

REQUEST FOR PROPOSALS

SERVICES FOR

Mapping and Needs Assessment of Orientation regulations, institutions, and delivery methods and development of regional orientation guide

IOM Bahrain



المنظمة الدولية للهجرة
وكالة الأمم المتحدة للهجرة
International Organization for Migration
The UN Migration Agency

LMRA, North Sehla,
Kingdom of Bahrain

01/10/2018

Request for Proposals

The International Organization for Migration (hereinafter IOM) intends to hire a qualified Service Provider to undertake activities to be carried out within its “Comprehensive Information and Orientation Programme (CIOP) Phase II”.

IOM now invites potential Service Providers to submit technical and financial proposals for the following services: Mapping and Needs Assessment of Pre-Employment Orientation regulations, institutions, and delivery methods and development of regional guide. More details are provided in the Terms of Reference (Section II).

The Service Providers will be selected based on considerations outlined in this RFP.

The RFP includes the following documents:

- Section I. Instructions to Applicants
- Section II. Terms of Reference

The proposals must be sent to HR IOM Bahrain via email at recruitmentbahrain@iom.int no later than 3.00 pm (GMT +3) on Monday October 22nd, 2018. No late proposal shall be accepted. Proposals must include “CIOP RFP 1-[NAME OF SERVICE PROVIDER]” in the subject line.

Proposals submitted after the above deadline will not be considered. IOM reserves the right to reject the whole or part of any or all bids.

Please contact Ms. Danah Ismail at dismail@iom.int for technical inquiries.

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Section I. Instructions to Applicants

1. Introduction

1.1 Only registered Service Providers may submit proposals. Individual consultants are not eligible to apply to this RFP. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the successful Service Provider.

1.2 Service Providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.

1.3 IOM is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers.

2. Corrupt, Fraudulent, and Coercive Practices

2.1 IOM Policy requires that all IOM staff, bidders, manufacturers, suppliers or distributors observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices.

3. Clarifications and Amendments to RFP Documents

3.1 At any time before the submission of the proposals, IOM may amend the RFP. Any amendment made will be made available in writing to all bidders.

3.2 Service Providers may request for clarification(s) on any part of the RFP. The request must be sent in writing or by standard electronic means and submitted to IOM at recruitmentbahrain@iom.int All inquiries must include “Inquiry – [NAME OF SERVICE PROVIDER]” in the subject line.

4. Preparation of the Proposal

4.1 A Service Provider Proposal should include The Technical Proposal

4.2 The Proposal, and all related correspondence exchanged by the Service Providers and IOM, shall be in English. All reports prepared by the contracted Service Provider shall be in English.

5. Technical Proposal

5.1 The Technical Proposal shall provide the following information using the Service Provider’s preferred proposal template, not exceeding three pages (excluding work samples):

- a)* A brief description of the Service Provider’s profile and past performance/experience of the same type of the requested service
- b)* CVs of all team members assigned to undertake the implementation of the proposal

- c)* Detailed description of the role of each team member in the implementation of proposal
- e)* Reference letters from other clients, and work samples (included as attachments)

6. Financial Terms

6.1 IOM has set a cap of **USD 35,000 (Thirty Five Thousand US Dollars)** budget for this RFP

6.2 Budget shall cover all costs associated with the assignment, including but not limited to:

- a)* Remuneration for staff
- b)* Expenses, such as transportation and equipment

7. Evaluation

7.1 IOM shall pre-qualify, evaluate and shortlist the proposals based on their responsiveness to the ToR, and compliance with the RFP requirements, as well as the following:

- a)* Experience and past performance of the Service Provider relevant to the assignment
- b)* Experience of the assigned team members as relevant to the assignment
- c)* References presented
- f)* Ability to follow delivery schedule as indicated in the table on page 9

Final selection of winning bidder shall be made based on their performance in the interview.

8. Award of Contract

9.1 Following interviews, the contract will be awarded to the selected Service Provider

9. Confidentiality

10.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to Service Providers submitting proposals, or to other persons who are not officially concerned with the process

Section II – Terms of Reference

a. Background

Every year, hundreds of thousands of foreign workers migrate from South Asia and South-East Asia to the Arabian Gulf in search of a better life for themselves and their families. Member States of the Gulf Cooperation Council (GCC) have opened their doors to foreign workers to fill job vacancies in both lower and higher skilled occupations, including manufacturing, infrastructure development and related service industries. Well-managed labour mobility generates positive returns for migrants, their families and communities in countries of origin and destination.

Foreign workers, however, experience substantial barriers to integration in both the destination country's workforce and society. Many foreign workers are ill-informed regarding their rights and responsibilities under local labour laws in countries of destination, thereby increasing their vulnerability to exploitation and abuse, and may be at risk of violating their legal obligations. In addition, migrants' lack of awareness of cultural norms and practices in countries of destination can lead to social friction, miscommunication, and conflict with employers and local community members. Such challenges may result in adverse impacts on individual employers and workers, as well as economies and societies as a whole, not only in the countries of work but also at home by increasing mistrust between state officials and nationals.

