**Request for Proposal (RFP)**

The International Organization for Migration (IOM) is inviting interested **Consultancy Firm/Service Provider** todesign and develop sector and country specific **Pre-Departure Orientation (PDO) programme** for Jordan bound Bangladeshi migrant workers as per below Terms of Reference (ToR):

1. **Background**

International migrant workers constitute an important part of the labour force in global supply chains. In a scenario where globalizing markets place immense pressures on companies to deliver high quality at low cost in short time frames and against rapidly changing market demand, migrant labours are considered as critical resources, given their willingness to accept lower wages, engage in jobs with high physical requirements or work in remote locations. Thus, by accepting challenging jobs, migrant workers are not only helping to achieve productivity growth in county of destination but also contributing significantly to the country of origin by bringing in remittances and foreign exchange earnings and thus supporting poverty reduction and climate change adaptation. Bangladesh as a major source of labour sending country sends workers to 168 countries across the globe. According to official data in recent years a well over half a million migrant workers left Bangladesh to join overseas employment.[[1]](#footnote-1) The government is planning to increase the number in the coming years as some closed labour markets are expected to reopen.

An increasing number of Bangladeshi women migrant workers are going abroad to find employment. According to the Bureau of Manpower, Employment, and Training (BMET), in 2019 a total of 700,159 Bangladeshi workers went abroad for work and of them, 104,786 were women migrant workers. There are ¬five Gulf Cooperation Countries (GCC) that constitute the destinations for 90 percent of women migrant workers from Bangladesh from 1991 to till date. They are mostly employed as housekeepers in Saudi Arabia, the United Arab Emirates, Lebanon and Oman, and as garment workers in the ready-made garment sector of Jordan. In Jordan the Ready-Made Garment sector employs over 70,000 workers with more than two thirds being migrant workers. It is heavily dominated by women making up almost 75 per cent of employees. The largest group of migrant workers 52per cents from Bangladesh[[2]](#footnote-2).

It is often found, if migrants are not adequately informed of their rights and responsibilities at work, destination countries’ cultures, laws and policies, access to support services, access to grievance redressal systems, remittance management, return and reintegration before their journey to destination countries, they face challenges coping up in new environment, integrate into the labour market as well as effectively navigate work and life abroad. It is important to inform and equip the migrants about remittance management, return and reintegration plan even before their departure to the Country of Destination. In addition, women migrant workers may face different vulnerabilities including gender-based violence and abuses which might hamper their migration goal.

To mitigate the possible risks in migration cycle, Pre-Departure Orientation (PDO) program has emerged as an important tool for both the protection and labour market integration of migrant workers. The programs serve the migrant workers with adequate information to prepare for their journey, life and work in the country of destination and to get access to support channels and grievance mechanisms just before departing from the Country of Origin.

In Bangladesh the Bangladesh Overseas Employment and Services Ltd. (BOESL) under the Ministry of Expatriates’ Welfare and Overseas Employment (MoEWOE) is the only state-owned recruitment agency mandated to source workers for Jordan. Among many recruitment-related services they also provide Jordan specific pre-departure orientations. The PDO programme covers many migrant related issues and aspects that helps migrant workers to prepare better for the overseas employment However, based on the Gap Analysis of BOESL Pre-Departure Orientation Program conducted by IOM Bangladesh, it is evident that there is still room for improvement to provide more rights-based information to prepare the migrant workers for the journey and adaptation into the host community. To address migrant workers vulnerabilities, it is extremely important that they are adequately informed about the terms and conditions of their jobs, laws and regulations of destination countries and remedy mechanism etc. well ahead of the journey to get time to prepare themselves.

Acknowledging the critical need of comprehensive PDO to ensure positive outcome of migration, IOM is envisaging to support the Bangladesh Overseas Employment and Services Ltd. (BOESL) to develop a sector and country specific PDO programme targeting Jordan corridor that will provide relevant and accurate overseas employment related information with an aim to ensure better protection of the rights and welfare of the Jordan bound Bangladeshi women migrant workers

1. **Objective:**

The overall objective of PDO development is to support in strengthening the technical capacity of BOESL to deliver sector and country specific comprehensive Pre-Departure Orientation that provides guidance on cultural, legal, health and employment contexts to Jordan bound women migrant workers to help prepare and integrate into the host communities in line with “Overview of Comprehensive Information and Orientation Programme (CIOP) guidelines.

