tools, interactive concept maps, functionality and/or aesthetic touches.
- e. The Service Provider will work with the Core Protection Research and Data Team to establish revised content architecture, sections, and/or elements as part of the redesign.
- f. IOM will own copyright for all materials developed or included on the website. All source materials and editable files for the developed products must be delivered to the IOM upon completion of the project.

#### V. SUBMISSION OF PROPOSALS

Interested Service Providers should submit the following documents via e-mail to [slaursen@iom.int](mailto:slaursen@iom.int) by July 7, 2023.

1. Technical Proposal, including proposed approach, timeline for completion of the assignment;
2. Financial Proposal;
3. Brief presentation of the team, with CVs and functional responsibilities of the key people to be engaged in the website development;
4. Two references (with contact information) from previous clients;
5. Cover Letter (maximum 2 pages) outlining the Service Provider expertise in the topic with links to examples of previous work relevant to this assignment;

#### VI. RESERVATIONS, CONFIDENTIALITY, AND INTELLECTUAL PROPERTY

IOM reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete, not delivered, or for failure to meet deadlines. In the event of the Service Provider ending the contract prior to delivering all agreed upon products, a portion of the payments shall be returned to IOM.

The Service Provider undertakes to maintain confidentiality on all information that is not the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment. The Service Provider shall undertake to refrain from promoting any political or religious beliefs in the e-learning course which is the subject of the contract.

All intellectual property and other proprietary rights including, but not limited to, copyrights and ownership of data and content resulting from the performance of the services shall be vested in IOM,

including, without any limitation, the rights to use, reproduce, adapt, publish and distribute any item or part thereof.

## 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:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

### VENDOR INFORMATION SHEET<sup>1</sup>

Vendor information sheet to be filled in and signed by the vendor – Provided in addition to this RFQ

### BIDDER’S DECLARATION OF CONFORMITY<sup>2</sup>

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.

<sup>1</sup> Provided with the same email in addition to the RFQ

<sup>2</sup> 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 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.
<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 <a href="https://www.unhcr.org/Public/CodeOfConduct">https://www.unhcr.org/Public/CodeOfConduct</a> .
<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: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

### ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation 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:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

#### Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel

#### Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference of your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

**Currency of Quotation:** Click or tap here to enter text.

Ref	Description of Deliverables	Price
1.		
2.		
3.		
4.		
5.		
<b>Total Price</b>		

#### Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel				
e.g. Project Manager/Team Leader	day			
Other expenses				
International flights				

Subsistence allowance				
Local Transportation				
Communication				
Other Costs: (please specify)				
<b>Total</b>				

**Compliance with Requirements**

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

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.	
<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text. Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>