Request for Proposals

The International Organization for Migration (IOM) is Requesting for Proposals to develop an online ethical recruitment self-assessment tool for the IOM International Recruitment Integrity System (IRIS) Capacity Building Program.

1   BACKGROUND

The International Recruitment Integrity System (IRIS) is IOM's global initiative to promote ethical recruitment. It is a multi-stakeholder initiative that supports governments, civil society, the private sector and particularly recruiters to establish ethical recruitment as the norm in cross-border labour migration. The goal of IRIS is to make international recruitment fair for everyone involved: migrant workers, employers, recruiters and countries of origin and destination. This is achieved by:

- Promoting respect for the rights of migrant workers;
- Enhancing transparency and accountability in international recruitment;
- Advancing the Employer Pays Principle; and
- Strengthening public policies, regulations and enforcement mechanisms.

The IRIS Capacity Building Program (CBP) for Labour Recruiters

Under the overall framework of the IRIS programme, IOM is implementing a dedicated capacity-building program for international labour recruiters interested in pursuing IRIS Certification. It is based on the realization that even more advanced and committed recruiters need further support to develop the necessary policies, processes, and systems compliant with the IRIS Standard. The process is divided into the following main stages:

1. General awareness raising about ethical recruitment
2. 2-day Introductory IRIS training for international labour recruiters
3. In-depth customized IRIS support and capacity-building for individual labour recruiters
4. Final verification before application for IRIS Certification

The process is voluntary and CBP takes a step-wise approach. It is designed to, first, build recruiters understanding on ethical recruitment and self-assess; then, commit and build the system for ethical recruitment operation with the support of IOM. CBP give recruiters a recognition as they advance through CBP levels and tiers, while putting in place a management system that is aligned with the requirements of the IRIS Standard.

2   OBJECTIVES:

The overall objective of this tender is to develop an online ethical recruitment self-assessment tool for the IOM IRIS CBP.

3 SCOPE OF THE CONSULTANCY

Within the context of the IRIS CBP, IOM wishes to rollout an online tool to be used as an entry level initial self-assessment and awareness raising tool to further interest and understanding among labour recruiters about IRIS requirements.

By completing this initial, online self-assessment , recruiters obtain a snapshot of key IRIS Standard requirements and their current compliance status (based on a self-assessment). This online tool will also help recruiters identify the initial task and practices they will need to introduce to align closer with IRIS Standard requirements, so they can make an informed decision on whether or not to join the full IRIS CBP and possibly pursuing IRIS Certification.

A pilot version of this tool - IRIS SAFER - has been developed and piloted by IOM Hong Kong SAR, China and several countries in South and Southeast Asia. The results were positive. The pilot version of the IRIS SAFER had basic functionality so to fully integrate an online self-assessment tool into the framework of the CBP and make it ready for global application, a number of additional functionalities should be developed to ensure that those recruiters enrolled in the tool can be easily managed by IOM staff and that overall monitoring and reporting is possible. The following bullets describes the necessary functionalities with more details:

- **Onboarding of new labour recruiters:** Region and country, target countries and industries (e.g. to where they send workers and/or from where they recruit workers) are specified for each new onboarded labour recruiter.

- **Labour Recruiters (users):** Establish a unique user profile (matched with an IOM case manager); complete ~40 self-assessments questions; receive an initial self-assessment score; upload required documents (to be accessed and reviewed by IOM case manager); receive final indicative score; ability to revisit and update score; user account linked with email

- **IOM case managers (users) and permission levels:**

  - Level 1 – Administrator level: Can access and change everything on the platform, including:

    - onboarding new IOM users and labour recruiters,
    - remove users,
    - change the wording in the questionnaire and the order of questions,
    - review answers and documents uploaded by all labour recruiters,
    - pull out statistics as necessary, etc.

  - Level 2 – Individual case manager can:

    - onboard new labour recruiters,
    - view their own current labour recruiters and the full case grid (e.g. all their onboarded recruiters),
    - pull out statistics for their full case grid

- access and review answers and documents uploaded by labour recruiters.
- Insert questions translated into local language within the English language question text box (possible language drop down menu)
- Insert translation for any and all user interface functions to ensure ability to navigate tool even without English language capabilities
- Send prompts to labour recruiter accounts affiliated with IOM case manager user

Ideally, the development of this tool will ensure that the platform is future-proofed for potential additional functionality (at a later stage). This additional functionality may include, but not be limited to:

- **Statistics dashboard:** a dynamic dashboard to enable easy visualization on the portal and extraction of data to typical file extensions (pdf. Jpeg. Word. Etc.) that can be disaggregated by region and country, progress status, which will enable IOM to create infographics and other visualization materials to communicate results and impacts more widely.

- **Integration:** with a broader case management system to be developed at a later date

The online tool can be developed on company servers and must then be migrated to IOM host server before it goes live.

4   DELIVERABLES

The successful applicant will need to deliver for the following items:

1) Submit a process map (flowchart) of the proposed tool - visualizing each user experience (i.e. labour recruiter, IOM administrator, IOM case manager) and associated functionality for review and agreement with IOM

2) Develop the online tool with the necessary functionality for the IOM administrator, the IOM case managers and the labour recruiter clients (as articulated in Section 3, the Scope of the Consultancy) – submit to IOM for testing

3) Finalize the online tool in response to IOM feedback

4) Migrate the final self-assessment tool to the IOM servers and provide a summary of specifications regarding hosting and updating requirements;

5   TIMELINE

The total duration for this assignment is proposed to be 3 months.

6   METHOD OF APPLICATION:

The completed RFP should be clearly marked CFCV-2003 and should be submitted to iomhongkongoffice@iom.int by 16/09/2020. Kindly keep the file size under 10MB. The completed RFP should not exceed USD 40,000.

Contact Person: Ms. Alexandra Chan; Email: achan@iom.int

7 REQUIRED DOCUMENTS

The applicant will need to submit technical and financial proposal.

Each Submission Must Include the Following:

i. **Firm/Consultant Profile**: A brief summary of the firm and CV of the expert including records on past experience in similar assignments and name of the references.
ii. **Technical Proposal** with detailed methodology for development. Include description of input required from IOM (e.g. opportunities for technical review, trial, etc.)
iii. **Sample of previous work**.
iv. **Financial Proposal** listing all costs associated with the assignment. In particular, the financial proposal should itemize the following:
   a. **Technical/ Development fees**;
   b. **Variable costs**

The Proposal should be written in English.

Any attempt for persuasion will be considered as a disqualification

ONLY SHORT-LISTED ORGANIZATIONS WILL BE ASSESSED

FIRMS WILL BE RESPONSIBLE FOR ANY TAX OR VAT ISSUES IF APPLICABLE.