Key objectives are as follows:

1. Develop Jordan specific, garment sector PDO module including:

• Learning manual,

• Session plan,

• Facilitator guide

• Master trainers training programme

1. Develop interactive and digital training materials and resources, such as Power Point Presentation, interactive online multiple answer question quiz, that facilitate the PDO delivery and ensure effective interaction with participants
2. **Tasks and Responsibilities of the Firm/Service Provider**
   1. Conduct secondary data review, including the review of IOM's gap analysis, existing PDO and PAO materials provided by IOM, and other relevant resources available online and identified by the consultant.
   2. Organize a consultation workshops with key stakeholders (MoEWOE, BOESL, CSOs, migrant workers, employers and workers’ representatives from Jordan, Better Work in Jordan, IOM Jordan) to inform the outline of the PDO programme.
   3. Based on the PDO outline approved by IOM, design and develop PDO programme, including module, session plan with a view to strengthening migrant workers’ skills related to communication, problem solving and decision-making skill, time and stress management skill, financial and legal literacy skill. PDO should also include sections on dealing with workplace disputes and grievances, and possibilities for remedial action including gender issues. The PDO should focus on practical information on human rights, workplace rights, guidance on how to adapt to a new working and living environment, and health and safety issues. Additionally, the PDO should include access to available services such as protection and cultural specificities.
   4. Develop interactive and digital training materials and resources such as Power Point Presentation, interactive online multiple answer question quiz that facilitate the PDO delivery and ensure effective interaction with participants.
   5. Develop simple factsheets, infographics and other handouts that should be provided to migrant workers during the training sessions.
   6. In coordination with IOM, organize a second validation workshop with relevant stakeholders (MoEWOE, BOESL, CSOs, migrant workers, employers and workers’ representatives from Jordan, Better Work in Jordan, IOM Jordan) to finalize the PDO programme.
   7. Finalize the PDO programme addressing the feedback and inputs from the second validation workshop.
   8. Based on the PDO outline develop Master Trainer training program to train a pool of potential master trainers nominated by IOM and BOESL.
   9. Organize and facilitate first batch of Master Trainers training program.
   10. Submit a brief Gap Analysis report on the existing Post-Arrival Orientation programme conducted by the employers in Jordan to ensure better harmonization with the PDO.
3. **Methodology**

The consultancy firm/service provider needs to detail out methodology for the proposed activities, however, the following can be considered:

1. Secondary Data Review: Gap Analysis of BOESL PDO, resource materials shared by IOM Jordan and Better Worker Jordan team including PAO provided in Jordan, including reports delineating good practices of other labor-sending countries (at least two countries to be prioritized in coordination with the GoB and IOM)
2. Primary Data Collection: Consultation workshops with key stakeholders (MoEWOE, BOESL, CSOs, migrant worker, employers and workers’ representatives from Jordan, Better Work in Jordan, IOM Jordan) and other participatory approaches, FGDs, KII and online survey etc.
3. All work submitted must be in line with the programme communication guidelines including IOM spelling list: 2013, IOM House Style Manual and IOM Brand Guidelines 2018. Consultants are encouraged to request for the guidelines before they start writing the PDO manual.
4. **Expected outputs and deliverables**

The firm/service provider will be responsible for planning, implementing and delivering the following activities. Consultation with IOM at every step.

First Deliverable: Inception Report with a clear methodology, work plan including findings and actionable recommendations based on the secondary data review;

Second Deliverable: Report of consultation workshop and the PDO outline;

Third Deliverable: Submission to IOM of PDO programme with PDO modules, session plan based on the PDO outline;

Fourth Deliverable: Submission to IOM of digital training materials.

Fifth Deliverable: Submission to IOM of factsheets, infographics and handouts.

