*FPU.SR- 19.5*

**REQUEST FOR PROPOSALS**

*PROCUREMENT OF SERVICES*

*For Simple Assignments*

**SERVICES FOR**

**Development and Implementation of Public Awareness Campaign to Counter Xenophobia**

**Prepared by**



Mission to Georgia

12 Tengiz Abuladze street, 1st Lane, 0162 Tbilisi

20 January 2022

**REQUEST FOR PROPOSALS**

**RFP No.: 4200167456**

**Mission:** IOM Mission to Georgia

**Project Name:** Development and Implementation of Public Awareness Campaign to Counter Xenophobia in framework of the project

“Enhancing Migrant’s Rights and Good Governance in Armenia and Georgia – EMEGE”

**WBS:** PX.0125.GE10.Q2.05.001

**Title of Services**:Development and Implementation of Public Awareness Campaign to Counter Xenophobia

****

The International Organization for Migration (hereinafter called **IOM**) intends to hire a Service Provider for the Development and Implementation of Public Awareness Campaign to Counter Xenophobia in framework of the project “Enhancing Migrant’s Rights and Good Governance in Armenia and Georgia – EMEGE”, for which this Request for Proposals (RFP) is issued.

IOM now invites specialized firms to provide a Technical and Financial Proposal for the following Services: **Development and Implementation of Public Awareness Campaign to Counter Xenophobia***.*  More details on the services are provided in the attached Terms of Reference (TOR).

The Service Provider will be selected under a Quality–Cost Based Selection procedures described in this RFP.

The RFP includes the following documents:

Section I. Instructions to Service Providers / Consulting Firms

Section II. Technical Proposal – Standard Forms

Section III. Financial Proposal – Standard Forms

Section IV. Terms of Reference

Section V. Standard Form of Contract

The Proposals must be delivered through mail at momiadze@iom.int and akakushadze@iom.int or by hand to IOM’s office address at 12 Tengiz Abuladze street, 1st Lane, 0162 Tbilisi, Georgia on or before 14 February 2022 16:00. No late proposal shall be accepted.

IOM reserves the right to accept or reject any proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to affected Service Providers.

Very truly yours,

Mamuka Omiadze

Procurement and Logistics Officer

*IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.*

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**Section I - Instructions to Service Providers/ Consulting Firms**

1. Introduction

1.1 Only eligible Service Providers/ Consulting Firms may submit a Technical Proposal and Financial Proposal for the services required. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected Consultant Firm.

* 1. Service Providers/ Consulting Firms should familiarize themselves with local conditions and take them into account in preparing the proposal.

1.3 The Service Providers/ Consulting Firms costs of preparing the proposal and of negotiating the contract, including visit/s to the IOM, are not reimbursable as a direct cost of the assignment.

1.4 Service Providers/ Consulting Firms shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.

1.5 IOM is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers/ Consulting Firms.

* 1. IOM shall provide at no cost to the Service Provider/ Consulting Firm the necessary inputs and facilities, and assist the Firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and report (see Section V. terms of reference).

**2. Corrupt, Fraudulent, and Coercive Practices**

2.1 IOM Policy requires that all IOM Staff, bidders, manufacturers, suppliers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:

* Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of any thing of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
	+ - * + Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
				+ Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;
				+ Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

**3. Conflict of Interest**

3.1 All bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand. A bidder may be considered to have conflicting interest under any of the circumstances set forth below:

* A Bidder has controlling shareholders in common with another Bidder;
* A Bidder receives or has received any direct or indirect subsidy from another Bidder;
* A Bidder has the same representative as that of another Bidder for purposes of this bid;
* A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the Mission/procuring Entity regarding this bidding process;
* A Bidder submits more than one bid in this bidding process;
* A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of the bid.

**4. Clarifications and Amendments to RFP Documents**

 4.1 At any time before the submission of the proposals, IOM may, for any reason, whether at its own initiative or in response to a clarification amend the RFP. Any amendment made will be made available to all short-listed Service Providers/ Consulting Firms who have acknowledged the Letter of Invitation.

 4.2. Service Providers/ Consulting Firms may request for clarification(s) on any part of the RFP. Service Providers requiring any clarifications on the content of this document may notify the IOM in writing at the following address: 12 Tengiz Abuladze first Dead-end, 0162 Tbilisi, Georgia, momiadze@iom.int and akakushadze@iom.int.

 at least 4 calendar days before the set deadline for the submission and receipt of proposals. IOM will respond in writing or by standard electronic means to the said request and this will be made available to all those who acknowledged the Letter of Invitation without identifying the source of the inquiry.

4.3 No pre-proposal conference will be held.

**5. Preparation of the Proposal**

5.1 A Service Provider/ Consulting Firm Proposal shall have two (2) components:

 a) the Technical Proposal, and

b) the Financial Proposal.

5.2 The Proposal, and all related correspondence exchanged by the Service Providers/ Consulting Firms and IOM, shall be exclusively in English. All reports prepared by the contracted Service Provider/ Consulting Firm shall also be exclusively in English.

5.3 The Service Providers/ Consulting Firms are expected to examine in detail the documents constituting this Request for Proposal (RFP). Material deficiencies in providing the information requested may result in rejection of a proposal.

**6. Technical Proposal**

6.1 When preparing the Technical Proposal, Service Providers/ Consulting Firms must give particular attention to the following:

1. If a Service Provider/ 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 not invited, 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.

b) 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.

c) 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.

1. Proposed professional staff must, at a minimum, have the experience of at least three years, preferably working under conditions similar to those prevailing in the country of the assignment.
	1. The Technical Proposal shall provide the following information using the attached Technical Proposal Standard Forms TPF 1 to TPF 6 (Section III).
2. A brief description of the Service Providers/ Consulting Firms organization and an outline of recent experience on assignments of a similar nature (TPF-2), if it is a joint venture, for each partner. For each assignment, the outline should indicate the profiles of the staff proposed, duration of the assignment, contract amount, and firm’s involvement.
3. A description of the approach, methodology and work plan for performing the assignment (TPF-3). This should normally consist of maximum of ten (10) pages including charts, diagrams, and comments and suggestions, if any, on Terms of Reference and counterpart staff and facilities. The work plan should be consistent with the work schedule (TPF-7)
4. The list of proposed Professional Staff team by area of expertise, the position and tasks that would be assigned to each staff team members (TPF-4).
5. Latest CVs signed by the proposed professional staff and the authorized representative submitting the proposal (TPF-5) Key information should include number of years working for the firm and degree of responsibility held in various assignments during the last three years*.*
6. A time schedule estimates of the total staff input (Professional and Support Staff, staff time needed to carry out the assignment, supported by a bar chart diagram showing the time proposed for each Professional and Staff team members (TPF–6). The schedule shall also indicate when experts are working in the project office and when they are working at locations away from the project office.
7. A time schedule (bar chart) showing the time proposed to undertake that the activities indicated in the work plan (TPF-7).
8. A detailed description of the proposed methodology and staffing for training if the RFP specifies training as specific component of the assignment.

