

Reference no. : AF18-0496  
Date : 18<sup>th</sup> April 2018

### **Request for Proposal (RFP)**

Company Name :  
Company address :  
Phone / Fax :  
Company contact :  
Subject : Conducting Post Return Monitoring for Undocumented Afghan Returnees-CBRR Program.

Dear Sir / Madam,  
International Organization for Migration (IOM) office in Kabul through this Request for Proposal (RFP) would like to hire a service provider to sign a long-term agreement (LTA) for conducting post return monitoring for undocumented Afghan returnees.

No	Description	Unit	Unit Price (USD)
1	<i>Conducting Post Return Monitoring for Undocumented Afghan Returnees according to the Attached Terms of Reference (ToR).  The quantity range for conducting post return monitoring survey will be from 3,000 to 25,000 beneficiaries during the period of LTA</i>	Per Survey (1 survey of beneficiary)	

#### **Delivery time**

IOM will sign LTA with service provider and as per release order selected service provider will conduct Post Return Monitoring for Undocumented Afghan Returnees

#### **Project Requirement:**

- Conduct post-return monitoring (PRM) activities to IOM beneficiaries, for which IOM will provide the phone numbers and basic information already collected (e.g. name and number of family members). Calls are to be conducted by live operators, trained on the survey methodology.
- Ensure the data collected during these activities is accurate, high quality, and free from errors.
- Vendor must provide the data collection and management system, providing said data to IOM on a weekly basis. Payment will be done at the end of each month for the number of surveys completed and approved by IOM authorized person.
- Must be able to demonstrate the ability to conduct a minimum of 400 surveys per week.
- Must be able to call the phone numbers of IOM beneficiaries using SIM cards from any Afghan mobile network operator.
- Must use a statistically appropriate methodology for choosing target sample for monitoring, targeting a representative cross-section of returnees based on location, family demographics, gender, document status, vulnerability, socio-economic class, all categories of persons with specific needs, etc.

## **Bidding Requirement:**

- Firms who are eligible for this procurement process must have valid businesses license of consulting firm, research firm and telecommunication. No any other companies are eligible to participate at this process.
- Bid must be in the form of cost-per PRM survey completed in full, assuming a minimum of
- 3,000 surveys and a potential of 25,000 surveys.
- Bid must make clear any one-time costs.
- IOM may or may not require the vendor to develop an interactive web-based Management Dashboard and Data Visualization platform of the collected data (e.g. using Microsoft Power BI or Tableaux). The bid should demonstrate the organization's capacity to provide such services and a separate cost for such services.
- Bid must describe the tools, technology, and systems the vendor would use to make the phone calls and capture the appropriate data based on our survey (Annex I).
- Vendor must describe their data security, confidentiality, and data protection policies, procedures and systems.

## **Prices**

All service fee (unit fee per survey) in your proposal should be in USD inclusive of taxes and all other related charges.

## **Payment**

IOM shall pay the service provider in USD upon the receipt of the invoice and supporting documents which are verified by IOM authorized person. Service Provider must provide the data collection and management system, providing said data to IOM on a weekly basis. Payment will be done at the end of each month.

## **Validity of submitted proposal**

Submitted proposal should be valid during the LTA life time (31<sup>st</sup> December-2018)

## **Selection of the best proposal**

Selection of the best proposal should be done base on lowest price proposal, which comply with minimum required terms and conditions under this RFP and comply with the minimum requirement of attached ToR.

## **Contract/Purchase Order**

For the selected best proposal, contractual obligations between IOM and service provider will be set up by means of long term agreement (please see below template of Performa agreement).

## **Proposal Documents**

The following shall constitute the proposal documents to be submitted by the Service providers along with proposal, otherwise will be caused by failure of company during the evaluation:

- a.) RFP Pages along with TOR and agreement template to be signed and stamped by service provider.
- c.) Valid Business License should be from consulting firm, research firm or telecommunication company submitted along with the proposal.
- d.) Firm Bank details
- e.) Per survey cost to be mentioned in the above table which will be all inclusive charges.
- f.) Technical proposal of service provider

## **Clarification of RFP Documents:**

A prospective and eligible service provider requiring any clarification of the RFP documents may notify IOM in writing by sending E-mail to [iomkabulprocurement@iom.int](mailto:iomkabulprocurement@iom.int). IOM will respond in writing to any request for clarification of the RFP documents, which it receives no later than **26<sup>th</sup> April-2018 before 2:00 PM**

## **Submission of the sealed proposal:**

Proposals must be submitted in a sealed envelope on or before **1<sup>st</sup> May-2018 before 3:00 PM** to the following address:

Attn. to: Procurement Unit  
IOM Kabul  
Street No. 4 House No. 27, Ansari Square, Shar-e-Now, Kabul Afghanistan.

**Late submission of bids will not be accepted.**

**Electronic submission of bids will not be accepted and will be directly disqualified from the process and will not be considered for the evaluation.**

The submitted proposal should include information as per requirements given in this RFP and enclosed ToR.

