



Terms of Reference

Invitation to bid for Human Resources Service Provider

1. Purpose

The International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA World) is seeking a consultant to provide Human Resources services to the organisation.

2. The organisation

ILGA World (<https://ilga.org>) is a worldwide federation of more than 1,700 organisations from over 160 countries and territories campaigning for lesbian, gay, bisexual, trans and intersex human rights, since 1978.

We want a world where the human rights of all are respected and where everyone can live in equality and freedom: a world where global justice and equity are assured and established regardless of people's sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC). ILGA World has ECOSOC consultative status at the United Nations.

Our members are based in our six regions: Pan Africa ILGA, ILGA Asia, ILGA-Europe, ILGALAC (Latin America and the Caribbean), ILGA North America and the Caribbean, and ILGA Oceania.

Governed by an elected Board of 19 activists representing our global family, ILGA World is queer democracy in action.

For more information, look at ilga.org

3. Background to the consultancy

ILGA commissioned an organisational development process in 2020 to reflect on its internal policies and practices. This was conducted through individual interviews with past and current staff, management team reflection, and the adoption by the board of a set of organisational development recommendations to be initiated in 2021.

This call for proposals relates to the recommendation on enhancing the human resources management capacity for the organisation.



4. Objective and scope of the consultancy

The main objectives of the consultancy are to:

- i) ensure the compliance of all Human Resources documents and practices with Swiss law.
- ii) improve how Human Resources work is currently being done
- iii) define the priorities and structure the role for a permanent Human resources position.
- iv) provide trainings in different areas to support management staff

To achieve these objectives, the consultant will

- Review existing Human Resources document and submit recommendations for improvement
- Review, update and make the Staff Manual accessible
- Develop new Human Resources policies, as required
- Train management staff to ensure
 - consistent application of staff support and supervision practices
 - comprehensive and meaningful annual appraisals
 - proper implementation of the system and practice of promotion within the existing matrix
- Develop a recruitment and retention system to ensure broad diversity within the staff team
- Develop flexible and remote-working approaches as an alternative to full-time employment from a single location
- Develop a revised system to support staff moving to Geneva to work for ILGA World.

5. Outputs/expected deliverables

The consultant is expected to produce

- a comprehensive Staff Manual
- trainings and manuals for management staff on appraisals, line management and supervision and system of promotions
- policies and procedures to reflect improvements in the systems and implementation of Human Resources processes
- structured proposal on recruitment and retention system
- structured proposal on flexible and remote-working approaches and alternatives compatible with Swiss legislation
- a new Job description for a Human Resources position.



6. Key background documents and information

ILGA World will provide the successful bidder with the existing versions of the Staff manual and other relevant documentation as requested.

7. Duration and timeline

The consultant will start their assignment in July 2021 and the initial stage of the project is for 6 months.

8. Required expertise and qualification

The person responsible for the assignment shall be a freelance consultant or consultancy firm whose services will be provided to ILGA World. The consultant shall have the support of contact persons at ILGA World throughout their project.

The ideal consultant would have proven experience in assisting non-profits, international organisations or companies in the private sector on Human Resources policies and practice.

Requirements:

- Experience of working with international NGO membership based organizations
- Swiss employment law expertise
- Understanding and experience of employment requirements for people from non-EEA countries.
- Human Resources Association accreditation.
- Professional Indemnity Insurance.
- Experience of working with flexible working systems and developing HR systems for remote based workforce is an advantage

LGBTI D/deaf and disabled people; lesbian and bisexual women; intersex persons; trans, gender-diverse, and non-binary persons; and persons from the Global South are especially encouraged to apply, in order to increase representation of people among LGBTI communities in our work. Only qualified candidates will be contacted.

We encourage bidders to mention their background and experiences in their application, and we guarantee that all information will be held confidentially.



9. Payment modalities

Bidders should provide a quote for the completion of all work with their application.

The compensation shall be due and payable upon receipt of an invoice after completion of the consultancy.

10. Application process

Bids should be sent by 6 July 2021, 23:59 PM Central European Summer Time.

The bid should contain

- the bidder's curriculum vitae or company description
- outline of proposed approach
- proposed timeline and priority tasks for the first 6 months
- proposal for on-going contract
- experience with other international NGO's.
- evidence of HR and legal expertise
- a full quote for the work (all types of costs shall be given in CHF, excluding VAT).

Bids are to be submitted by e-mail to Polyxeni Kallini, ILGA World's Senior Finance Officer, at suppliers@ilga.org. Please write "ILGA World Human Resources consultancy" in the subject line of the email. Any questions can be directed by e-mail to suppliers@ilga.org.

The successful consultant will be contacted by 12 July 2021. If you will not receive a reply by that deadline, it means that unfortunately your bid has not been selected. We will not be able to offer any compensation for any of the work included in the bids that will not be selected.



11. Evaluation criteria

The bids will be evaluated according to the following criteria:

- **quality of response**
- **knowledge of the NGO and LGBTI environment and the human resources structures**
- **previous experience** in assisting non-profits, international organisations or companies on their human resources management
- **value-for-money approach:** bids that provide the best overall value for money - taking into account quality, cost, experience, and preliminary assessment - will be preferred over unbalanced or abnormally low bids