

Request for Proposal (RFP) No. RFP 23-379

Provision of Vendor Master Data Management Services

BID BULLETIN

In reference to the RFP 23-379 Provision of Vendor Master Data Management Services issued last 06 September 2023 via UNGM, IOM Website, and IOM email

This Bid Bulletin No. 01 is to update and modify information provided in the Request for Proposal.

On RFP Information

Section 3, Article 27 (page 13/46 of the RFP) is replaced in its entirety by the following

1. Deadline for Submission of Proposals: 11 October 2023, 4:00 PM (Manila Time)
2. On queries regarding the Request for Proposal, please find the responses below:

		Queries	Response
1	Data Source/ Current state	Where does the data reside and how is it currently managed? Is there any data dictionary in place which can be referred to ?	IOM's current vendor management system is very different from what IOM is envisioning to implement in the future. IOM is changing ERP systems right now and it is in this connection that the handling of vendors will change. The future data source will be Oracle Fusion. For data dictionary, please list the words that are unclear but please noted that once selected, the vendor will be fully trained in IOM's ERP/Vendor Master Data architecture, including the terminologies, and documentation will also be provided.
		How is this classification currently maintained? : 1. Prospective Supplier 2. Spend-Authorized Supplier	This classification does currently not exist. This new classification will come into force with the new Oracle ERP system, but generally speaking, in IOM's current system, only spend-authorized suppliers are registered.
		What are the entities and attributes related to vendor ? Any critical attributes and examples which can be shared?	Please see attached vendor registration document describing the process.
2	Data Security	What are the specific security or compliance requirements that the solution must adhere to?	Please see attached vendor registration document describing the process.
		Do you have any encryption/masking or access control policies that need to be implemented?	Your company's access will be a restricted access to only view and edit the documents related to your role. Ref attached document.
3	Data Volume	What is the estimated volume of data you plan to manage?	IOM normally transact with around 50,000 unique vendors per year.

		How many years of historical data needs to be considered?	IOM will only migrate vendors which have active the last 18 months and those that have open transactions with IOM at the time of the ERP implementation
4	Data Relationships	Are there any hierarchial relationships within your data? Example: Vendor - Vendor Group - Country	Each vendor will be classified as a specific vendor type based on the vendor's legal status. IOM has 7 vendor types, such as "Commercial company", "International Non-Governmental Organization (INGO)" etc. Thereafter, each vendor will have to be registered with one or several "sites" (=vendor office addresses or branches which IOM transact with). Each vendor site will need to be assigned to one or multiple or all IOM requisitioning business units in order for them to be able to transact with the particular vendor site. Please refer to the document for more details.
5	Data Quality	How do you currently manage data quality? What are the existing DQ issues in the system?	IOM has ongoing clean-up exercises such as removing duplicated vendors, completing missing information, fixing formatting, etc. In the future, this is expected to be performed by the Service Provider selected.
		What is the requirement around data validation, ex. address validation, name standardization, contact numbers, email id, service types, national ID, country specific nuances, etc.	Formats should be aligned with system validation and supporting documents. There will be fields considered mandatory and others optional. This will be discussed in more detail upon onboarding.
		Are there any specific data retention policies that the solution should adhere to?	Should comply with IOM Data Protection Policy (refer to the vendor registration document attached)
6	Match & Merge	What are the different entities/critical attributes which are required to match and merge?	Duplicate vendor records (one or several of the ff: vendor name, address, registration/tax ID, UNGM ID, bank information etc.), must be identified by the Service Provider.
7	Data Lineage	Do you require capabilities for tracking data lineage and conducting impact analyses on changes? What are the downstream applications?	IOM will be able to track changes in the data. You would only interact with ORACLE ERP and IOM's ticketing system.
8	Reporting	Is there a requirement of visualization around vendor management?	IOM requires the Service Provider to report the performance listed in the SLA - totals and breakdown (with or without visualization).
		Could you provide KPIs, scores and examples of reports you expect to generate from the de-duplication of data?	Available in the RFP
		Are there any tools that are preferred to generate visualization dashboards around vendor management ?	While not required, the Service Provider can use Power BI or similar tools (own license) to provide the data.
9	Data Stewardship	Are there any established processes for data stewardship and data ownership responsibilities? Will this be different across Countries ?	GDPR and IOM Data Protection Policy, IN123
		Are there any specific approval workflows which needs to be considered in addition to the one mentioned in the RFP documentation ?	Please see attached vendor registration document describing the process.

		What are the workflow requirements around the following? What are the approvals required for these ? 1. Onboard a vendor 2. Background verification 3. Change request for updating vendor related information	Please see attached vendor registration document describing the process.
		As per the RFP, there are 3 parties involved, what are the different access roles that are required to manage the data?	Please see attached vendor registration document describing the process.
10	Technology	Have you recognized any tool, or do you want the Service Provider to assist you with that?	IOM will use Oracle Cloud as its ERP and Freshworks as its ticketing tool.
		Oracle suite MDM tool has some limited capabilities - are you open to other leading MDM tools for managing the Vendor Master outside Oracle suite ?	IOM will use the tools listed above. If the Service Provider has additional tools to complement this, it is welcomed to outline this in the proposal.
		Any Costing/ budget to be considered for tool selection ?	The main tool is already selected, so N/A
11	Project Governance	What is the breakdown of the 5 year contract for Implementation and Support ?	First month onboarding - training of Service Provider on the system, data structure etc. The Service Provider will then provide the service on an ongoing basis at least 3 years and with possibility of 2 x 1-year extensions, subject to satisfactory performance
		Are there any functional experts from IoM who would be dedicated to this programme; if yes how much support is expected?	Yes there would be. There will be 1-2 central focal point at HQ + IOM ERP helpdesk support but the expectation is that the Service Provider will be self-sufficient, after the initial onboarding period.
		Who will be the point of contact for project execution and which time zone ?	For Onboarding - IOM HQ and Oracle ERP (CET/GMT + 2) For Ongoing work - IOM HQ and Valencia (CET/GMT + 2)

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