



TERM OF REFERENCES

For Request for Quotation no. 30000006243

Service Provider to Develop Pre-Departure Orientation (PDO) Package
for Migrant Workers Bound to Japan

1. Background

Established in 1951, the International Organization for Migration (IOM) is a leading intergovernmental organization in the field of migration. In Viet Nam, IOM collaborates with a wide range of stakeholders and partners, including governmental and non-governmental agencies, mass organizations, civil society, research institutes as well as the private sector, to promote safe and orderly migration.

Vietnamese migrant workers constitute a significant segment of the overseas Vietnamese population, with over 650,000 individuals employed across more than 40 countries under contract-based arrangements.¹ Following the disruptions caused by the COVID-19 pandemic, international labour migration rebounded markedly, reaching 159,986 departures in 2023. Traditional destinations such as Japan, Taiwan Province of the People's Republic of China (PRC), and the Republic of Korea (ROK) continue to attract the majority of Vietnamese migrant workers, while emerging markets, including Australia, Germany, and Hungary, are gaining prominence.²

In 2020, the Government of Viet Nam adopted the Viet Nam Law on Contract-Based Vietnamese Overseas Workers, known as Law No. 69/2020/QH14 (referred to as Law 69). Effective since January 2022, the law seeks to better align with international labour standards, address emerging forms of labour migration cooperation with partners in key destinations tackle gaps in recruitment practices and financial burdens for migrant workers.

A key obligation under Law 69 is the requirement for licensed recruitment agencies and authorized public service agencies to deliver enhanced Pre-Departure Orientation (PDO) to migrant workers. PDO must equip workers with essential knowledge about their rights, responsibilities, and the living and working conditions in their destination countries. Recruitment agencies are legally responsible for ensuring PDO is delivered comprehensively, consistently, and in a manner that is easily understood by workers. Content must cover critical topics mandated by Law 69, including workers' rights, contract terms, grievance and remediation mechanisms, and protections against forced labour, human trafficking, and discrimination.

¹ MOLISA

² Viet Nam Migration Profile 2023

However, a recent review conducted by IOM, which gathered key stakeholders' knowledge and perspectives on the implementation of Law 69 and PDO³, showed significant shortcomings in the quality of PDO delivery despite the Law's requirements. In many cases, PDO materials used by private recruitment agencies for migrant workers bound to Japan fail to present necessary information in a way that is accessible and easily understood by migrant workers. They also omit critical topics mandated by Law 69, such as workers' rights, discrimination, and abuses. In addition, facilitators often lack the qualifications or experience needed to communicate complex issues effectively, diminishing the overall impact of the sessions. Furthermore, PDO sessions are frequently shortened or combined with other training elements, such as language lessons, limiting the coverage of essential topics like contract terms, legal protections, and grievance and remediation mechanisms.

Japan remains one of the largest destination countries for Vietnamese migrant workers, primarily through the Technical Intern Training Program (TITP) and the Specified Skilled Worker (SSW) scheme. Each year, thousands of Vietnamese migrate to Japan to work, facing a unique set of legal, cultural, and working environment challenges. Ensuring that migrant workers are properly informed before departure is crucial not only to their protection but also to fulfilling Viet Nam's legal obligations under Law 69 and maintaining strong labour cooperation between Viet Nam and Japan.

2. Objective

IOM seeks a qualified service provider to develop a **Pre-Departure Orientation (PDO) package** focused on the Viet Nam–Japan migration corridor with a comprehensive set of materials and resources designed for both recruitment agencies (trainers) and migrant workers (trainees). The objective is to enhance recruitment agencies' capacity to deliver legally compliant, high-quality PDO and to provide migrant workers with practical, user-friendly reference materials to support their employment abroad and reintegration upon return.

3. Scope of Work

The selected service provider will be responsible for:

- Developing a standardized, adult learner friendly, , culturally and linguistically appropriate pre-departure orientation (PDO) package for use by recruitment agencies. The package must align with Law 69 requirements, while being tailored to the specific context of migration to Japan and in compliance with relevant laws in Japan.
- Producing practical awareness raising reference materials for migrant workers, covering critical topics including rights and obligations, living and working conditions, workplace norms, handling workplace conflicts and abuses, and planning for return and reintegration.
- Ensuring all materials are accessible, gender and culturally sensitive, tested for readability and comprehension, including among different groups of prospective migrant workers including ethnic minority communities, professionally designed and print ready.

