



International Organization for Migration (IOM)

The UN Migration Agency

ASSESSMENT OF FIRST PROTOTYPE: DASHBOARD ON MIGRATION GOVERNANCE IN MEXICO, CENTRAL AMERICA AND THE CARIBBEAN

Terms of Reference

I. Position information	
Position Title:	Assessment of a regional dashboard on migration governance
Duty Station:	Remote. Candidates based in Mexico, Central America or the Caribbean are preferred and must be compatible with a GMT-6 time zone.
Type of Appointment:	Consultancy, 3 months
Estimated start and end date:	January - March 2022

IOM seeks to recruit a qualified consulting team to support data collection and analysis for an assessment of the online Dashboard on Migration Governance in Mesoamerica and the Caribbean.¹ This activity is to be carried out under the management of the International Organization for Migration (IOM) and is funded by the United States Department of State Bureau of Population, Refugees and Migration (PRM) via the Western Hemisphere Program.

Background

Between 2018 and 2021, IOM conducted comprehensive needs assessments on migration governance in 24 countries in the Caribbean and Mesoamerica aligned with the Migration Governance Indicators (MGI)

¹ Available at <https://rosaniose.iom.int/site/es/tablero-interactivo-sobre-la-gobernanza-de-las-migraciones-en-mesoamerica-y-el-caribe>.

and the Migration Governance Framework (MiGOF). Based on these reports, an online dashboard on migration governance in Mesoamerica and the Caribbean was created.²

The dashboard provides an unparalleled at-a-glance summary of migration governance trends, challenges and opportunities in Mesoamerica and the Caribbean, including information from 21 States based on original data collection conducted by IOM. As of December 2021, the Dashboard displays information centered around the themes of the Needs Assessments and displays information in Spanish.

Additionally, it displays key information from these reports in a visual and accessible way, providing government officials, academia, UN agencies and civil society actors with updated information on migration governance across the region, leveraging IOM's longstanding leadership on migration governance and the original data collection that informs the Needs Assessments and the Dashboard.

The first prototype of the Dashboard is currently fully interactive and presents data on current governmental practices related to migration governance. The second prototype aims to make the information more accessible to users, enhancing their experience navigating through it and display more variables pertaining to the main needs at the national and regional levels, including variables that showcase the link between migration policies and practices and the differentiated needs or challenges of migrants because of their gender. The final contents and format of the Dashboard need to respond to the needs of key stakeholders and target users in order to be effective, useful and usable.

For this reason, IOM will conduct an assessment of the current prototype of the Dashboard with key stakeholders and target users, which in turn may support the development of a new and improved prototype that aims to be more accessible and respond to the needs of the target users with a data sustainability approach.

Additionally, it will aim to provide unique and policy-focused information to governments, academia, UN agencies and civil society actors throughout Mexico, Central America and the Caribbean, in both English and Spanish.

² Available at <https://rosaniose.iom.int/site/es/tablero-interactivo-sobre-la-gobernanza-de-las-migraciones-en-mesoamerica-y-el-caribe>.

Criteria for the assessment

In response to the assessment purpose, this assessment will address the following criteria: user-friendliness and experience, visual elements of the Dashboards, usefulness of displayed information, utility and relevance of the Dashboard to users, profile of Dashboard users, utility of current location of the Dashboard, among others.

General Functions

Under the overall guidance of the Deputy Regional Program Coordinator of the Western Hemisphere Program and the direct supervision of the Research Coordinator, the incumbent consultants will take responsibility for the quality of the assessment and report and should include the following tasks:

Tasks	Deliverables
January 2022	
<ul style="list-style-type: none"> • Create indicators to measure the function and usefulness of the Dashboard according to the established assessment criteria and questions • Create tools for data collection • Identify participants for interviews and focus groups • Access data on usage collected by the Dashboard website 	<ul style="list-style-type: none"> • Finalized indicators for the assessment, validated by IOM • Finalized data collection tools validated by IOM • Finalized list of participants for interviews and focus groups validated by IOM <p style="text-align: center;">Payment: 25% Deadline: January 31, 2022</p>
February 2022	
<ul style="list-style-type: none"> • Conduct interviews, focus groups and other forms of data collection as arranged with the IOM team • Systematize main findings and recommendations of the data collection process 	<ul style="list-style-type: none"> • Interview and focus group notes, transcriptions and recordings • Other relevant primary data collected • Preliminary report of main findings and recommendations <p><i>Note: all primary data collected must be delivered in a clean and complete form, categorized by country and disaggregated by gender.</i></p> <p style="text-align: center;">Payment: 35% Deadline: February 25, 2022</p>
March 2022	
<ul style="list-style-type: none"> • Develop final findings of the assessment and recommendations for creating the new Dashboard prototype 	<ul style="list-style-type: none"> • Final report of findings and recommendations in English and Spanish, validated by IOM

<ul style="list-style-type: none"> • Validate with and incorporate feedback on the final findings 	<ul style="list-style-type: none"> • Virtual presentation on the final findings and recommendations • Power Point presentation with main findings in a user-friendly fashion <p><i>Note: all reports must have an executive summary with key findings in Spanish and English.</i></p> <p style="text-align: center;">Payment: 40% Deadline: March 18, 2022</p>
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All deliverables are subject to the approval of IOM. If revisions are requested, the consultant must make the appropriate changes before the deliverables can be approved.

Main Tasks of the Consultant Related to the Assignment:

- Create indicators for the assessment based on the established assessment criteria.
- Gather information through interviews, focus groups, surveys, or other proposed tools according to the defined indicators, including data collection methods with users to identify user experience improvements. The methodologies used must include a gender-sensitive approach.
- Create a final report on the findings of the data collection, including specific recommendations on:
 - How to improve the technical and user-interface elements of the Dashboard to increase or improve usage and user experience by target audiences;
 - How to ensure that the information displayed on the Dashboard is useful to the target audiences, and what information to include in the next prototype.
 - On which IOM website should the next prototype of the Dashboard be located.
- Communicate regularly with the IOM Research Coordinator and Deputy Program Manager and respective Regional Specialist.

Ethics, Norms and Standards

Consultants must follow rigorous guidelines for ensuring IOM's ethics norms and standards. In this sense they are required to:

- Maintain a neutral and professional approach throughout the consultancy.

- Comply with IOM standards for data protection during the data collection process.
- Ensure that all and any relevant data and findings are documented throughout the consultancy, appropriately archived, and shared with IOM, whether or not used in the final report.

Desirable Qualifications

Education and Experience

- All members of the team must have an advanced university degree from an accredited academic institution preferably in statistics/data management, monitoring and evaluation, communications or related technical field.
- One or more members of the team must have at least 2-4 years' experience in evaluation, data collection, data visualization and research.
- One of the members of the team must have previous professional experience with user experience (UEX), preferably in websites or dashboards.
- One or more members of the team must have experience communicating with government officials, preferably for previous evaluations or studies.
- One or more members of the team must have the capacity to collate and synthesize qualitative and quantitative data in a comprehensible manner.
- Knowledge of migration and migration dynamics within Mexico, Central America and the Caribbean are beneficial.

Competencies

- Excellent analytical, oral, and written communication skills in Spanish and English.
- Experience in conducting research and leading interviews, focus groups and data analysis.
- Experience in working in complex institutional environments.
- Displays cultural, gender, religion, race nationality and age sensitivity and adaptability.
- Ability to work with minimal supervision and to meet deadlines.

Language(s): Fluency in Spanish and English is required.

Candidate businesses or firms must submit:

- The CVs of the proposed consulting team, including a minimum of three references (name, position, phone and email) and links to, or examples of, evaluations and assessments carried out before
- A detailed proposal for the assessment that includes methodology.
- An all-inclusive financial proposal

This documentation must be submitted to iomsanjoseprocurement@iom.int by January 13, 2022 with the subject line Assessment consultants- Dashboard on migration governance