 6.3 The technical proposal shall not include any financial information.

**7. Financial Proposal**

7.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP. The Financial Proposal shall follow the Financial Proposal Standard Forms FPF 1 to FPF 4 (Section IV).

7.2 The Financial proposal shall include all costs associated with the assignment, including (i) remuneration for staff (FPF–4) (ii) reimbursable expenses (FPF-5) such as costs of transport, office support costs and stationary. If appropriate, these costs should be broken down by activity. All items and activities described in the Technical proposal must be priced separately; activities and items in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.

7.3 The Service Provider/ Consulting Firm may be subject to local taxes on amounts payable under the Contract. Taxes shall not be included in the sum provided in the Financial Proposal as this will not be evaluated, but they will be discussed at contract negotiations, and applicable amounts will be included in the Contract.

7.4. Service Providers/ Consulting Firms shall express the price of their services in **Georgian Lari** without VAT.

7.5 The Financial Proposal shall be valid for 30 calendar days. During this period, the Service Provider/ Consulting Firm is expected to keep available the professional staff for the assignment. IOM will make its best effort to complete negotiations and determine the award within the validity period. If IOM wishes to extend the validity period of the proposals, the Service Provider/ Consulting Firm has the right not to extend the validity of the proposals.

**8. Submission, Receipt, and Opening of Proposals**

 8.1 Service Providers/ Consulting Firms may only submit one proposal. If a Service Provider/ Consulting Firm submits or participates in more than one proposal such proposal shall be disqualified.

8.2 The original Proposal (both Technical and Financial Proposals) shall be prepared in indelible ink. It shall contain no overwriting, except as necessary to correct errors made by the Service Providers/ Consulting Firms themselves. Any such corrections or overwriting must be initialed by the person(s) who signed the Proposal.

* 1. The Service Providers/ Consulting Firms shall submit one original and one copy of the Proposal. Each Technical Proposal and Financial Proposal shall be marked “Original” or “Copy” as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original governs.

8.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL.” Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labeled with the submission address, reference number and title of the project and the name of the Service Provider/ Consulting Firm.

8.5 Proposals must be received by IOM at the place, date and time indicated in the invitation to submit proposal or any new place and date established by the IOM. Any Proposal submitted by the Service Provider/ Consulting Firm after the deadline for receipt of Proposals prescribed by IOM shall be declared “Late,” and shall not be accepted by the IOM and returned to the consultant unopened.

8.6 After the deadline for the submission of Proposals, all the Technical Proposal shall be opened first by the Bid Evaluation and Analysis Committee (BEAC). The Financial Proposal shall remain sealed until all submitted Technical Proposals are opened and evaluated. The BEAC has the option to open the proposals publicly or not.

**9. Evaluation of Proposals**

 9.1 After the Proposals have been submitted to the BEAC and during the evaluation period, Service Providers/ Consulting Firms that have submitted their Proposals are prohibited from making any kind of communication with any BEAC member, as well as its Secretariat regarding matters connected to their Proposals. Any effort by the Service Providers/ Consulting Firms to influence IOM in the examination, evaluation, ranking of Proposal, and recommendation for the award of contract may result in the rejection of the Service Providers/ Consulting Firms Proposal.

**10.** **Technical Evaluation**

10.1 The entire evaluation process, including the submission of the results and approval by the approving authority, shall be completed in not more than 7 calendar days after the deadline for receipt of proposals.

10.2 The BEAC shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP and by applying an evaluation criteria, sub-criteria and point system. Each responsive proposal shall be given a technical score. The proposal with the highest score or rank shall be identified as the Highest Rated/Ranked Proposal.

10.3 A proposal shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is 70 per cent*.*

 10.4 The technical proposals of Service Providers/ Consulting Firms shall be evaluated based on the following criteria and sub-criteria:

 Points

 (i) Specific experience of the Service Providers/ Consulting Firms relevant to

 the assignment 10

 (ii) Adequacy of the proposed methodology and work plan in response to the

 Terms of Reference:

 a) Technical approach and methodology 15 b) Work plan 10

 c) Organization and staffing 15

 Total points for criterion (ii): 40

 (iii) Key professional staff qualifications and competence for the assignment:

 a) Team Leader 20

 b) Team Member 15

 c) Team Member 15

 Total points for criterion (iii): 50

 The number of points to be assigned to each of the above positions or

 disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:

 1) General qualifications 40%

 2) Adequacy for the assignment 40%

 3) Experience in region and language 20%

 Total weight: 100

The minimum technical score required to pass is: 70 Points

10.5 Technical Proposal shall not be considered for evaluation in any of the following cases:

a) late submission, *i.e.*, after the deadline set

b) failure to submit any of the technical requirements and provisions provided under the Instruction to Service Provider/ Consulting Firm (ITC) and Terms of Reference (TOR);

**11. Financial Evaluation**

11.1 After completion of the Technical Proposal evaluation, IOM shall notify those Service Providers/ Consulting Firms whose proposal did not meet the minimum qualifying score or were considered non responsive based on the requirements in the RFP, indicating that their Financial Proposals shall be returned unopened after the completion of the selection process.

11.2 IOM shall simultaneously notify the Service Providers/ Consulting Firms that have passed the minimum qualifying score indicating the date and opening of the Financial Proposal. The BEAC has the option to open the Financial proposals publicly or not.

11.3 The BEAC shall determine the completeness of the Financial Proposal whether all the Forms are present and the required to be priced are so priced.

