TERMS OF REFERENCE

CSSF-FUNDED POST ARRIVAL AND REINTEGRATION ASSISTANCE IN NIGERIA

**Background**

The British High Commission in Nigeria has made substantial efforts to prevent illegal migration through a combination of: robust UK visa policies; Immigration liaison risk assessments; border control operations; and increasing the number of returns, especially of Foreign National Offenders. Her Majesty’s Government benefits from a privileged relationship with the Nigerian Immigration Service and the Ministry of Foreign Affairs on enforced returns of illegal migrants to Nigeria. The post arrival returns and reintegration package is an essential tool that keeps this relationship running smoothly, as it acknowledges that both countries Nigeria and the UK should share the burden of reintegrating deportees back into society. This is in line with UK’s commitment, under the EU Readmissions Agreement, to support the resettlement and welfare of readmitted persons, protecting them against exploitation and exclusion. In 2017, 220 Nigerian nationals were returned to Lagos on dedicated charter flights, with many of them receiving reintegration assistance.

**Baseline framework**

* An assisted voluntary return happens when a foreign national living in the UK illegally, has been asked by the UK Homeoffice to return to his/her county(Nigeria) within the stipulated grace period and agrees to return
* An enforced return is a return of illegal foreign national in the UK who has been asked to return on their own within the stipulated grace period and has refused to do so
* A voluntary return as usually made on scheduled commercial flights
* An enforced returns are usually made on charter flights
* Families and children are not usually returned of charter flights
* There is one returns charter flight which lands at Lagos International Airport every 6 - 8 weeks.  Each charter flight has the capacity to hold a maximum of 50 Nigerian returnees. However on average, less than 40 are actually returned on each flight.  To give an indication only, the last 3 flights had 25, 35, and 26 returnees respectively.
* The supplier should make efforts to inform all returnees of the services offered; and where possible, attempt to record the returnees contact details and address.
* Some returnees will want transportation to a central area of Lagos where they can get onward transportation to their destinations. Onward travel assistance may be required by some returnees who have no arranges to have family or friends pick them up from the airport.
* Some returnees might require initial accommodation. This project allows for a maximum of two nights’ accommodations with breakfast in a decent budget hotel. The partner would have to agree an arrangement with the hotel that is flexible and ensures good value for money
* The partner will be expected to provide drinking water; access to a telephone so returnees can contact family/friends who may be meeting them; sanitary items in the toilets; and overnight accommodation to anyone who cannot travel same day.
* There may also be a requirement for bespoke services, especially to the elderly, disabled or vulnerable.  These should be budgeted on a case by case basis as each case is different.
* The partner will be required to set up a telephone and email helpline which returnees can contact to find information about local services, charities, job opportunities and generally assist in reintegrating back into society.
* The partner will also be required to develop a pamphlet containing information on Nigeria and their office number, in case people have questions.  This service should be **developed** and added to the rest of the services in the course of the project. It should then be promoted to all returnees who are met at the airport. The authority reserves the right to promote this service to Nigerian nationals in the UK awaiting return.

**Objective**

To provide post-arrival returns and reintegration assistance for **up to** **300** returnees (50 every 6 to 8 weeks) to Nigeria and up to **10 families** or other single vulnerable returns via scheduled flights, over a period of 12 months starting from 1st April 2018 till 31st March 2019.

**Summary of Requirements**

The UK Government wishes to implement a project in Nigeria with three key components which aim to:

1. Provide effective post arrival assistance at the airport to enforced returnees on charter flights including:

* Preparing the reception centre in within the terminal for the arrival of the returnees
* A water dispenser, sanitary services and items such as hand washing liquid, toilet paper, trash cans etc.
* meet and greet services at the reception,
* general orientation (and counselling where needed)
* emergency telephone assistance;
* information assistance and sign positing
* onward transportation costs or assistance
* urgent medical or other emergency assistance
* or pr-arranged bespoke services where necessary
* Up to two nights’ accommodation with breakfast

1. Provide additional reintegration support provided to minors, families, vulnerable individuals (including those belonging to religious or ethnic minorities and disabilities) providing:

* meet and greet services,
* general orientation (and counselling where needed)
* emergency telephone assistance;
* information assistance and sign positing
* Up to 2 days hotel accommodation with meals inclusive
* onward transportation and
* urgent medical or other emergency assistance
* or pr-arranged bespoke services