Regards,  
*IOM Procurement Unit*

# Terms of Reference (TOR)

## Post-Return Monitoring of IOM Beneficiaries

Since 2002, more than six million Afghans have returned to their country of origin. Each year, the International Organization for Migration (IOM) provides support to hundreds of thousands of undocumented Afghan returnees from Pakistan and Iran.

The majority of those who have returned since 2016, returned in extraordinarily difficult circumstances, facing an uncertain future in a context of rising insecurity, surging conflict-induced internal displacement, continued economic contraction, and the increasingly limited reach of humanitarian and development actors to provide assistance and opportunities in areas of origin or intended settlement.

Monitoring returns to ensure evidence based programming and baseline data collection has not proven easy, especially given the insecure context and shrinking humanitarian space. Furthermore, the returnee population is becoming increasingly mobile due to conflict and economic insecurity. To assess the situation of returnees and to collect real-time data, IOM together with UNHCR have created a new system of returnee monitoring relying on mobile phone surveys to track and monitor returnees who have valid Afghan phone numbers. The new approach will assist IOM to collect real-time data on population mobility/dynamics, protection risks, reintegration progress and overall coping mechanisms in their return areas which is integrated and harmonized with UNHCR's returnee monitoring for ease of reporting and analysis.

Collection of returnees' phone numbers is key to successfully implementing the monitoring through phone interviews. However, most of the returnees lack mobile phones and SIM cards upon return due to several factors including their long stay in exile, lack of access to resources and for those deported, being robbed during the deportation process. Moreover, a major limiting factor is that many returnees lack Tazkeras or other civil documentation issued by Afghanistan, which are legally required to register every SIM card that is issued. A very low percentage of families in Afghanistan, and an even lower number of those returning to Afghanistan have Tazkeras, preventing immediate distribution of SIM cards. This is particularly challenging for Afghan women and Persons with Specific Needs.

In view of the above, IOM and UNHCR have continued joint advocacy with the Government of Afghanistan to waive presentation of civil documents (ID, Passport) as a pre-condition for SIM distribution. Because of these discussions and advocacy, the National Security Council's resolution of April 2017 affirmed that, IOM beneficiary cards, voluntary repatriation forms (VRF) issued by UNHCR, and MoRR registration forms would be considered as valid initial registration documents to enable returnees to obtain a SIM card upon arrival. The resolution further emphasized that returnees must present their civil documents (Passport or Tazkera) within 3 months of their arrival to the relevant service provider(s) in the areas of origin/destination for the purposes of registering their SIM cards. This will ensure adequate coverage of return areas in the short term and provide returnees with an opportunity to access civil documentation that is required to register for longer term SIM cards. This will enable IOM to establish and retain a lasting communication channel with beneficiaries.

IOM intends to continue the returnee monitoring through phone surveys which is an efficient and cost-effective approach, particularly in an insecure context where access to persons of concern is shrinking.

Mobile network penetration in Afghanistan is very high, both in rural and urban areas, and thus interviews through phones have become an effective means of contact with returnees, IDPs and other

Afghan communities. The advantages of this scheme are:

- a) Reduced cost of monitoring due to centralized activity without requirement for logistics support in the field;
- b) It is easier to monitor beneficiaries in hard to reach locations which are inaccessible due to security challenges;
- c) Enables the targeting of a higher number of beneficiaries over a wider geographic area with fewer dedicated resources – both human and financial; and importantly,
- d) Increased gender-sensitive interviews with persons with specific needs such as female-headed families and single females conducted by female interviewers.

The aim of this initiative is to maintain strong linkages with returnees, both in urban/semi urban and rural/remote areas to enhance the understanding of the whereabouts of returnees, to improve our understanding of their needs, and their re-integration process. This will directly impact on advocacy, programming and policy development, in addition to sharing harmonized data on returnees for humanitarian, reintegration and development actors, particularly those working in areas of high return.

### **Project Requirements**

- Conduct post-return monitoring (PRM) activities to IOM beneficiaries, for which IOM will provide the phone numbers and basic information already collected (e.g. name and number of family members). Please see Annex I for a draft of the survey tool to be used. Calls are to be conducted by live operators, trained on the survey methodology.
- Ensure the data collected during these activities is accurate, high quality, and free from errors.
- Vendor must provide the data collection and management system, providing said data to IOM on a weekly basis. Payment will be directly linked to this deliverable.
- Must be able to demonstrate the ability to conduct a minimum of 400 surveys per week.
- Must be able to call the phone numbers of IOM beneficiaries using SIM cards from any Afghan mobile network operator.
- Must use a statistically appropriate methodology for choosing target sample for monitoring, targeting a representative cross-section of returnees based on location, family demographics, gender, document status, vulnerability, socio-economic class, all categories of persons with specific needs, etc.

### **Post-Return Monitoring Process Outline**

- IOM will regularly provide the vendor with a list of numbers, including basic demographic information about the cases, for the vendor to contact.
- IOM will provide the survey tool (draft tool attached) to be used.
- IOM will provide a protocol for which types of beneficiaries should be prioritized based on the demographic information of their cases.
- IOM will provide a protocol for when beneficiaries should be called, e.g. 3-months after their return.
- Targeted beneficiaries should be called at least five times before being marked as unreachable.
- Some beneficiaries may be contacted only once (e.g. 3 months after return) and others may be tracked for a longer period (e.g. 1 month, 6-months, and 18-months after return).