* 1. The BEAC will correct any computational errors. In case of a discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition, activities and items described in the Technical proposal but not priced, shall be assumed to be included in the prices of other activities or items.
	2. The Financial Proposal of Service Providers/ Consulting Firms who passed the qualifying score shall be opened, the lowest Financial Proposal (F1) shall be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals shall be computed based on the formula :

 **Sf = 100 x Fl / F**

 Where:

 Sf - is the financial score of the Financial Proposal under consideration,

 Fl - is the price of the lowest Financial Proposal, and

 F - is the price of the Financial Proposal under consideration.

 The proposals shall then be ranked according to their combined (Sc) technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal = 0.80; F = the weight given to the Financial Proposal = 0.20; T + F = 1)

 Sc = St x T% + Sf x F%

 The firm achieving the highest combined technical and financial score will be invited for negotiations.

**12. Negotiations**

12.1 The aim of the negotiation is to reach agreement on all points and sign a contract. The expected date for contract negotiation is 22 February 2022 at IOM Georgia office.

12.2 Negotiation will include: a) discussion and clarification of the Terms of Reference (TOR) and Scope of Services; b) Discussion and finalization of the methodology and work program proposed by the Service Provider/ Consulting Firm; c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, and schedule of activities (manning schedule); d) Discussion on the services, facilities and data, if any, to be provided by IOM; e) Discussion on the financial proposal submitted by the Service Provider/ Consulting Firm; and f) Provisions of the contract. IOM shall prepare minutes of negotiation which will be signed both by IOM and the Service Providers/ Consulting Firms.

12.3 The financial negotiations will include clarification on the tax liability and the manner in which it will be reflected in the contract and will reflect the agreed technical modifications (if any) in the cost of the services. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.

12.4 Having selected the Service Provider/ Consulting Firm on the basis of, among other things, an evaluation of proposed key professional staff, IOM expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, IOM shall require assurances that the experts shall be actually available. IOM will not consider substitutions during contract negotiation unless both parties agree that the undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that staff were referred in their proposal without confirming their availability the Service Provider/ Consulting Firm may be disqualified. Any proposed substitution shall have equivalent or better qualifications and experience than the original candidate.

12.5 All agreement in the negotiation will then be incorporated in the description of services and form part of the Contract.

12.6 The negotiations shall conclude with a review of the draft form of the Contract which forms part of this RFP (Section VI). To complete negotiations, IOM and the Service Providers/ Consulting Firms shall initial the agreed Contract. If negotiations fail, IOM shall invite the second ranked Service Provider/ Consulting Firm to negotiate a contract. If negotiations still fail, the IOM shall repeat the process for the next-in-rank Service Providers/ Consulting Firms until the negotiation is successfully completed.

**13. Award of Contract**

13.1 The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the Service Provider/ Consulting Firm with the Highest Rated Responsive Proposal. Thereafter, the IOM shall promptly notify other Service Providers/ Consulting Firms on the shortlist that they were unsuccessful and shall return their unopened Financial Proposals. Notification will also be sent to those Service Providers/ Consulting Firms who did not pass the technical evaluation.

* 1. The Service Provider/ Consulting Firm is expected to commence the assignment on 24 February 2022.

**14. Confidentiality**

* + 1. Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Provider/ Consulting Firm who submitted Proposals or to other persons not officially concerned with the process. The undue use by any Service Provider/ Consulting Firm of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of IOM’s anti-fraud and corruption policy.

**Section II – Technical Proposal Standard Forms**

**TPF-1: Technical Proposal Submission Form**

*[Location, Date]*

To: *[Name, address of IOM Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the Services for *[insert Title of consulting services]* in accordance with your Request for Proposal (RFP) dated *[insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held after the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We acknowledge and accept IOM’s right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with IOM as a result of this proposal or not.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

**TPF – 2: Service Providers/ Consulting Firms Organization**

*[Provide here brief (two pages) description of the background and organization of your firm/entity and each associate for the assignment (if applicable).]*

**TPF – 3: Description of the Approach, Methodology and Work Plan for Performing the Assignment**

*[The description of the approach, methodology and work plan should not exceed 3 pages, not including charts, diagrams, and comments and suggestions, if any, on Terms of reference and counterpart staff and facilities.]*

**TPF – 4: Team Composition and Task Assignments**

|  |
| --- |
| **1. Technical/Managerial Staff** |
| Name | Position | Task |
|  |  |  |
|  |  |  |

|  |
| --- |
| **2. Support Staff** |
| Name | Position | Task |
|  |  |  |
|  |  |  |

**TPF – 5: Format of Curriculum Vitae (CV) for Proposed Professional Staff**

Proposed Position:

Name of Firm:

Name of Staff:

Profession:

Date of Birth:

Years with Firm/Entity: Nationality:

Membership in Professional Societies:

Detailed Tasks Assigned:

**Key Qualifications:**

[*Give an outline of staff member’s experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.*]

**Education:**

[*Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.*]

**Employment Record:**

[*Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.*]

**Languages:**

[*For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.*]

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

 Date:

*[Signature of staff member and authorized representative of the firm]* *Day/Month/Year*

Full name of staff member:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Full name of authorized representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TPF-6: Time Schedule for Professional Personnel**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | Days (in the Form of a Bar Chart) |
| Name | Position | Reports Due/Activities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | Number of Days |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Subtotal (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Subtotal (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Subtotal (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Subtotal (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Full-time: Part-time:

Reports Due:

Activities Duration:

Location

 Signature of Authorized Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Title : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TPF-7: Activity (Work) Schedule**

|  |
| --- |
| A. Field Investigation and Other Activities |
| No. | **Activity/Work Description** | ***Duration*** |
| 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | 12th |  |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| B. Completion and Submission of Reports |
| Reports | Date |
| 1. Draft Report |  |
| 2. Final Report |  |

**Section III. Financial Proposal - Standard Forms**

#### FPF-1: Financial Proposal Submission Form

*[Location, Date]*

To: *[Name, address of IOM Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for *[insert Title of consulting services]* in accordance with your Request for Proposal (RFP) dated *[insert date]* and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of *[Amount in words and figures].*  This amount is exclusive of the local taxes, which we have estimated at *[Amount(s) in words and figures].*

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of *[insert validity period]* of the Proposal.

