



Date : 10 September 2018

Request for Proposal (RFP)

Company Name :
 Company address :
 Phone / Fax :
 Company contact :
 Subject : Development of Options Paper for IRIS Complaints and Monitoring Mechanism

Dear Sir / Madam,

The International Organization for Migration (IOM) office in Geneva would like to invite you to submit a proposal in line with the terms and conditions specified under this RFP.

No	Services
1	Development of Options Paper for the International Recruitment Integrity System (IRIS) Complaints and Monitoring Mechanism.

Delivery and completion time

The Service Provider is expected to start work as of 22 October 2018 and successfully complete the provision of the services before 31 December 2018.

Prices

All prices in your proposal should be in USD inclusive all charges.

Payment

Payment should be done in USD by Wire Transfer after completion of work in installments or as further agreed, submission of reports approved by IOM authorized person.

Validity of submitted proposal

Submitted proposal should be valid for at least thirty (30) calendar days.

Selection of the best proposal

Selection of the best proposal should be done based on lowest price proposal, which comply with requirement specified under this RFP. Please see below Terms of Reference (ToR) for the mentioned services.

Contract/Purchase Order

For the selected best proposal, contractual obligations between IOM and service provider will be set



up by means of service agreement using IOM's standard terms and conditions.

Submission of the proposal

Service Providers are requested to submit the following:

- A proposal with description of activities, methodology, deliverables, a summary of key issues or considerations in the development of an IRIS complaints and monitoring mechanism and detailed project/work plan for completing this assignment;
- Examples of similar work (short summary of the service providers' experience developing, participating in or contributing to existing due diligence / grievance mechanism frameworks. Please provide examples of similar work, where appropriate,
- Proposed team composition, including the CV of the Team Leader
- The budget in USD. The budget should be a lump sum consisting of fee, operational costs (including travel) and incidentals such as communications expenses and any applicable taxes.

Potential conflict of interest should be declared.

Only shortlisted candidates will be notified.

IOM reserves the right not to accept any tenders submitted.

Proposals must be submitted via email send on or before **1 October 2018 (CET)** to the following email address: iris@iom.int . In the subject line please indicate: **Proposal – IRIS Complaints and Monitoring Mechanism.**

The submitted proposal should include information as per requirements given in this RFP and enclosed ToR.

Should you need any additional information, please send us your queries in writing to iris@iom.int

Regards,
IRIS Team



Annex A. Terms of Reference

Application deadline: 1 October 2018

Organisation: International Organization for Migration (IOM)

Starting date: 22 October 2018

IOM is seeking an experienced consultant or service provider to develop an Options Paper with recommendations for a **complaints and monitoring mechanism for the International Recruitment Integrity System (IRIS)**.

IOM - Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental (including civil society and private sector) partners. IOM is a UN agency and is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments, businesses and migrants to protect the rights of people on the move, and maximize the development gains of human mobility. For more information about IOM, go to www.iom.int.

The International Recruitment Integrity System (IRIS) is a social compliance scheme that is designed to promote ethical international recruitment. It is a multi-stakeholder initiative of IOM. In practical terms, IRIS aims to identify and support ethical international labour recruiters by:

1. Defining and setting a benchmark for ethical recruitment – ‘the IRIS Standard’,
2. Establishing a voluntary certification process for international labour recruiters, and
3. Ensuring that the IRIS Standard is being maintained by certified recruiters through a **compliance monitoring mechanism**.

IRIS seeks to transform the international recruitment model by promoting ethical recruitment practices. IRIS is designed to serve as a due diligence tool for businesses, governments and workers.

IRIS certification will be launched in selected migration corridors in late 2018. While IRIS certification is close to being finalized, IOM recognizes that the system as a whole cannot operate without an independent and robust monitoring and complaints mechanism (‘the mechanism’) in which migrant workers have a voice and recruiters are held to account in the event of non-compliance with the IRIS Standard.

To work effectively, this mechanism will need to link up with existing civil society networks in multiple countries, as well as take into consideration government structures, including government regulators, embassies and labour attaches. Importantly, this mechanism will also need to link back to the IRIS certification system. Given the complexity of this mechanism, IOM recognizes that it can only be developed through a staged approach.

The first stage (this assignment) will focus on developing the conceptual framework for the mechanism. There are three parts to this assignment:

1. mapping of existing civil society networks and government services in selected countries,
2. the development of an options paper with recommendations for the overall IRIS complaints and monitoring mechanism, and



3. recommendations for an interim mechanism for the Philippines to Canada pilot project¹.

