



Date : 26 August 2019

**Request for Proposal (RFP)**

Company Name :  
Company address :  
Phone / Fax :  
Company contact :  
Subject : Development of IRIS Ethical Recruitment Toolkit

Dear Sir / Madam,

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

No	Services
1	Support with development of the IRIS Ethical Recruitment Toolkit

**Delivery and completion time**

The Service Provider is expecting to start work as of 20 September 2019 and successfully complete the provision of the services before 30 November 2019.

**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 toolkit for recruitment agencies and work plan for completing this assignment;
- Examples of similar work (short summary of the service providers' experience developing, similar toolkits relating to ethical recruitment, labour standards and management systems. 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 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 and sent on or before **6 September 2019** to the following email address: [iris@iom.int](mailto:iris@iom.int). In the subject line please indicate: **Proposal – IRIS Ethical Recruitment Toolkit**.

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](mailto:iris@iom.int).

Regards,  
*IRIS Team*



## **Annex A. Terms of Reference**

**Application deadline:** 6 September 2019

**Organisation:** International Organization for Migration (IOM)

**Starting date:** 20 September 2019

IOM is seeking an experienced consultant or service provider to support the development of the **IRIS Ethical Recruitment Toolkit** and to identify and develop specific tools to be included in the toolkit. The toolkit will serve as a main resource base for recruitment agencies participating in IRIS Capacity Building Programme, aligning their business practice with the requirements of the IRIS Standard for ethical recruitment and interested in pursuing IRIS certification.

**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](http://www.iom.int).

IRIS is a global initiative that is designed to promote ethical international recruitment. It works by defining and setting an operational benchmark for ethical recruitment (the IRIS Standard), and through establishing a voluntary certification scheme for ethical labour recruiters, and a compliance and monitoring mechanism. IRIS was created by the International Organization for Migration (IOM) and a coalition of partners from government, the private sector and civil society. Through IRIS, IOM also works with governments, the private sector (employers, suppliers, brands etc) and civil society to create the enabling environment for ethical recruitment to become the norm. For more information about IRIS, go to [www.iris.int](http://www.iris.int).

The IRIS Ethical Recruitment Toolkit is designed to provide a comprehensive collection of tools and resources (factsheets, briefing notes, case studies, templates, samples, questionnaires, checklists, guidance documents, etc) to support all stakeholders in adopting and implementing ethical recruitment practices. The Toolkit will be developed in several phases. This Call for Proposals pertains to the first phase which is focused on developing and identifying tools for recruitment agencies.

The toolkit will complement the *IRIS Capacity Building Program for Labour Recruiters*, which provides a clear and structured framework for recruitment agencies wishing to pursue IRIS certification. The capacity building program consists of classroom and online training, as well as individual support and mentoring for recruitment agencies.

This assignment is mostly home-based. However, some travel will be required to present the drafts and results of work to IOM and external stakeholders in Geneva, Switzerland.

### **Nature of the assignment:**

This assignment focuses on developing tools identified as vital for inclusion in the IRIS Ethical Recruitment Toolkit. These tools will assist recruitment agencies in setting up and operating a management system to implement and sustain ethical recruitment practice in keeping with the requirements of the IRIS Standard. The specific tasks of this assignment include:

1. Perform a stock take and analysis of current IRIS tools and other publicly available tools related to ethical recruitment practice.



2. Develop the tools at **Attachment A** for inclusion in the IRIS Ethical Recruitment Toolkit.
3. Develop recommendations for further tools to be developed for the IRIS Ethical Recruitment Toolkit.

#### **Expected Deliverables and Timelines<sup>1</sup>:**

1. Perform a stock take and analysis of current IRIS tools and other publicly available tools related to ethical recruitment practice (Draft report due: 2 weeks, Final report: 1 month)
2. Develop the tools listed at Attachment A for inclusion in the IRIS Ethical Recruitment Toolkit (Draft tools: 1 month, Final tools: 2 months)
3. Develop recommendations for further tools to be developed for recruitment agencies for the IRIS Ethical Recruitment Toolkit, including a short description of the tool and rationale for inclusion (Draft recommendations: 1 month, Final recommendations: 2 months).

#### **5. Reporting:**

The Service Provider will be required to provide regular updates to the IRIS Team on the status of the development and identification of possible tools. 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 and identification of the tools for the IRIS Ethical Recruitment Toolkit.

#### **8. Required Qualifications of the Service Provider:**

- a) The Service Provider must be registered entity (national or international) or duly recognized individual consultant.
- b) The Service Provider should be a reputed, recognized and capable organization or individual, with experience working with multi-stakeholder initiatives in international setting.
- c) The Service Provider should have demonstrated experience and knowledge of social compliance schemes, due diligence, management systems and capacity building programmes.
- d) The Service Provider must demonstrate strong analytical and critical thinking skills, including the ability to see the 'big global picture' as well as understanding of the grassroots level.
- e) Knowledge relating to recruitment, labour standards, and labour migration is an advantage.

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<sup>1</sup> Can be adjusted at time of the contract.

## IRIS Ethical Recruitment Toolkit

### Examples of Tools and Resources for Recruitment Agencies<sup>2</sup>

Tool / Resource	
<i>Guidance material</i>	
1.1	Guidance on setting up grievance and remedy mechanisms
1.2	Guidance note on risk management
1.3	Other guidance notes on management systems pertaining to the IRIS Standard
<i>Samples/Templates</i>	
2.1	Policy and corresponding procedures on complying with all applicable laws
2.2	Policy and corresponding procedures on forced labour and child labour
2.3	Policy and corresponding procedures on trade union membership
2.4	Policy and corresponding procedures on recruitment fees and costs
2.5	Policy and corresponding procedures on freedom of movement (incl passports, deposits and free time)
2.6	Policy and corresponding procedures on transparency in the recruitment process (due diligence, pre-employment and pre-departure information, coercion, deception, contract substitution)
2.7	Policy and corresponding procedures on data protection
2.8	Policy and corresponding procedures on access to remedy and grievance mechanisms
2.9	Recruitment Process Flowchart
2.10	Policy and procedures relating to employment contracts (linked to recruitment process flowchart)
2.11	Agreement between recruiter and worker
2.12	Employment contract between employer and worker
2.13	Service agreement between recruiter and employer
2.14	Service agreement between recruiter and business partner
2.15	Risk management plan
<i>Templates</i>	
3.1	Risk management matrix and reports
3.2	Staff training plan (includes identification of needs)
3.3	Worker training plan (includes identification of needs)
3.4	Progress tracking tools for recruiters
<i>Templates: Databases and Logs</i>	
4.1	Legal compliance: recruiter, employer and business partners
4.2	Database of Employers (Clients)
4.3	Database of Business Partners (and sub-agents)
4.4	Logs for documents and information collection
4.5	Tools for tracking job order, employment contract and actual working and living conditions match
4.6	Staff training
4.7	Worker training (PDO)
4.8	Worker complaints / grievance mechanism
4.9	Pro-active outreach with workers
<i>Due Diligence Questionnaires</i>	
5.1	Questions for workers
5.2	Questions for clients
5.3	Questions for business partners

<sup>2</sup> The list provides examples of tool sand resources, is not exhaustive and may be updated.