We acknowledge and accept the IOM right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with the IOM as a result of this Proposal or not.

We confirm that we have read, understood and accept the contents of the Instructions to Service Providers/ Consulting Firms (ITC), Terms of Reference (TOR), the Draft Contract, the provisions relating to the eligibility of Service Providers/ Consulting Firms, any and all bulletins issued and other attachments and inclusions included in the RFP sent to us.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

#### FPF– 2: Summary of Costs

|  |  |  |
| --- | --- | --- |
| **Costs** | **Currency** | **Amount(s)** |
| I – Remuneration Cost (see FPF- 3 for breakdown) |  |  |
| II - Reimbursable Cost ( see FPF – 4 for breakdown) |  |  |
| **Total Amount of Financial Proposal 1** |  |  |

 1 Indicate total costs, net of local taxes, to be paid by IOM in each currency. Such total costs must coincide with the sum of the relevant

 subtotal indicated in all Forms FPF-3 provided with the Proposal.

Authorized Signature:

Name and Title of Signatory:

#### FPF-3: Breakdown of Costs by Activity

|  |  |
| --- | --- |
| Group of Activities (Phase):2  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Description: 3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Cost Component | Costs |
| Currency | Amount |
| Remuneration 4 |  |  |
| Reimbursable Expenses 4 |  |  |
| Subtotals |  |  |

 1 Form FPF3 shall be filed at least for the whole assignment. In case some of the activities require different modes of billing and payment

 (e.g. the assignment is phased, and each phase has a different payment schedule), the Service Provider/ Consulting Firm shall fill a

 separate Form FPF-3 for each Group of activities.

2 Names of activities (phase) should be same as, or corresponds to the ones indicated in Form TPF-8.

3 Short description of the activities whose cost breakdown is provided in this Form.

4 For each currency, Remuneration and Reimbursable Expenses must coincide with relevant Total Costs indicated in FPF-4 and FPF-5.

Authorized Signature:

Name and Title of Signatory:

#### FPF-4: Breakdown of Remuneration per Activity

[Information provided in this Form should only be used to establish payments to the Service Provider/ Consulting Firm for possible additional services requested by Client/IOM]

|  |  |  |
| --- | --- | --- |
| **Name of Staff** | **Position** | **Staff-month Rate** |
| Professional Staff |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| Support Staff |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |

 1 Names of activities (phase) should be same as, or corresponds to the ones indicated in

 Form TPF-8.

 2 Short description of the activities whose cost breakdown is provided in this Form.

 Authorized Signature:

 Name and Title of Signatory:

#### FPF-5: Breakdown of Reimbursable Expenses

[Information provided in this Form should only be used to establish payments to the Service Provider/ Consulting Firm for possible additional services requested by Client/IOM]

|  |  |  |
| --- | --- | --- |
| **Description1** | **Unit** | **Unit Cost2** |
| 1. Subsistence Allowance |  |  |
| 2. Transportation Cost |  |  |
| 3. Communication Costs |  |  |
| 4. Printing of Documents, Reports, etc |  |  |
| 5. Equipment, instruments, materials,  supplies, etc |  |  |
| 6. Office rent, clerical assistance |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1 Delete items that are not applicable or add other items according to Paragraph 7.2 of Section

 II-Instruction to Service Providers/ Consulting Firms

2 Indicate unit cost and currency.

Authorized Signature:

Name and Title of Signatory:

# Section IV. Terms of Reference

**National Public Information Campaign to Promote Migrants’ Rights, Diversity and Counter Xenophobia in Georgia**

Within the framework of its ongoing project “Enhancing Migrant’s Rights and Good Governance in Armenia and Georgia – EMEGE”, IOM is looking to partner with a social justice-driven creative enterprise with experience in storytelling, multi-faceted national level public awareness campaigns and advocacy with an aim to promote protection of migrants’ rights, diversity, and counter xenophobia in Georgia.

The EMERGE project aims to strengthen national capacities in the field of migration rights and migration governance and strengthen cross-border dialogue and cooperation in the area.

The planned public awareness campaign will be developed based upon main findings of a survey on public attitudes towards migrants and the role of media, conducted in Georgia from July 2020 to May 2021.

**Background**

Between 2012 and 2019, the number of foreign nationals residing in Georgia significantly increased. The growing number of residence permits (in the period between 2014–2020 a total of 127,000 residence permits) issued to foreigners in recent years by the Public Service Development Agency at the Ministry of Justice of Georgia clearly shows that Georgia, which traditionally has been a country of emigration, is gradually becoming a country of immigration.

Immigrants to Georgia largely come from neighboring countries, as well as from countries in North Africa and Southeast Asia. Most of the immigrants in Georgia have work (more than 44,000) and study (more than 27,000) permits. A significant number of work permits are issued to citizens of Turkey, India, China and Iran. They are mostly employed in transportation, construction and retail or wholesale sectors in Tbilisi and Batumi. Immigrants from India and Azerbaijan mainly arrive for their studies at higher educational medical institutions in Georgia.     The remaining share of permits are held by individuals who come for purposes of family reunification, or are able to obtain permanent, investment, special and short-term resident permits. The holders of short-term residence permits are mainly from the neighboring countries of Russia, Turkey, Azerbaijan, Ukraine, Iran and own real estate (residential houses/flats or non-agricultural lands) in Georgia. A large group of foreign migrants have study permits and reside in Georgia for this purpose; individuals from this category are mostly from India, Iraq and Nigeria.

To date, the total number of immigrants in Georgia makes for 6% of the population. In response to these trends, as Georgia implements its new migration strategy, it will explore ways to facilitate immigration and promote integration of foreign nationals residing in Georgia. Also, in order to ensure a safe and welcoming environment for those who opt to live in Georgia, more effort could be put into promoting benefits of diversity and highlighting how immigrants can positively contribute to local communities, in order to counter any negative attitudes, discrimination and fight xenophobia.

**Rationale**

As effective integration is a two-way process, openness of host societies to immigration and immigrants and tolerant attitudes are essential for ensuring optimal integration outcomes. In turn, when immigration is associated with threats to national security, economy or culture, public support for reception and integration of migrants may diminish.

