Services Title: Consultant / Consulting Firm (Request for Proposal)
Impact Study of Skills Development under PROMISE

Duty Station: Home-based with travel
Classification: Consultant or Services
Type of Appointment: Consultancy or Service Contract, 9 months
Desired Start Date: As soon as possible
Closing Date: 15 August 2020
Reference Code: CFCV018/2020

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

1. BACKGROUND

Poverty Reduction through Safe Migration, Skills Development and Enhanced Job Placement in Cambodia, Lao People’s Democratic Republic (Lao PDR), Myanmar and Thailand (PROMISE), a regional programme led by International Organization for Migration (IOM) and funded by the Swiss Agency for Development and Cooperation (SDC), seeks to define a clear pathway to promote better employment opportunities and working conditions for migrants, especially women from Cambodia, Lao PDR and Myanmar (CLM), through safe migration and skills development in partnership with the private sector, training institutions, civil society and governments. The project is led by IOM in partnership with the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women).

The overall impact of the programme is that migrants, especially women, from CLM have improved employment opportunities and conditions, particularly in Thailand, through enhanced skills and protection, leading to poverty reduction in communities of origin.

Based on extensive assessments, research, consultations, and pilot initiatives, the four-year PROMISE programme has been designed with the following four components:

- Private sector engagement
- Migrant worker participation in skills development
- Return and reintegration
- Protection of CLM migrant workers

The impact study will focus on the second component, migrant worker participation in skills development, which aims to overcome a set of barriers that prevent migrant workers, particularly women, from access to existing SDPs and is expected to be achieved through direct cross-border collaboration between SDPs and employers, and in-country training in Thailand and countries of origins. These training models seek to:

- Diversify pathways to employment for migrants, particularly women, from disadvantaged socio-economic backgrounds in high out-migration areas in CLM and in Thailand as the main country of destination;
- Develop skills training programmes responsive to the target sectors in CLM and Thailand; and
- Capacitate migrant workers to protect themselves against risks associated with migration and make more strategic choices about safe migration and livelihoods.
Cross-border skills development programmes

The first phase of the cross-border skills development programme was successfully completed for students from Cambodia, Lao PDR and Myanmar. During this phase, a total of 98 students were enrolled in TVET institutions with 89 of this cohort completing internships in Thailand in various occupations within the hospitality sector (mostly on a rotational basis).

Cambodia

Since February 2018, IOM Cambodia has recruited 60 aspiring migrants who participated in the 3-month training at the Ecole d'Hotellerie et Tourism EHT (Siem Reap). Upon completion of the training, 56 students were enrolled in a 3-month internship with employers in the hospitality industry in Thailand. Students are selected through outreach activities among young aspiring workers in
migration prone communities in Siem Reap, Battambang and Banteay Meanchey Provinces.

**Myanmar**

Under PROMISE, since 2018, IOM Myanmar has successfully enrolled 15 aspiring migrants in hospitality training courses provided by the Hospitality and Catering Training Center (HCTC) in Mae Sot, Thailand. All participants received additional training in labour rights on Thai labor regulations. Upon the completion of hospitality training, all students continued with the 3-month internships in various hotels in Thailand.

**Lao People's Democratic Republic (Lao PDR)**

Under PROMISE, IOM Lao PDR has placed 18 participants in trainings related to food and beverage services as well as housekeeping, in partnership with Lao National Institute of Tourism and Hospitality (LANITH) in 2019. With the assistance from the PROMISE team in Lao PDR on CV and interview preparing, all students were successfully placed in internship in various hotels in Thailand. All participants received the safe migration induction training. Invited by IOM, the United Nations Population Fund (UNFPA) has provided an additional module on sexual and reproductive health and rights and gender-based violence, considering the high number of young women among the participants.

**In-Service/Country training in Thailand and countries of origins**

In addition to the cross-border internship programme, PROMISE also supports in-service trainings both in Thailand and countries of origin, which are effective in terms of cost savings, retention of workers through a clear career path, institutional strategy, as well promotion of diversity management and team-building. The existing in-service training model under PROMISE focuses on the needs of both Thai employers and migrant workers, in terms of both technical skills and soft skills.