³ The review is for IOM's internal use and not published

4. Expected Deliverables

The selected service provider is expected to deliver the following:

- **A Draft PDO Package**, including two rounds of revisions incorporating feedback by IOM and from stakeholders (as consolidated by IOM). The package shall be developed based on a review of existing guidance and stakeholders consultation reports provided by IOM and must include a comprehensive set of materials and resources designed for both recruitment agencies (trainers) and migrant workers (trainees). Specifically, it includes:
 - **A PDO curriculum** including detailed content organized by session or module, required materials and resources for participants (including handouts, PowerPoint slides, videos, or online tools needed for the sessions), and participant activities.
 - **A trainer's manual** providing
 - background information to strengthen trainers' knowledge of key topics,
 - training methods, including adults learning techniques,
 - detailed session-by-session guidance for trainers, including recommended timings, activities, key discussion points, facilitation tips, and supplementary materials to support effective session delivery.
 - **Practical awareness raising reference materials for migrant workers**, covering critical topics including rights and obligations, living and working conditions, workplace norms, handling workplace conflicts and abuses, and planning for return and reintegration.
- **Final PDO Package**: Editable, professionally designed, and print-ready versions of all finalized materials.

5. Timeline

| No. | Activity | Details of Activity | Expected Timeline |
|-----|---|---|-------------------|
| 0 | Contracting | Signing contract with IOM | 15 July 2025 |
| 1 | Develop PDO package for use by recruitment agencies | Develop PDO package (in Vietnamese) for use by recruitment agencies, including two rounds of revisions by IOM, based on review of existing guidance and stakeholders consultation reports provided by IOM. The content should cover key topics in line with Law 69/2020/QH14 requirements and the deliverables outlined in <i>Section 4 – Expected Deliverables</i> . | 30 September 2025 |

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|---|--|--|--------------------------|
| 2 | Produce practical reference materials for migrant workers | Produce practical reference materials in Vietnamese covering critical topics (rights, obligations, living and working conditions, workplace norms, conflict handling, reintegration planning), , including two rounds of revisions. | 30 September 2025 |
| 3 | Submission of final deliverables | Present the draft package during the validation meeting organized by IOM, incorporate feedback from key stakeholders gathered and any final comments from IOM based on the revised PDO package following the meeting. Submit final, editable, professionally designed and print-ready versions of all PDO materials in Vietnamese. | 30 November 2025 |

6. Qualifications of the Service Provider

The service provider should have:

- Demonstrated experience in developing training materials, preferably in migration or labour mobility contexts.
- Demonstrated ability to deliver high-quality, linguistically and culturally appropriate training materials in Vietnamese.
- Strong knowledge of labour migration issues, particularly related to Japan's Technical Intern Training Program, Japan's Specified Skills Worker program and labour migration processes from Viet Nam to Japan, as well as Law 69 requirements
- Proven understanding of and hands-on experience working with the Japanese labour and cultural context
- Experience working with recruitment agencies, government stakeholders, and international organizations to develop and implement capacity-building initiatives related to labour migration is an advantage.
- Ability to secure connections with key stakeholders to gather feedback is an advantage.

7. Application Procedure

Interested service providers should submit the following:

- A technical proposal outlining the proposed approach, methodology, and timeline, including specific expectations for IOM support throughout the assignment.

- A financial proposal with a detailed budget, including event-organization and/or transportation costs (if any). The [UN-EU local cost norms \(version 2022\)](#) should be referenced. The currency used should be either USD or VND.
- Samples of similar work conducted in the past and references from other clients on similar work.
- CVs of key team members.
- Copy of valid Government Permit/License/Certificate applicable for the line of business in which the service provider operates.
- Completed Supporting Documents Checklist enclosed with this Request for Quotation, along with relevant attachments if applicable.

8. Submission Deadline

Proposals should be submitted electronically to iomvietnamscu@iom.int no later than 8 June 2025. For any inquiries, please contact Supply Chain Unit (SCU).

9. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Technical approach and methodology (30%).
- Relevant experience and qualifications (40%).
- Budget and cost-effectiveness (20%).
- Quality of previous work samples (10%).

The contract will be awarded to the lowest price substantially compliant offer.



SUPPORTING DOCUMENT CHECKLIST

For Request for Quotation no. _____

1. Copy of Valid Government Permit/License/Certificate applicable for the line of business in which the vendor operates. *(please select Yes/No from the drop-down list below)*

Comments:

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2. Specific experience and expertise relevant to the assignment

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3. Experience in developing training materials, preferably in migration or labour mobility contexts.

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4. Ability to deliver high-quality, linguistically and culturally appropriate training materials in Vietnamese.
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5. Strong knowledge of labour migration issues, particularly related to Japan's Technical Intern Training Program, Japan's Specified Skills Worker program and labour migration processes from Viet Nam to Japan, as well as Law 69 requirements.

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6. Proven understanding of and hands-on experience working with the Japanese labour and cultural context.
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