Recent studies[[1]](#footnote-1), suggest that reactions to migration may be affected by a variety of determinants: educational background, personal experience, economic status as well as deep-seated convictions, values and perceptions. The latter, in turn, may be influenced by media representation of migrants, associations of migration with current societal concerns, such as economic impact, security threats or cultural clashes.

When applied in the Georgian context, where opportunities for personal contacts with immigrants remain limited, other factors need to be considered for understanding the attitudes toward current and future migration inflows. These may include but not be limited to experience of emigration, exposure to media discourse as well as a variety of socioeconomic and personal variables (including gender, age, education, economic status, and geographic location).

Under the project [EMERGE](file:///C%3A/Users/akakushadze/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/03VCNZEH/georgia.iom.int/EMERGE) (implemented by IOM with the support of the Ministry of Foreign Affairs of Norway, a survey was conducted in Georgia in 2020-2021 to evaluate societal attitudes towards migrants and the role of media. Please, find main survey findings [here](https://georgia.iom.int/sites/georgia/files/publication/Public%20Attitudes%20Country%20Brief%20Georgia.pdf).

The results of the media discourse and public attitudes analysis in Georgia have exposed several gaps that could be addressed by application of a range of targeted measures, aimed at raising awareness of issues faced by newcomers and beneficial side of immigration, reducing potential for miscommunication, and helping residents (especially in the regions where few migrants of a different background are found) overcome initial mistrust and contribute to a welcoming environment.

Some approaches include, but are not limited to:

***1. Tackling stereotypes and unfair generalizations through use of real-life stories.***

*1.1. Human-interest stories, featuring newcomers in a variety of roles would be well advised to be aired on TV, the medium of choice for most persons 51 years of age and older.*

*1.2. TV and online news media could use video interviews and human-interest reporting to help reduce social distance, experienced by residents of regions where few migrants of a different ethnic or cultural background reside.*

***2. Targeting various age groups through the media platforms of their choice.***

*2.1. Information campaigns or counter-xenophobia initiatives could be given substantial resonance if supported by active social media content creators and opinion leaders.*

*2.2. General-interest online media have a high potential for presenting a variety of views, which is missing from the social media, tending to insulate users from opposing views or to make the discourse emotionally charged.*

*2.3. Life stories of foreign migrant families and individuals striving to learn the national customs and traditions are highly appreciated among the older citizens (especially residents of smaller towns and rural areas).*

*2.4. Television channels could act to a greater extent as platforms for traditional debates, which could make the various points of view challenged.*

***3. Widening the scope of empathy to include foreign migrant groups other than ethnic compatriots.***

*6.1. Public campaigns on the legal, social and economic rights and entitlements of various categories of foreign residents could be strengthened by explicitly relating issues faced by both individual migrants and foreign migrant communities to those experienced by both Georgia citizens and those returning migrants.*

*6.2. It is advisable to stress the social roles of migrants in the local communities (as co-workers, neighbours) and bring up concrete examples of the migrants’ positive contribution to the local community.*

***4. Building solidarity on shared migration experience.***

*4.1. Campaigns on migrants’ rights ought to clarify the legal and administrative requirements placed on newcomers to Georgia as well as promote the notion of well-managed regular migration that is of benefit both to the migrants, the receiving countries and host communities.*

*4.2. Stories on migrants’ lives in Georgia could feature the day-to-day conditions of their employment, education as well as challenges and efforts at overcoming communication barriers (learning the language and customs) in terms that are familiar to Georgian and former migrants from their stay abroad.*

***5. Clarifying the distinctions between foreign migrant categories.***

*5.1. Interviews with various categories of foreigners, coming to reside in Georgia for different purposes (employment, business but also education, retirement) could help underscore the different drivers of migration and help various segments of the media users relate to migrants.*

*5.2. Public campaigns could be organized, relying on information materials in Georgian, disseminated to social media and online news media, clarifying the rationale for granting protection and indicating the difference between asylum-seekers, refugees and migrant workers as well as helping understand the conditions of legal stay for each migrant category.*

***6. Addressing concerns over sociocultural integration.***

*6.1. Media campaigns featuring migrants (especially from countries, towards which greater social distance has been noted) speaking about the experience of their integration and appreciation of aspects of local culture and traditions in Georgian could help make cases of successful integration more visible.*

*6.2. Foreign migrants could become involved in some local cultural activities, for instance in campaigns of reading works of national literature. In turn, foreign migrants could be given space for presenting works of own literature in Georgian.*

***7. Helping overcome communication barriers and tackling racial and ethnic prejudice.***

*12.1. Develop materials (courses, textbooks, media stories) highlighting the problems in cross-cultural communication and establishing methods in which mutual respect and understanding could be attained through culture-sensitive communication.*

*12.2. Run anti-xenophobia campaigns through featuring real-life stories from the perspective of migrants subject to inhumane and discriminatory treatment in various setting.*

*12.3. Writers and artists could speak up on the notion of enriching Georgian and Armenian culture through dialogue with other cultures. Such interviews could be featured in popular online news media or in TV or online general interviews with the writers or artists.*

*12.4. Short films, presenting (in a funny way) possible miscommunication scenario could be developed, tackling some of the most common scenarios of misunderstanding.*

**Scope of work**

IOM is looking to partner with a socially responsible, creative entity, with experience in storytelling, advocacy and implementation of a national (with focus on Tbilisi, Rustavi, Kutaisi, Batumi), multi-media, awareness raising campaigns, using data, communication, and technology as well as behavioral science, to promote diversity and counter xenophobia in Georgia.

IOM invites interested parties to apply with a national campaign proposal including clearly defined scope to impact negative attitudes and increase tolerance and support for diversity in migration field and wider, including proposal on how to measure change in attitudes and assess the campaign impact.

IOM plans to work with the selected entity to also engage government partners such as State Commission for Migration Issues (SCMI), Ministry of Interior (MIA), Ombudsman’s Office and others in the implementation of this country-wide campaign to increase impact and ensure sustainability of interventions.

**Some preferred tools to be considered and utilized by potential partner could be (but should not be limited to) the following:**

* Focus group discussions
* Small-scale pilot campaign implementation
* Pre and post evaluation of pilot campaign
* Engagement of behavioural scientist
* Multimedia approach (including tools like social media, infographics, posters, media engagement, development of visual materials, such as animated videos and/or PSAs for TV, web and social media etc.)
* Targeting specific locations, demographic groups
* Partnering with government entities (through IOM facilitation)

**Available resources**

Under the EMERGE project, IOM has already worked with local NGOs and media to address some of the listed challenges and promote diversity. Various resources are available at [www.georgia.iom.int](http://www.georgia.iom.int).

