

REQUEST FOR PROPOSAL

Seafood Task Force Grievance Mechanism Pilot Development

Friday, August 4, 2023

Background

- Throughout 2021-2023, members of the Seafood Task Force (STF) who participate in the Tuna Subgroup and Oversight Subgroup have met to identify areas for improvement in providing effective grievance mechanisms for worker voice.
- In Q3 of 2022 the concept of creating a project that would address fishermen's grievances locally and be available globally was proposed and approved by the STF Board and membership.
- In the initial phase of work, the Project Manager will support Worker Voice Working Group and Tuna Sub Group to finalize a project that can be scaled for global application.
- All work in this Project Manager role must strictly adhere to and comply with the STF Antitrust Policy.

Requirement

- The Seafood Task Force is seeking Requests for Proposals from a qualified team to develop a project plan for the establishment of an effective grievance mechanism for tuna fisherman that can be scaled for global application. This is the first step in the STF project towards establishing an effective and safe grievance mechanism for tuna fishermen.

Project Objective

- To ensure a consultative, best practice process for establishing a safe and effective grievance mechanism for tuna fishermen. Ensuring best-practice process in establishing a grievance mechanism is critical – as once established if workers do not trust the mechanism, it will not be effective in identifying and addressing human rights concerns. Once established, an effective and safe mechanism will reduce risks of priority human rights abuses on vessels in STF member supply chains, including human trafficking, non-payment of legal wages, excessive hours, and safety hazards.

Key Deliverables

- Comprehensive project plan or roadmap to create an effective grievance mechanism(s) that meets success criteria of UN Principle 31 for target populations of fishers that can be replicated for additional populations, included within the plan or roadmap:
 - Orientation training for fishers, employers
 - Communication/socialization of mechanism
 - Intake of fisher grievances/concerns
 - Filtering and assignment to designated independent expert organizations for processing
 - Facilitation of safe, effective, and timely remedy
 - Documentation
- Presentation and discussion session of draft project plan/roadmap

Scope

1. Recruitment & contracting of Project Manager and Technical Advisor to:

- i. Create detailed draft project plan and estimated budget
- ii. Undertake stakeholder engagement to finalize project plan / framework, including with key STF groups and workers representatives.
 1. Create within the report a section of how they're going to engage specifically with tuna vessel owners and suppliers to create solutions that have practical applications onboard vessels.
- iii. Identify Project Team resource needs, roles and TORs, that need to be part of the next phase of the project:
 - * SG7 – SG6 Representatives
 - * Worker Voice expert / advisor
 - * “Complaint Recipient” - 3rd Party Service Provider of Grievance Platform (e.g., Navex) that can host a platform to intake grievances via phone, app, or website and refer the grievances to the appropriate party.
 - * “Grievance mechanism technical implementer” that receives complaint referrals and facilitates resolution/remedy (e.g, OTL, SFCF, Stella Maris)
 - * “Standards council” (as per Fair Food model)
 - * Worker group(s) stakeholder advisor
 - * Secretariat
 - * Etc.
- iv. Establish KPIs and monitoring process

Timeframe

- Final project due 3 months from implementation of contract

Tools to be Utilized

This project activity will utilize and enhance the tools already developed by STF as below:

1. STF Code of Conduct and Vessel Auditable Standards
2. STF Guidance on Responsibility for Recruitment Related Costs
3. Draft Grievance Policy and Procedure

Request for External Service Providers (ESP)

Service

1. The ESP need to provide proposal for the service in entirety.
2. Interested ESPs are requested to propose methodology that the ESP believes will best meet STF objectives.
3. The interested ESP should specify the kind of support or collaboration it will require from STF Team for effective service delivery.

Tools

All additional tools needed for the delivery of the project deliverables that are not provided by the STF as mentioned shall be provided by the ESP.

Result

STF requires full ownership of all information and products resulting from the project activities as listed in the Key Deliverables section, and the ESP shall not disclose any information regarding the project without STF prior consent. The ESP shall sign STF Non-Disclosure Agreement accordingly.

Proposal Format

To speed up evaluation the following proposal format is recommended:

- Section 1: Executive Summary
- Section 2: Qualifications (highlight experience and expertise why the ESP should be selected)
- Section 3: Process/Methodology/Approach (elaborate the thought process on how the ESP aims to fulfill the requirements)
- Section 4: Timeline (highlight critical milestones)
- Section 5: Cost (where applicable, provide a breakdown or cost per unit or component)
- Section 6: Others (any other topics that the ESP deems important in the evaluation of the proposal)

Deadline for ESP Proposals

- October 18, 2023

Please make your submission to siti.m@seafoodtaskforce.global