The goal of the Comprehensive Information and Orientation Programme (CIOP) is to strengthen the labour market integration and protection of foreign workers in Abu Dhabi Dialogue (ADD) Member States. During Phase I of this project, a regional guide and management framework for pre-departure orientation (PDO) was developed. CIOP Phase II constitutes a preparatory stage where IOM will provide technical assistance to ADD Member States in harmonizing PEO and PDO curricula and related training materials for temporary contractual workers across ADD Member States, and developing a coordinated management system for the provision of these services.

b. Objective

The overall objective of CIOP Phase II project is that ADD Member States are better equipped with the necessary tools and mechanisms to operationalize a management system for tailored and coordinated PEO, PDO and PAO to address the information needs of temporary contractual workers.

c. Scope of Services

Service Provider is to conduct an **assessment of PDO delivery methods using the available PDO Mapping Report**, as well as a **PEO mapping and needs assessment** in countries of origin to identify target groups and knowledge base of prospective foreign workers to better inform the development of PEO methodologies and programmes. The

mapping will include the different methods of PEO deployed, ranging from grass roots awareness campaigns through to migrant resource centres, and the stakeholders involved amongst civil society and government and effectiveness of the various methods. Mapping exercise and needs assessment of PDO programmes (Annex III) may be used as a guiding sample.

The assessment will also serve to determine the capacities of accredited institutions or other PEO-delivering entities. Based on the respective findings of the assessments, Service Provider will develop a **comprehensive regional guide and Programme Management System for PEO** which may reference the “Regional Guide for PDO and the PDO Programme Management System” (Annex V) as another guiding sample.

Geographical Coverage of Field Activities: Afghanistan, Bangladesh, China, India, Indonesia, Nepal, Pakistan, the Philippines, Sri Lanka, Thailand, Vietnam, and Cambodia.

More specifically, the Service Provider will be required to cover the following elements:

- Conducting **Assessment of PDO Delivery Mechanism**, may include, but is not limited to the following:
 - Conduct country surveys in each target ADD country on PDO delivery mechanisms
 - Conduct key informant interviews to acquire a strong understating on delivery mechanisms of PDO, challenges, and best practices
 - Draft a final comparative report with a recommendation section on PDO delivery mechanisms
- Conducting **PEO Mapping and Needs Assessment, as well as assessing Delivery Methods**, may include, but is not limited to the following:

PEO Mapping:

- Conduct literature review of existing national PEO programmes of countries of origin of ADD
- Conduct country surveys in each target ADD country to document institutions providing PEO services
- Draft comprehensive mapping report highlighting profile of existing PEO institutions, summary of services provided, as well as geographical coverage

PEO Needs Assessment and Delivery Mechanism:

- Conduct country surveys in each target ADD country to assess the capacities of institutions providing PEO services, content of orientation, as well as linkages to public and private institutions
- Conduct key informant interviews to acquire a strong understating on current capacity as well as delivery mechanism of PEO, including challenges, and best practices

- Draft a needs assessment summary report to reflect findings of country surveys and key informant interviews of PEO institutions, with a specific recommendation section on PEO delivery mechanisms
- **Comprehensive PEO Regional Guide.** Using the outcome of the PEO Mapping and Needs Assessment Report, the Service Provider shall develop the write up based on the topical outline for the regional guide for PEO which may include, but is not limited to, the following:
 - Recognize illegal and unethical recruitment practices to avoid exploitative or potentially risky situations
 - Question misleading or inaccurate information provided by labour recruiters and employers
 - Understand the rights and responsibilities of migration and employment
 - Make well-informed decisions and develop realistic expectations regarding overseas employment
 - Develop an understanding of cultural norms and practices in countries of destination, thereby increasing the prospect of better labour market integration
 - Find effective solutions, understand, and access available grievance mechanisms when faced with exploitative situations and violation of rights
- **Programme Management System.** The Service Provider is also expected to develop a regional programme management system of PEO that will assist the provision and the governance of PEO in countries of origin. The following list may be considered but is not exhaustive:
 - Institutional mandates for programme owners/managers
 - Standard module adoption
 - Provision of an open system which promotes participants feedback and allows the timely incorporation of new policy issuance and programme innovations
 - Training of trainers and qualifying them according to some technical criteria and other credentialing process
 - Accreditation of institutional service providers and resource experts
 - Standard facilities, regulated fees, hours allotted, duration and frequency of delivery
 - Guidance on how to follow a gender-sensitive approach, and thus facilitate the mainstreaming of gender throughout delivery of PEO
 - Monitoring and evaluation indicators by means of which implementing institutions can assess the overall relevance of the orientation contents, as well as the understanding and knowledge gained by beneficiaries of the orientation services

The Service Provider shall observe that all the above tasks shall be undertaken through an inclusive consultative manner, making sure that all concerned stakeholders are highly engaged. The Service Provider shall consult, coordinate and update IOM on the status of the aforementioned tasks upon the request of IOM. The Service Provider is expected to send a senior representative to make a presentation of the above knowledge products during the validation workshop that will take place on the side-lines of the ADD Ministerial Meeting in January 2019.

d. Duration and Time Schedule

The total duration allocated for this consultancy is 5 months from the date of signing the Contract with IOM.

Phases	Expected Output	Indicative Time Frame
1	Report on Assessment of PDO Delivery Mechanism	6 weeks from signing contract
2	Report on PEO Mapping	6 weeks from signing contract
3	Report on PEO Needs Assessment and Delivery Mechanism	12 weeks from signing contract
4	PEO Regional Guide	16 weeks from signing contract
5	PEO Management System	20 weeks from signing contract