**In Service Trainings in Thailand**

For instances, PROMISE facilitated the delivery of two diversity management trainings for a total of 8 local supervisors and 44 Myanmar migrant employees for a partner factory, in collaboration with a Thai skills provider. The training focused on familiarizing Myanmar migrant workers and Thai employees with each other's cultural background and how to effectively manage cultural differences. In addition, PROMISE has also supported employees in manufacturing sectors to deliver 3-month Thai language courses for migrant workers in Thailand.

In summary, under PROMISE, since November 2019, 1,132 migrant workers from Cambodia, Lao PDR and Myanmar have participated in trainings on construction skills, IT and sewing skills, Thai language, Occupational Safety and Health, labour rights, ethical recruitment and decent employment in Thailand, in collaboration with 80 employers and 12 skills providers.

**In-Country Trainings in CLM**

Moreover, in the countries of origin (Cambodia, Lao PDR and Myanmar), PROMISE is also in close collaboration with skills providers to deliver in-country trainings on food and beverage service, housekeeping, construction, sewing and electrical skills, especially during the context of the COVID-19 pandemic where cross border mobility might be restricted.

For a detailed list of training programmes under PROMISE with dates and number of migrants trained, please see Annex I.

2. **OBJECTIVE AND SCOPE OF THE IMPACT STUDY**

The main objective of the impact study is to assess the overall effectiveness and relevance of the skills development programmes under PROMISE, including the cross-border internship programme and the in-service/country training.
In general, the impact study should explore how effective and relevant are the skills development programmes under PROMISE in contributing to the following project outcome: “Migrant workers, especially women, enjoy greater access to skills development in target sectors through affirmative action, leading to improved employability abroad and at home”?

Key questions include, but are not limited to:

**For cross-border internship programme:**
- How effective is the programme in matching students with internships in hotels in Thailand?
- How effective is the programme in preparing students for the process of being recruited by employers in the hospitality industry?
- To what extent is the hospitality training programme relevant to employers who are participating in the programme?
- To what extent does the hospitality training contribute to:
  - Performance and productivity at work
  - Job satisfaction
  - Workplace safety
  - Overall wellbeing and participation at workplace
- In general, does the design of the programme effectively prepare students with the knowledge and skills required to succeed in the subsequent internship and future employment?
- How effective and relevant is the internship experience in improving employability, as well as facilitating long-term job placement and career development?

**In-service/country training**
- To what extent are the trainings relevant to the performance of tasks required for the job?
- To what extend does the training contribute to:
  - Better performance of tasks and increased productivity among migrant workers?
  - Increased job satisfaction for the migrant workers?
  - Enhanced workplace safety?
  - Overall wellbeing and participation in the workplace?
- In general, does the training effectively prepare migrant workers to succeed in their current employment?
- How effective and relevant is the training in improving employability, as well as facilitating long-term job placement and career development?

**Key themes of the impact study include, but are not limited to:**
- Profiles of migrant workers and aspiring migrant workers who participated in the skills development programmes under PROMISE
- The content and delivery of the training, including its efficiency and relevance
- Extent and relevance of knowledge and skills gained
- Income level pre/post-training
- Employability post-training
- Internship experience in the hospitality industry in Thailand
- Job search/placement after the trainings
- Recruitment process with employers
- Job satisfaction before and after the trainings
- Future plans for migration, employment and career development
- Feedback from the employers and skills providers
- Cost effectiveness of skills development programmes under PROMISE

The study should be carried out through:
- Literature and desk review, including review of PROMISE project documents, internal evaluation reports, legal frameworks and relevant policies, and existing literature as relevant

1 Research questions will be further discussed and refined with the selected consultant(s).
• Designing tracer study and follow up questionnaires depending on the type and length of the training programmes
• Selecting a sample of at least 500 migrant workers who have participated in the skills development programmes
• Data collection through online/paper-based survey/questionnaire, as well as structured in-person/phone interviews
• Interviewing an appropriate sample of employers and skills providers, to be determined in discussion with IOM
• Compilation and analysis of quantitative and qualitative data
• Preparation of a PowerPoint presentation on preliminary data analysis
• Preparing a draft impact report for IOM’s review
• Preparation of a final impact report with analysis, findings and recommendations, in accordance with IOM’s feedback

