

Terms of Reference (ToR)

To

Support implementation of Online RCMS, AFIS and Data Centre for Identification, Verification, and Return of potential irregular migrants from EU Member States

1. Context/Background

Every year, a high number of Bangladeshi nationals seek employment abroad and the trend indicates a significant increase in international migration compared to the previous year. Due to changes in labour requirements and declining work opportunities in the region, many Bangladeshi nationals have started looking for opportunities elsewhere, including Europe. A lot of them are irregular migrants who are duped by the middleman (Dalal) or they become irregular for certain reasons.

The flow of irregular migration towards Europe has increased significantly during recent years. EU Member States have expressed the need for further support from the Government of Bangladesh, for returning Bangladeshi irregular migrants including failed asylum seekers, who are not in possession of legal authorisation to stay or valid travel documents or other form of identification. To address the gap of establishing a potential returnee's nationality, and to facilitate the safe and dignified return of Bangladeshi nationals residing irregularly in EU Member States, *Standard Operating Procedures for Identification and Return of irregular Bangladeshi nationals without authorization to Stay in Europe* were signed between the European Union (EU) and the Government of Bangladesh (GoB) in September 2017.

While this initiative is intended to facilitate the return of irregular migrants, it will have linkages with the IOM larger framework of ensuring comprehensive approach to migration management – aimed to facilitate orderly, voluntary and humane returns, assistance to returnees and sustainable reintegration, further contributing to safe, orderly and dignified migration. This approach safeguards the human rights of migrants, upholds international principles and standards, and contributes to preserving the integrity of regular migration structures and asylum systems. Therefore, in collaboration with GoB and EU, IOM Bangladesh has been implementing a project “Supporting the EU – Bangladesh Standard Operating



Procedures for the Identification and dignified Return of Persons without an Authorization to Stay” funded by EU.

In different scenarios under the return procedure, it is crucial for the Bangladesh Embassies in destination countries to establish person’s nationality through relevant GoB Authorities in order to issue an Emergency Travel Document (ETD) or Travel Permits to a potential Returnee. These include losing passport during their stay in those countries, illegal immigration and continue staying even after the legal visiting period is over, and last but not the least, detention of Bangladeshi Citizens on different ground.

The procedure for establishing a potential returnees’ nationality and the return process are cumbersome and time-consuming, which hampers the return process and lengthens detention time. The improved identification of Bangladeshi migrants in destination countries, through the development of the Returnee Case Management System (RCMS) where Automated Fingerprint Identification System (AFIS) is an integral part, aims to contribute to a more transparent and accountable return process, ultimately leading to a safe and dignified return of Bangladeshi migrants.

The Special Branch (SB) of Bangladesh Police has been carrying out person’s identification and nationality verification in accordance with existing country policy, rules and legislation through different biometric (Fingerprint) databases of other agencies and field level verification. IOM will provide assistance to the Special Branch of Bangladesh Police (SB) for the development of the Returnee Case Management System (RCMS) to implement the SOPs. The Specialized Unit at SB, eventually through RCMS and with the help of AFIS, will be better equipped to receive verification requests from EU Member States, identify and verify nationality in relevant biometric databases, coordinate with district offices in case of the need for further investigation, and provide reports and information on the returnee’s nationality to government stakeholders, consular staff and EU Member States.

Relevant EU Member State Authorities will share Returnee migrant information (Biographic and/or Biometrics) for all scenarios of return application with Bangladesh Embassies in EU Member States. Bangladesh Embassies will check and verify for scenario 1 and 2. The information to come down to SB from Bangladesh Embassies via Ministry of Foreign Affairs (MoFA) and Ministry of Home Affairs

(MoHA) for scenario 3 and 4 as stated in the SOP. After necessary identification and verification, SB will return back with the result to Bangladesh Embassies following same channel. The RCMS will enable of Government of Bangladesh's (GoB) authorities to facilitate the return process and issue travel documents to positively verified Bangladeshi nationals. It will enable Bangladesh consular officers to register all relevant work processes into an information management system and will contribute to improving the quality of migration data that consular officers submit for processing and facilitate analysis and communication between all relevant authorities in Bangladesh, led by the Ministry of Foreign Affairs.