1. Research and prepare an information (coming home to Nigeria) booklet which will facilitate reintegration and encourage potential deportees to return voluntarily and also support enforced returnees with information to reduce the risk of destitution, detachment and exploitation. Details of the booklet should include but not be limited to information on:

* Meet and Greet reception on arrival
* Emergency accommodation – families with children
* Any resettlement services available
* National documentation – drivers licence, ID
* Health services
* Banking Services
* Cost of Living
* Skills training, education and employment
* Family needs
* Any possible social services/safeguarding organisations/NGOs
* Local tips – geographical data of geo-political zone and social demography
* Some dos and don’ts, including local travel advice
* Further contact details for assistance/help lines

**Compliance Criteria**

The successful bidder will need to demonstrate:

* A detail project design of how your organisation intends to provide meet and greet services upon arrival in Lagos
* Extensive experience of delivering outcomes and measurable impact on migration issues, or similar areas of human capital and logistical management.
* Have an established footprint in Nigeria with the ability to work effectively in Lagos; with strategic links to secondary service providers.
* Ability to monitor and evaluate quantitative and qualitative policy/programme outputs
* Proven track record of financial integrity, providing good value for money and risk management, especially in relation to fraud prevention, staff activity, and procurement
* Exhibit good knowledge and experience of all sectors and themes relevant to the SoRs.
* A track record delivering to standard and at pace. The ability to adhere to the UK’s reporting, receipting, financial and other contractual agreements so that the project runs smoothly without the funding managers needing to chase for reports and enforce compliance.
* Responsibility for their own Duty of Care.
* Key Performance Indicators (KPIs) will be established between the successful bidder and the BHC. Bidders should provide suggested measurable KPIs.
* This is a one year project/contract with the possibility of renewal. The successful partner needs to demonstrate that they have the financial, professional and organisational capacity to implement this project, bearing in mind that the BHC’s payment policy is Instalmentally 3 months in arrears of completed activities
* An activity based budget will need to be drawn up and a bid form completed and returned.

**Outputs**

1. Charter flight will be sent to the successful partner showing the expected charter dates for the quarter, and any changes will be updated.
2. Reintegration assistance to be delivered to all returnees on each arrival
3. Additional support should be provided to minors, families, vulnerable individuals (including those belonging to religious or ethnic minorities) and disabilities. The partner will be informed when a family or vulnerable person is to return on a scheduled flight.
4. Helpline available to provide advice on services available in Pakistan.  This service will be promoted to deportees and Pakistani nationals in detention awaiting deportation.
5. Coming Home booklet to be developed.

**Monitoring & Evaluation**

* The project will be regularly monitored by British High Commission – Migration team. The monitoring officer will not only monitor progress / performance at airport during each charter but will also obtain feedback from returnees (charter and scheduled) on the services provided during charter and scheduled flights.
* The Implementer will also be required to appoint a reporting officer to continuously monitor and report the progress of project against agreed indicators / milestones.
* Quarterly narrative and financial reports from Implementers will be required.
* Extra governance arrangements will be put in place based on agreement at the contract stage of the project. This will include, but not limited to, spot checking of invoices/receipts, proof of supplier chains, staff attendance records, and audits.

**Financial Matters**

The project is expected to run from 1st April 2018 until 31st March 2019, with the possibility of further extension to March 2020 subject to satisfactory review by the BHC and the continued availability of funding. The successful bidder is required to provide quarterly financial reports covering activity delivered. Payment will be made quarterly in arrears based on receipts and an appropriate invoice.

The budget is based on an average of 40 returns with a possibility of a maximum of 50 on each charter flight and up to 8 charter flights for the year. The scheduled family returns should be on a budget of 4 removals in the reporting year. If the number of returnees increases to the extent that the budget limit is reached before 31 March 2018; the authority reserves the right to work with the supplier to agree an increase to the budget to accommodate additional returnees.

**Duty of Care**

The successful bidder is responsible for the safety and well-being of their personnel, property and any third parties affected by activities under this project, including any appropriate security arrangements. This also includes ensuring appropriate training, safety and security briefings for all personnel working under this project.

The successful bidder must develop the project on the basis that they are fully responsible for Duty of Care in line with the details above. They must confirm in their project narrative that:

* They fully accept responsibility for Security and Duty of Care
* They understand the potential risks and have the knowledge and experience to develop an effective risk plan
* They have the capability to manage their Duty of Care responsibilities throughout the life of the contract.