In addition to the newly developed material, IOM has already at its disposal public information material developed in partnership with the civil society that could be utilized in the campaign to ensure diversity of views and approaches across nationalities, gender and age groups. For reference please see:

1. Story of [Jonas](https://www.youtube.com/watch?v=ncNq8UJyVNM) – Young Businessman from Belgium, Who Found His Comfort Zone in Georgia
2. Everyday Life of [Nigerian Students in Kutaisi](https://georgia.iom.int/video/everyday-life-nigerian-students-kutaisi)
3. Story of Kanji: [Japanese Student](https://georgia.iom.int/video/story-kanji-japanese-student-georgia), Fascinated by Georgian Wine
4. Story of Benjamin: [Nigerian Football Player](https://georgia.iom.int/video/story-benjamin-nigerian-football-player-georgia) in Georgia
5. [Pegah – Light before Sunrise](https://georgia.iom.int/video/pegah-light-sunrise)
6. [Indian students](https://www.youtube.com/watch?v=4ndXogRMCAY&list=PLAKw5NpDVGjXRGB428aXmuoRxKf1AFgjx&index=4&t=8s) in Kutaisi

Further, in addition to other tools, the service provider could use IOM’s website (www.georgia.iom.int) and social media (FB: IOM Georgia; Migrants in Georgia) channels as platforms for campaign implementation in close coordination with IOM.

**Project Timeline**: February – August 2022, to include preparation, implementation, evaluation, impact assessment and recommendations; analysis and adjustment every 2 months.

**Available budget:**

USD 50,000

**Section V – Pro-forma Contract**

 FPU.SF.19.20

\*\*This is a template Agreement only and will need to be modified according to the needs of the particular situation. All Agreements must be checked by Legal Services prior to signature.

\*\*If subcontracting, please check the donor agreement for any donor requirement regarding a subcontract. (i.e. use of donor’s logo, reporting requirements, anti-corruption clause or any particular provision to be inserted in a subcontract etc.)

|  |  |
| --- | --- |
| IOM office-specific Ref. No.: |  |
| IOM Project Code: |  |
| LEG Approval Code / Checklist Code |  |

**SERVICE AGREEMENT**

**Between**

**the International Organization for Migration**

**And**

**[Name of the Service Provider]**

**On**

**[Type of Services]**

This Service Agreement is entered into by the **International Organization for Migration**, an organization which is part of the United Nations system, Mission in [XXX], [Address of the Mission], represented by [Name, Title of Chief of Mission etc.], hereinafter referred to as “**IOM**,” and [**Name of the Service Provider**], [Address], represented by [Name, Title of the representative of the Service Provider], hereinafter referred to as the “**Service Provider**.” IOM and the Service Provider are also referred to individually as a “**Party**” and collectively as the “**Parties**.”

1. **Introduction and Integral Documents**

* 1. The Service Provider agrees to provide IOM with [insert brief description of services] in accordance with the terms and conditions of this Agreement and its Annexes, if any.
	2. The following documents form an integral part of this Agreement: [*add or delete as required*]
		1. **Annex A** - Bid/Quotation Form
		2. **Annex B** - Price Schedule
		3. **Annex C** - Delivery Schedule and Terms of Reference
		4. **Annex D** - Accepted Notice of Award (NOA)

2. **Services Supplied**

2.1 The Service Provider agrees to provide to the IOM the following services (the “**Services**”):

[Outline services to be provided. Where relevant, include location and how frequently etc. services are to be provided. List all the deliverables and their date of submission, if applicable. Description needs to be as detailed as possible to provide for a reliable yardstick to measure compliance. It may be necessary to attach a description of the Services as an Annex.]

2.2 The Service Provider shall commence the provision of Services from [date] and fully and satisfactorily complete them by [date].

2.3 The Service Provider agrees to provide the Services required under this Agreement in strict accordance with the specifications of this Article and any attached Annexes.

3. **Charges and Payments**

3.1 The all-inclusive Service fee for the Services under this Agreement shall be [currency code] [amount in numbers] ([amount in words])*,* which is the total charge to IOM.

3.2 The Service Provider shall invoice IOM upon completion of all the Services. The invoice shall include: [services provided, hourly rate, number of hours billed, any travel and out of pocket expenses, (add/delete as necessary)]

3.3 Payments shall become due [insert number of days in numbers]([write figure in words]) days after IOM’s receipt and approval of the invoice. Payment shall be made in [Currency code] by [bank transfer] to the following bank account: [insert the Service Provider’s bank account details].

3.4 The Service Provider shall be responsible for the payment of all taxes, duties, levies and charges assessed on the Service Provider in connection with this Agreement.

3.5 IOM shall be entitled, without derogating from any other right it may have, to defer payment of part or all of the Service fee until the Service Provider has completed to the satisfaction of IOM the services to which those payments relate or when IOM reasonably suspects that the Service Provider is in breach of any of the provisions in the Agreement and/or pending a compliance review by IOM and/or the Donor.

4. **Warranties**

4.1 The Service Provider warrants that:

1. It is a company financially sound and duly licensed, with adequate human resources, equipment, competence, expertise and skills necessary to provide fully and satisfactorily, within the stipulated completion period, all the Services in accordance with this Agreement;
2. It shall comply with all applicable laws, ordinances, rules and regulations when performing its obligations under this Agreement;
3. In all circumstances it shall act in the best interests of IOM;
4. No official of IOM or any third party has received from, will be offered by, or will receive from the Service Provider any direct or indirect benefit arising from the Agreement or award thereof;
5. It has not misrepresented or concealed any material facts in the procurement of this Agreement;
6. The Service Provider, its staff or shareholders have not previously been declared by IOM ineligible to be awarded agreements by IOM;
7. It has or shall take out relevant insurance coverage for the period the Services are provided under this Agreement;
8. The Price specified in this Agreement shall constitute the sole remuneration in connection with this Agreement. The Service Provider shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or the discharge of its obligations thereunder. The Service Provider shall ensure that any subcontractors, as well as the personnel and agents of either of them, similarly, shall not receive any such additional remuneration.
9. It shall respect the legal status, privileges and immunities of IOM as an intergovernmental organization, such as inviolability of documents and archive wherever it is located, exemption from taxation, immunity from legal process or national jurisdiction. In the event that the Service Provider becomes aware of any situation where IOM’s legal status, privileges or immunities are not fully respected, it shall immediately inform IOM.
10. It must not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the most recent Consolidated United Nations Security Council Sanctions List and all other applicable terrorism legislation. If, during the term of this Agreement, the Service Provider determines there are credible allegations that funds transferred to it in accordance with this Agreement have been used to provide support or assistance to individuals or entities associated with terrorism, it will inform IOM immediately who in consultation with the donors as appropriate, shall determine an appropriate response. The Service Provider shall ensure that this requirement is included in all subcontracts.