3. TIMEFRAME

Recruitment

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Expected Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 July 2020</td>
<td>Call for proposals published</td>
</tr>
<tr>
<td>15 August 2020</td>
<td>Submission of detailed technical proposals and all-inclusive budget proposals</td>
</tr>
<tr>
<td></td>
<td>from interested applicants to IOM</td>
</tr>
<tr>
<td>1 September 2020</td>
<td>Short listed candidates notified</td>
</tr>
<tr>
<td>2-15 September 2020</td>
<td>Interview with short-listed candidates</td>
</tr>
<tr>
<td>1 October 2020</td>
<td>Selected candidate notified; contract signed</td>
</tr>
</tbody>
</table>

Assignment

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Expected Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 October 2020</td>
<td>Start date of the assignment and submission of methodology</td>
</tr>
<tr>
<td>10 to 30 October 2020</td>
<td>Desk review</td>
</tr>
<tr>
<td>1 November 2020</td>
<td>Desk review submitted and IOM provides feedback on methodology</td>
</tr>
<tr>
<td>15 November 2020</td>
<td>Submit data collection instruments and sampling method</td>
</tr>
<tr>
<td>20 November 2020</td>
<td>IOM provides feedback on data collection instruments and sampling method</td>
</tr>
<tr>
<td>1 December 2020 to 30 March 2021</td>
<td>Data collection</td>
</tr>
<tr>
<td>1 April to 15 May 2020</td>
<td>Data analysis, preparation for a PowerPoint presentation with preliminary</td>
</tr>
<tr>
<td></td>
<td>findings and a draft impact report</td>
</tr>
<tr>
<td>16 May 2021</td>
<td>Draft impact report submitted to IOM for feedback</td>
</tr>
<tr>
<td>31 May 2021</td>
<td>IOM provides feedback on the draft impact report</td>
</tr>
<tr>
<td>1 June to 15 June 2021</td>
<td>Revising the final report</td>
</tr>
<tr>
<td>16 June 2021</td>
<td>Final report submitted to IOM</td>
</tr>
</tbody>
</table>

2 A tracer study is a survey (in written or oral form) of graduates from education institutions, which takes place some time after graduation or the end of the training. The subjects of a tracer study can be manifold, but common topics include questions on study progress, the transition to work, work entrance, job career, use of learned competencies, current occupation and bonds to the education institution.

4. REQUIREMENTS

IOM is seeking a consultant or a consulting firm to carry out the impact study:

- If a Consulting Firm deems that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Service Providers/Consulting Firms may associate with the other consultants invited for this assignment or to enter into a joint venture with consultants, only with the approval of IOM. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
- For assignment of the staff, the proposal shall be based on the number of professional staff-months estimated by the firm, no alternative professional staff shall be proposed.
- It is desirable that the majority of the key professional staff proposed is permanent employees of the firm or have an extended and stable working relationship with it.
- The consultant or the leader of assignment must have:
  - Postgraduate degree in Public Policy, Social Sciences, Economics, Law or a related field from an accredited academic institution with at least 5 years of progressively responsible research experience in international development, social sciences, migration, education or other relevant fields
  - OR university degree in the abovementioned fields with 8-10 years of relevant working experience mentioned above
  - Proven experience working in South-East Asia will be an advantage
  - Previous work experience with the UN is an advantage
  - Communications skills, time management, gender and cultural sensitivity
  - Fluency in English is required; Fluency in one or more CLMT languages is an advantage

Governance Arrangement
IOM can provide contact information of migrant workers, employers and skills providers. However, consultants/consulting firms should budget for hiring interviewers and enumerators.

Confidentiality
- Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultant/consulting firm who submitted Proposals or to other persons not officially concerned with the process.
- IOM shall not disclose any information in the application to any third party. IOM will however archive all applications for auditing purposes

5. DESIRABLE COMPETENCIES

Values - all IOM staff members must abide by and demonstrate these three values:

- **Inclusion and respect for diversity** encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- **Integrity and transparency**: embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- **Professionalism**: demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.

Core Competencies

- **Teamwork**: establishes strong relationships with colleagues and partners; relates well to people at all levels.
- **Delivering results**: manages time and resources efficiently, monitoring progress and making adjustments as necessary.
• **Managing and sharing knowledge**: keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.

• **Accountability**: takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.

• **Communication**: adapts communication to the recipient’s

### 7. BUDGET AND PAYMENT METHOD

The fee will be paid to the consultant upon delivery of the activities outlined in the timeframe:

- First instalment of 30% of total fee will be paid upon IOM’s approval of data collection instruments and sampling method.
- Second instalment of 30% of total fee will be paid after IOM’s approval of the preliminary findings.
- Third instalment of 40% of total fee will be paid after IOM’s receipt and approval of the final report.