This assignment is mostly home-based. However, some travel will be required to present the draft options paper to IOM and external stakeholders in Geneva in December 2018.

Nature of the assignment:

This assignment focuses on developing the conceptual framework (the model) for the IRIS complaints and monitoring mechanism (the mechanism). The specific tasks of this assignment include:

1. Mapping of existing civil society networks and government services in Nepal, Sri Lanka, the Philippines, as well as Canada, Malaysia and the Gulf States,
 - a. This will involve interviews with IOM HQ, IOM country offices, ILO, civil society organizations (CSOs) and other identified relevant stakeholders;
 - b. Drafting a short report outlining the current state of play, including opportunities and gaps and how this relates to IRIS' needs.
2. The development of an options paper with recommendations for the overall IRIS mechanism
 - a. This will involve interviews with IOM HQ, IOM country offices, ILO, CSOs and other identified relevant stakeholders;
 - b. Drafting the options paper which should include options for the overall structure (ie who does what, how the players link up etc), as well as what tools and resources are required to support all stakeholders in the implementation of the mechanism (ie training, contractual, coordination and governance, operating procedures/protocols etc)
 - c. The paper also should include recommendations for how to overcome situations where CSOs is weak or not present in certain jurisdictions.
3. Recommendations for an interim model mechanism for the Philippines to Canada pilot project.
4. Present draft options paper and interim model for the pilot project during the workshop with the IRIS Complaints and Monitoring Working Group (the Working Group) in Geneva in December 2018.

Expected Deliverables and Timelines²:

1. Summary of findings from mapping exercise (Table of findings, supported by a 2-5 page narrative):
23 November 2018
2. Options paper with recommendations for the overall IRIS mechanism (10-20 page report with annexes): Draft - 7 December 2018, Final - 31 December 2018
3. Recommendation for an interim model mechanism for the Philippines to Canada pilot project (Format can be negotiated. ie It could be a diagram with short narrative up to 5 pages):
Draft - 7 December 2018, Final - 31 December 2018
4. Presentation of draft options paper and interim model for the pilot project to the Working Group in Geneva in December 2018 (exact date TBD)

¹ IOM recently commenced an IRIS pilot project between the Philippines and the Canadian provinces of Alberta and Saskatchewan to encourage the uptake of IRIS.

² Can be adjusted at time of the contract.



5. Reporting:

The Service Provider will be required to provide regular updates to the IRIS Team on the status of the training program. Specific reporting requirements will be determined in consultation with the selected Service Provider during the contract stage.

6. Institutional and organization agreement:

The Service Provider will be responsible for delivering all outputs to IOM within the designated timetable and in accordance with the required tasks as agreed in the Service Agreement with IOM. The Service Provider will stay in close touch with the IRIS Programme Manager or designated IOM personnel throughout the performance period and present reports in accordance with the schedule of deliveries. The Service Provider will adjust activities and outputs where necessary and in accordance with any instructions given by IOM. IOM may appoint one of its staffs to participate at any stage of the implementation process for monitoring purposes.

7. Implementing Methodology:

The Service Provider will propose an appropriate strategy on the development of the options paper, including the initial mapping exercise and recommendations for the interim model for the Canada to Philippines pilot project. It is expected that the methodology/approach will include:

- a) Initial desk search and desk review of available resources;
- b) Series of phone call interviews with IOM staff, members of the Working Group, other identified relevant stakeholders;
- c) Preparing draft documents based on information gathered;
- d) Presenting and discussing the drafts during the workshop with the Working Group;
- e) Revision of the draft documents based on received feedback.

8. Required Qualifications of the Service Provider:

- a) The Service Provider must be registered entity (National or International).
- b) The Service Provider should be a reputed, recognized and capable organization, with experience working with multi-stakeholder initiatives, and/or engaging civil society and government actors.
- c) The Service Provider should have demonstrated experience and knowledge of social compliance schemes, due diligence and complaints and monitoring frameworks.
- d) The Service provider should demonstrate knowledge of and experience in developing, participating in or operating grievance and monitoring mechanisms.
- e) The Service Provider must demonstrate strong analytical and critical thinking skills, including the ability to see the 'big global picture' as well as an understanding of the grassroots level.
- f) Knowledge relating to recruitment, labour standards, and labour migration is an advantage.