4.2 The Service Provider warrants that it shall abide by the highest ethical standards in the performance of this Agreement, which includes not engaging in any fraudulent, corrupt, discriminatory or exploitative practice or practice inconsistent with the rights set forth in the Convention on the Rights of the Child. The Service Provider shall immediately inform IOM of any suspicion that the following practice may have occurred or exist:

1. a corrupt practice, defined as the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of IOM in the procurement process or in contract execution;
2. a fraudulent practice, defined as any act or omission, including a misrepresentation or concealment, that knowingly or recklessly misleads, or attempts to mislead, IOM in the procurement process or the execution of a contract, to obtain a financial gain or other benefit or to avoid an obligation or in such a way as to cause a detriment to IOM;
3. a collusive practice, defined as an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender process to obtain a financial gain or other benefit;
4. a coercive practice, defined as impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities, or affect the execution of a contract.
5. an obstructive practice, defined as (i) deliberately destroy, falsifying, altering or concealing of evidence material to IOM investigations, or making false statements to IOM investigators in order to materially impede a duly authorized investigation into allegations of fraudulent, corrupt, collusive, coercive or unethical practices; and/or threatening, harassing or intimidating any party to present it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or (ii) acts intended to materially impede the exercise of IOM’s contractual rights of access to information.
6. any other unethical practice contrary to the principles of efficiency and economy, equal opportunity and open competition, transparency in the process and adequate documentation, highest ethical standards in all procurement activities.

4.3 The Service Provider further warrants that it shall:

1. Take all appropriate measures to prohibit and prevent actual, attempted and threatened sexual exploitation and abuse (“SEA”) by its employees or any other persons engaged and controlled by it to perform activities under this Agreement (“other personnel”). For the purpose of this Agreement, SEA shall include:
	1. Exchanging any money, goods, services, preferential treatment, job opportunities or other advantages for sexual favours or activities, including humiliating or degrading treatment of a sexual nature; abusing a position of vulnerability, differential power or trust for sexual purposes, and physical intrusion of a sexual nature whether by force or under unequal or coercive conditions.
	2. Engaging in sexual activity with a person under the age of 18 (“child”), except if the child is legally married to the concerned employee or other personnel and is over the age of majority or consent both in the child’s country of citizenship and in the country of citizenship of the concerned employee or other personnel.
2. Strongly discourage its employees or other personnel having sexual relationships with IOM beneficiaries.
3. Report timely to IOM any allegations or suspicions of SEA, and investigate and take appropriate corrective measures, including imposing disciplinary measures on the person who has committed SEA.
4. Ensure that the SEA provisions are included in all subcontracts.
5. Adhere to above commitments at all times. Failure to comply with (a)-(d) shall constitute grounds for immediate termination of this Agreement.

4.4 The above warranties shall survive the expiration or termination of this Agreement.

5. **Assignment and Subcontracting**

5.1 The Service Provider shall not assign or subcontract the activities under this Agreement in part or all, unless agreed upon in writing in advance by IOM. Any subcontract entered into by the Service Provider without approval in writing by IOM may be cause for termination of the Agreement.

5.2 In certain exceptional circumstances by prior written approval of IOM, specific jobs and portions of the Services may be assigned to a subcontractor. Notwithstanding the said written approval, the Service Provider shall not be relieved of any liability or obligation under this Agreement nor shall it create any contractual relation between the subcontractor and IOM. The Service Provider shall include in an agreement with a subcontractor all provisions in this Agreement that are applicable to a subcontractor, including relevant Warranties and Special Provisions. The Service Provider remains bound and liable thereunder and it shall be directly responsible to IOM for any faulty performance under the subcontract. The subcontractor shall have no cause of action against IOM for any breach of the subcontract.

6. **Delays/Non-Performance**

6.1 If, for any reason, the Service Provider does not carry out or is not able to carry out its obligations under this Agreement and/or according to the project document, it must give notice and full particulars in writing to IOM as soon as possible. In the case of delay or non-performance, IOM reserves the right to take such action as in its sole discretion is considered to be appropriate or necessary in the circumstances, including imposing penalties for delay or terminating this Agreement.

6.2 Neither Party will be liable for any delay in performing or failure to perform any of its obligations under this Agreement if such delay or failure is caused by *force majeure*, such as civil disorder, military action, natural disaster and other circumstances which are beyond the control of the Party in question. In such event, the Party will give immediate notice in writing to the other Party of the existence of such cause or event and of the likelihood of delay.

7. **Independent Contractor**

The Service Provider, its employees and other personnel as well as its subcontractors and their personnel, if any, shall perform all Services under this Agreement as an independent contractor and not as an employee or agent of IOM.

8. **Audit**

The Service Provider agrees to maintain financial records, supporting documents, statistical records and all other records relevant to the Services in accordance with generally accepted accounting principles to sufficiently substantiate all direct and indirect costs of whatever nature involving transactions related to the provision of Services under this Agreement. The Service Provider shall make all such records available to IOM or IOM's designated representative at all reasonable times until the expiration of 7 (seven) years from the date of final payment, for inspection, audit, or reproduction. On request, employees of the Service Provider shall be available for interview.

9. **Confidentiality**

9.1 All information which comes into the Service Provider’s possession or knowledge in connection with this Agreement is to be treated as strictly confidential. The Service Provider shall not communicate such information to any third party without the prior written approval of IOM. The Service Provider shall comply with IOM Data Protection Principles in the event that it collects, receives, uses, transfers or stores any personal data in the performance of this Agreement. These obligations shall survive the expiration or termination of this Agreement.