Sixth Deliverable: Report on validation workshop.

Seventh Deliverable: Final PDO programme with PDO modules, session plan, digital content.

Eighth Deliverable: Master Trainers training program manual.

Ninth Deliverable: Master Trainers Training for potential PDO trainers to orient them on PDO delivery.

Following endorsement and validation - the PDO will be launched in coordination with all respective government agencies, BOESL, Employers and CSOs which will be arranged by IOM and presented by the selected firm/service provider.

1. **Timeline**

The consultancy firm/service provider should propose a timeline that ensures effective delivery of the assignment not exceeding 45 working days from the date of contract signing. The following work plan can be considered for submission.

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| Sl | Dates/Time frame | Activity | # working of days |
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1. **Qualifications and Competencies:**

* University degree preferably in law, social science, or another relevant field;
* Previous experience on developing module/manual, training materials and conducting training, preferably in the field of labour migration and human trafficking;
* At least 5 years of relevant professional experience;
* Experience of working in trafficking and migration issues would be added advantage;
* Fluency in Bangla and English;
* Familiarity with IOMs report writing requirements.

1. **Submission of Proposal**

Please mention the reference code ***LM/CO-021/2021/001: RFP: Consultancy to design and develop sector and country specific Pre-Departure Orientation (PDO) programme for Jordan bound Bangladeshi Migrant Workers*** in subject line during application. Interested service providers are invited to submit required documents by **January 27, 2021**, e-mail to: **farkhan@iom.int and CC: mruahmed@iom.int** via below mentioned email submit following three separate pdf files ***(attachment size should be less than 10 MB)***

1. Technical proposal: It should include cover page, understanding of the assignment (Please do not copy & paste), methodology and a work-plan.
2. Profile of consultancy firm/service provider: A brief summary including records on past experience (as per below mentioned format) in similar assignments and references – **Max 2 page including CV.**

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| **SL#** | **Module/Manual Type** | **Module/Manual Title** | **Module/Manual Details (Summary)** | **Module/Manual Target** | **Clients** | **Year** |
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Financial proposal listing all costs (including VAT) associated with the assignment. Consultant will be responsible for any tax or VAT issues and need to submit the original bank challan copy at the time of final payment/settlement.

**Evaluation Criteria and Weight:**

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| Criteria | Required areas | Score |
| Eligibility | a. Consultancy firm/ service provider should have minimum 5 years of relevant business experience  b. Individual Consultant must have Masters degree. PhD is an added advantage  c. Consultancy firm/service provider need to be submitted the updated legal  documents (Copy of Trade Licence, TIN  certificate and BIN Certificate)  d. For Foreign Consultancy Firm should have to Submit Legal Documents of Business Permission or Government approved or registered Certificate., Business Identification Number (or Papers), Tax Certificate | **PASS /FAIL** |
| Technical Evaluation | a. **Organization Profile -------- 10**  **b. Methodology -------------------------------------20**  **c. Work Plan -----------------------------------------8**  d. **Sample of relevant work experience -----15**  (consulting firm submit at least 3  sample works along with proposal)  e. **Expertise of Resource --------------------------7**  - Team Leader /Key Management expertise  - Other resource expertise  f. **Client List –( at least 10 client)-----------------10**  [ firm should share the list of client of the following categories of organization   * UN Organizations/ Diplomatic mission * INGO/Development Partners * International Organizations * Government /reputed Organization etc] | **70** |
| Financial Evaluation | Price Proposal/ Cost of the Proposal | **30** |
|  | Total Score | **100** |

**Any attempt for persuasion will be considered as a disqualification.**

**ONLY SHORT-LISTED ORGANIZATIONS/INDIVIDUALS WILL BE NOTIFIED.**

1. <http://www.old.bmet.gov.bd/BMET/viewStatReport.action?reportnumber=33> [↑](#footnote-ref-1)
2. Better Work Jordan (2018). Annual Report 2018: An Industry And Compliance Review : Jordan. Amman: BWJ, p.11 [↑](#footnote-ref-2)