The RCMS will be developed in 3 (Three) stages and would include:

- Establishment of the Communication Interface between Bangladesh Election Commission (BEC) and SB as an immediate solution to identify and verify sample Fingerprints with National ID database. **(This module is under development and will be integrated with RCMS finally.)**
- At the 2nd stage of short term solution, acquisition and installation of Automated Fingerprint Identification System (AFIS) will be done at Special Branch. In addition to National ID database, SB will perform nationality Identification and Verification of potential returnee migrants through biometric database regularly synchronized with SB by Department of Immigration and Passport (DIP). SB doesn't have Automated Fingerprint Identification System (AFIS) in place.
- Under mid to long-term stage a Returnee Case Management System (RCMS) will be developed. This stage would include;
 1. Design, develop and roll-out of Returnee Case Management System
 2. Development of mobile App for field level verification by District Police stations;
 3. Establishment of a Data Centre at the Special Branch, Bangladesh Police;

The beta version of RCMS will initially be rolled out for User Acceptance Test (UAT). This will allow the users to provide feedback in terms of the efficacy and adequacy of the platform to the users' needs. The final version will be rolled-out

after incorporating users' feedback. This stage would include training and workshops for relevant officials and authorities of Government of Bangladesh and EU Member States, and development of the RCMS Manual. This manual will be a guidance document for relevant government officials and will address the complete process, based on the technical aspects of the functioning of RCMS as well as the procedures laid out in the SOPs, specifying the authority and responsibilities in the context of Bangladesh, including access to data, of all stakeholders involved in the return case management process. The manual is not a prerequisite for the use of the RCMS but will provide guidance for relevant government officials working in the system.

Under the above-mentioned scenario and considering the context and background of the project, IOM will develop a comprehensive Online Returnee Case Management System for the identification, verification and return process of Bangladeshi irregular migrants from EU Member States.

2. Outcome

A key outcome that will indicate the success of the project will be the provision of a comprehensive design report for the development of Online Returnee Case Management System (RCMS) including its components in different stages where instances of EU Member State Authorities submitting application for return of irregular migrants are processed by Government of Bangladesh Authorities are identified, verified through the automated comparison of previously captured biometric data, verified at field level (if Required), and reported to relevant authorities through RCMS.

3. Scope of the Consultancy

Reporting directly to the IBM Programme Manager, IOM Dhaka, the consultant in full coordination and consultation with the IBM Team is expected to carry out following tasks:

1. In consultation with MoFA, MoHA, SB and other relevant stakeholders the Consultant will prepare the Technical Specification Report, technical design and system analysis for the development of Online RCMS, AFIS and Data Centre

2. Preparation of Call for Proposal (CFP) / Terms of Reference (ToR) for the development of Online RCMS and implementation of AFIS for Bidders.
3. Re-estimate and update the data volumes and transaction processing capacities for AFIS
4. Develop functional and non-functional requirements based on current needs
5. Develop technical design and system analysis specification for tendering documents.
6. Develop technical design of Data Centre
7. Participate in technical evaluation of bid documents and selection process
8. Review and update design and system analysis of RCMS
9. Test and provide recommendations during development and roll-out phase.
10. Participate and facilitate in training (including on line) and workshops as and where necessary.
11. Develop RCMS Manual for government authorities and practitioners
12. Attend different level of meetings but not limited to PSC, PIC, SGM, etc. in Dhaka, Brussels and other locations as needed.

4. Deliverables

1. Development of comprehensive Technical Specification Report for Online RCMS, AFIS and Data Centre which should include following:
 - a. Report on existing and proposed procedures for Identification and Verification process.
 - b. Report on current and projected transactional and data volumes for next 5 years.
 - c. High level functional and non-functional requirements.
2. Preparation of comprehensive Request for Proposal (RFP) document for IOM tender process (RCMS, AFIS and Data Centre)
3. Guidelines for test plan and training, and staff capacity development plan for RCMS and AFIS
4. Final post implementation system compliance report



5. Realistic delivery dates and details as to how the work is delivered

Deliverable 1 and 2 before March 1st, 2019

Deliverable 3 before April 1st, 2019

Deliverable 4 before April 30th, 2019

6. Role and Responsibilities of IOM

- Facilitate / arrange coordination, consultation meetings with relevant government /other officials
- Organize site visits as and where necessary
- Provide background information, statistical data and other information relevant to the study
- On-site logistical and other relevant facilities

7. Duration of Contract

The duration of the consultancy would be 12 months from the date of signing the contract.

8. Date for submission of Proposal

We would like to request you to submit your proposal via email (email address: nafza@iom.int & faahmed@iom.int) or, you can submit hard copy to below address by 6th February, 2019 at 5:00 pm. If you have any query, please contact Mr. Omar Faruque via mail or cell phone (ofaruque@iom.int; 01713069936)

Address:

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Attention: Procurement Department