**Other:**

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighboring country that is within commuting distance of the duty station will be considered.

In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighboring country located within commuting distance, and work permit, as applicable.

**How to apply:**

Service providers that are invited to express their interest to offer the services mentioned above are all legally established companies, non-governmental organizations, not-for-profit organizations, higher education institutions, and natural persons (individuals) specialized in international development, education and labour migration.

To qualify for this assignment, the legal or natural person has to prove its experience in similar assignments of a comparable nature, scale and complexity. Indicatively, the service provider should demonstrate technical knowledge, experience and expertise.

The Expression of Interest must be accompanied by:

- Proposal, five pages maximum, including background, methodology, data collection methods and preliminary tools, methods of analysis as well as a work plan and timeline for completing the assignment.
- Detailed references and examples for similar work, such as a report, undertaken by each team member;
- Description of team composition with names, roles, and CVs of each member if applicable;
- Financial proposal in US Dollar (USD) should outline the consultancy fee within a maximum available budget of USD 40,000, covering all expenses. The proposal should include the costs of travel.

Interested service providers are invited to submit the Expression of Interest to the IOM Bangkok Human Resources Unit at e-mail bkkrecruitment@iom.int no later than 5.00 pm on Friday, 15 August 2020. No late proposal shall be accepted.

**Posting period:**

From 22.07.2020 to 15.08.2020
## Annex I: Training programmes under PROMISE with dates and number of migrants trained

<table>
<thead>
<tr>
<th>Country</th>
<th>Type</th>
<th>Training Programmes</th>
<th>Date of the training</th>
<th># of migrants trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>Pre-employment</td>
<td>July 2018</td>
<td>6</td>
</tr>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>Diversity management</td>
<td>September 2018</td>
<td>44</td>
</tr>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>Aerated brick walling</td>
<td>December 2019</td>
<td>23</td>
</tr>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>Thai language</td>
<td>January 2020</td>
<td>52</td>
</tr>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>Occupational Safety and Health</td>
<td>February 2020-July 2021</td>
<td>2,000</td>
</tr>
<tr>
<td>Thailand</td>
<td>In-Service/country Training</td>
<td>IT, sewing and cooking</td>
<td>March 2020-July 2021</td>
<td>150</td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Cross-border internship programme</td>
<td>Food and Beverage Service</td>
<td>Feb 2019</td>
<td>12</td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Cross-border internship programme</td>
<td>Housekeeping</td>
<td>March 2019</td>
<td>11</td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Cross-border internship programme</td>
<td>Food and Beverage Service (in Thailand)</td>
<td>May 2019</td>
<td>8</td>
</tr>
<tr>
<td>Lao PDR</td>
<td>Cross-border internship programme</td>
<td>Housekeeping (in Thailand)</td>
<td>May 2019</td>
<td>9</td>
</tr>
<tr>
<td>Cambodia</td>
<td>Cross-border internship programme</td>
<td>Hospitality Training for Migrant Workers</td>
<td>February 2018</td>
<td>20</td>
</tr>
<tr>
<td>Cambodia</td>
<td>Cross-border internship programme</td>
<td>Hospitality Training for Migrant Workers</td>
<td>January 2019</td>
<td>40</td>
</tr>
<tr>
<td>Myanmar</td>
<td>Cross-border internship programme</td>
<td>Hospitality Training</td>
<td>September 2018</td>
<td>15</td>
</tr>
<tr>
<td>Myanmar</td>
<td>Cross-border internship programme</td>
<td>Hospitality Training</td>
<td>September 2020</td>
<td>15</td>
</tr>
<tr>
<td>Myanmar</td>
<td>Cross-border internship programme</td>
<td>Construction Training</td>
<td>September 2020</td>
<td>15</td>
</tr>
<tr>
<td>Myanmar</td>
<td>Cross-border internship programme</td>
<td>Sewing Training</td>
<td>September 2020</td>
<td>15</td>
</tr>
<tr>
<td>Myanmar</td>
<td>Cross-border internship programme</td>
<td>Electric Training</td>
<td>September 2020</td>
<td>15</td>
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</tbody>
</table>