9.2 Notwithstanding the previous paragraph, IOM may disclose information related to this Agreement, such as the name of the Service Provider and the value of the Agreement, the title of the contract/project, nature and purpose of the contract/project, name and locality/address of the Service Provider and the amount of the contract/project to the extent as required by its Donor or in relation to IOM’s commitment to any initiative for transparency and accountability of funding received by IOM in accordance with the policies, instructions and regulations of IOM.

10. **Intellectual Property**

All intellectual property and other proprietary rights including, but not limited to, patents, copyrights, trademarks, and ownership of data resulting from the performance of the Services shall be vested in IOM, including, without any limitation, the rights to use, reproduce, adapt, publish and distribute any item or part thereof.

11. **Notices**

Any notice given pursuant to this Agreement will be sufficiently given if it is in writing and received by the other Party at the following address:

**International Organization for Migration (IOM)**

Attn: [Name of IOM contact person]

[IOM’s address]

Email: [IOM’s email address]

**[Full name of the Service Provider]**

Attn: [Name of the Service Provider‘s contact person]

[Service Provider‘s address]

Email: [Service Provider‘s email address]

12. **Dispute resolution**

12.1. Any dispute, controversy or claim arising out of or in relation to this Agreement, or the breach, termination or invalidity thereof, shall be settled amicably by negotiation between the Parties.

12.2 In the event that the dispute, controversy or claim has not been resolved by negotiation within 3 (three) months of receipt of the notice from one party of the existence of such dispute, controversy or claim, either Party may request that the dispute, controversy or claim is resolved by conciliation by one conciliator in accordance with the UNCITRAL Conciliation Rules of 1980. Article 16 of the UNCITRAL Conciliation Rules does not apply.

12.3 In the event that such conciliation is unsuccessful, either Party may submit the dispute, controversy or claim to arbitration no later than 3 (three) months following the date of termination of conciliation proceedings as per Article 15 of the UNCITRAL Conciliation Rules. The arbitration will be carried out in accordance with the 2010 UNCITRAL arbitration rules as adopted in 2013. The number of arbitrators shall be one and the language of arbitral proceedings shall be English, unless otherwise agreed by the Parties in writing. The arbitral tribunal shall have no authority to award punitive damages. The arbitral award will be final and binding.

12.4 The present Agreement as well as the arbitration agreement above shall be governed by the terms of the present Agreement and supplemented by internationally accepted general principles of law for the issues not covered by the Agreement, to the exclusion of any single national system of law that would defer the Agreement to the laws of any given jurisdiction. Internationally accepted general principles of law shall be deemed to include the UNIDROIT Principles of International Commercial Contracts. Dispute resolution shall be pursued confidentially by both Parties. This Article survives the expiration or termination of the present Agreement.

13. **Use of IOM Name**

The official logo and name of IOM may only be used by the Service Provider in connection with the Services and with the prior written approval of IOM.

14. **Status of IOM**

Nothing in or relating to the Agreement shall be deemed a waiver, express or implied, of any of the privileges and immunities of the International Organization for Migration as an intergovernmental organization.

15. **Guarantee and Indemnities**

15.1 The Service Provider shall guarantee any work performed under this Agreement for a period of 12 (twelve) months after final payment by IOM under this Agreement.

15.2 The Service Provider shall at all times defend, indemnify, and hold harmless IOM, its officers, employees, and agents from and against all losses, costs, damages and expenses (including legal fees and costs), claims, suits, proceedings, demands and liabilities of any kind or nature to the extent arising out of or resulting from acts or omissions of the Service Provider or its employees, officers, agents or subcontractors, in the performance of this Agreement. IOM shall promptly notify the Service Provider of any written claim, loss, or demand for which the Service Provider is responsible under this clause. This indemnity shall survive the expiration or termination of this Agreement.

16. **Waiver**

Failure by either Party to insist in any one or more instances on a strict performance of any of the provisions of this Agreement shall not constitute a waiver or relinquishment of the right to enforce the provisions of this Agreement in future instances, but this right shall continue and remain in full force and effect.

17. **Termination**

17.1 IOM may terminate or suspend this Agreement at any time, in whole or in part.

17.2 In the event of termination of this Agreement, IOM will only pay for the Services completed in accordance with this Agreement unless otherwise agreed. Other amounts paid in advance, if any, will be returned to IOM within 7 (seven) days from the date of termination.

17.3 Upon any such termination, the Service Provider shall waive any claims for damages including loss of anticipated profits on account thereof.

17.4   In the event of suspension of this Agreement, IOM will specify the scope of activities and/or deliverables that shall be suspended in writing. All other rights and obligations of this Agreement shall remain applicable during the period of suspension. IOM will notify the Service Provider in writing when the suspension is lifted and may modify the completion date. The Service Provider shall not be entitled to claim or receive any Service fee or costs incurred during the period of suspension of this Agreement.

18. **Severability**

If any part of this Agreement is found to be invalid or unenforceable, that part will be severed from this Agreement and the remainder of the Agreement shall remain in full force.

19. **Entirety**

This Agreement embodies the entire agreement between the Parties and supersedes all prior agreements and understandings, if any, relating to the subject matter of this Agreement.

20. **Final clauses**

20.1 This Agreement will enter into force upon signature by both Parties. It will remain in force until completion of all obligations of the Parties under this Agreement unless terminated earlier in accordance with Article 17.

20.2 Amendments may be made by mutual agreement in writing between the Parties. Amendment of the provisions of Article 2.2 (Service commencement/completion dates) or Article 3.1 (Service fee) shall be made through an amendment to this Agreement signed by both Parties.

Signed in duplicate in English, on the dates and at the places indicated below.

|  |  |
| --- | --- |
| *For and on behalf of*The International Organization for Migration | *For and on behalf of*[Full name of the Service Provider] |
| Signature | Signature |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_NamePositionDatePlace | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ NamePositionDatePlace  |

1. World Migration Report 2020, IOM, last accessed here: <https://publications.iom.int/system/files/pdf/wmr_2020.pdf> on 9 August 2021 [↑](#footnote-ref-1)