### **Additional Questions**

- Is the service provider able to automatically provide data on the location of the beneficiary, based on location of the phone at the time that the PRM survey is conducted? If so, please provide details on how this is done and what additional cost, if any, might apply.
- Is the vendor able to “scrub” a database of phone numbers, determining which numbers are a) valid and connected to the network, b) valid but not connected to the network (off or outside service area), and c) which numbers are no longer valid? If so, please provide details on how this is done and what additional cost, if any, might apply.
- For mobile network operators bidding for this project: if IOM provides a list of phone numbers of IOM beneficiaries using your network, as well as signed consent forms from said beneficiaries, are you able to provide location information about these phone numbers over time, such that IOM could anonymously track migration patterns of returnees? If so, please provide details on how this is done and what additional cost, if any, might apply.

### **Bidding Requirements**

- Bid must be in the form of cost-per PRM survey completed in full, assuming a minimum of 3,000 surveys and a potential of 25,000 surveys. The cost per survey should decrease significantly as IOM increases the number of surveys it intends to complete.
- Bid must make clear any one-time costs.
- IOM may or may not require the vendor to develop an interactive web-based Management Dashboard and Data Visualization platform of the collected data (e.g. using Microsoft Power BI or Tableau). The bid should demonstrate the organization’s capacity to provide such services and a separate cost for such services.
- Bid must describe the tools, technology, and systems the vendor would use to make the phone calls and capture the appropriate data based on our survey (Annex I).
- Vendor must describe their data security, confidentiality, and data protection policies, procedures and systems.
- Vendor must expressly commit to abiding by IOM’s data protection principles located at <https://publications.iom.int/books/iom-data-protection-manual>.

### **Vendor Qualifications**

- Must be capable to perform the required services in Afghanistan.
- Must be able to demonstrate that the ability to communicate fluently in English, Dari, Pashto, and preferably other local languages.
- Must be able to demonstrate a gender-balanced team able to effectively reach our female audience with female operators/interviewers.
- Must be financially sound.
- Must demonstrate previous experience implementing large scale interviews using phone surveys (i.e. over 5,000 respondents) using appropriate technologies.
- Must have an excellent understanding of the humanitarian, protection and reintegration challenges in Afghanistan.
- Should demonstrate previous experience creating a real-time tracking index and dashboard visualizing the information collected (e.g. using Microsoft Power BI or Tableau).

- Must demonstrate previous experience constructing statistically representative samples using appropriate sampling methodologies.

# Service agreement Template (only for service provider's information)

**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**, 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

- 1.1 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.
- 1.2 The following documents form an integral part of this Agreement: [add or delete as required]
  - (a) **Annex A** – Request for Proposal
  - (b) **Annex B** - Price List
  - (c) **Annex C** - Terms of Reference
  - (d) **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.

### 4. Warranties

- 4.1 The Service Provider warrants that:
- (a) 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;
  - (b) It shall comply with all applicable laws, ordinances, rules and regulations when performing its obligations under this Agreement;
  - (c) In all circumstances it shall act in the best interests of IOM;

- (d) 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;
- (e) It has not misrepresented or concealed any material facts in the procurement of this Agreement;
- (f) The Service Provider, its staff or shareholders have not previously been declared by IOM ineligible to be awarded agreements by IOM;
- (g) It has or shall take out relevant insurance coverage for the period the Services are provided under this Agreement;
- (h) It shall abide by the highest ethical standards in the performance of this Agreement, which includes not engaging in any discriminatory or exploitative practice or practice inconsistent with the rights set forth in the Convention on the Rights of the Child;
- (i) The Price specified in Article 3.1 of 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.

#### 4.2 The Service Provider further warrants that it shall:

- (a) 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.
- (b) Strongly discourage its employees or other personnel having sexual relationships with IOM beneficiaries.
- (c) 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.
- (d) Ensure that the SEA provisions are included in all subcontracts.
- (e) Adhere to above commitments at all times. Failure to comply with (a)-(d) shall constitute grounds for immediate termination of this Agreement.

#### 4.3 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 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 shall perform all Services under this Agreement as an independent contractor and not as an employee, partner, 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

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.

## 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 internationally accepted general principles of law and by the terms of the present 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 this Agreement affects the privileges and immunities enjoyed by IOM 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 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 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.

## **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. Special Provisions (Optional)**

Due to the requirements of the Donor financing the Project, the Implementing Partner shall agree and accept the following provisions:

[Insert all donor requirements which must be flown down to IOM’s implementing partners and subcontractors. In case of any doubt, please contact LEGContracts@iom.int]

## 21. Final clauses

21.1 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.

21.2 Amendments may be made by mutual agreement in writing between the 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

\_\_\_\_\_

Name

Position

Date

Place

\_\_\_\_\_

Name

Position

Date

Place