

International Rescue Committee UK

STATEMENT OF WORK (“SOW”) – Request for Proposal (“RFP”)

This Statement of Work (“SOW”) forms part of the Request for Proposal issued by the International Rescue Committee UK (“IRC UK”), whose registered office is at 100 Wood Street, London EC2V 7AN (“Client”), and the provider selected through the RFP process. This SOW outlines the scope of immigration legal advice and visa sponsorship support services to be provided to IRC UK.

IRC UK is part of the IRC global network and delivers humanitarian, resettlement and integration programmes, including services provided directly to refugees in England since 2021. IRC UK is growing in scale and staff numbers, and is increasingly hiring staff who require visa sponsorship, alongside existing staff who may need sponsorship in future.

This procurement seeks to appoint a provider of immigration legal advice and expertise to support candidates, existing staff and the IRC UK HR team with visa sponsorship applications and related immigration matters, following the conclusion of IRC UK’s previous arrangement.

1. Term

- a. The proposed term of this engagement will run for an initial 12-month period from November 2026 with the option to extend by mutual agreement, subject to satisfactory performance.
- b. The services will be delivered under a Master Services Agreement (MSA) between IRC UK and the selected provider.
- c. Continuation of the engagement beyond the initial term is not guaranteed and remains subject to provider performance, budget availability, operational need and IRC UK’s future procurement strategy. Following the initial term, IRC UK may choose to:
 - renew or extend the engagement by mutual agreement
 - conduct a separate procurement process, or discontinue the arrangement, depending on performance and strategic priorities.

2. Scope of Work

- a. The selected provider will provide immigration legal advice and expertise to IRC UK, supporting candidates, existing staff and the internal HR team with visa sponsorship applications. The following services include:
- b. Ad hoc immigration enquiries; provision of quotes for sponsorship processes, including an itemised breakdown of costs (including the adviser’s fee); drafting of Certificate of Sponsorship paperwork; support to candidates/staff in preparing required documentation, with review for accuracy and completeness; keeping all relevant parties updated on progress; advising all parties to retain documents for their own/employer records; and

guidance to internal HR staff on use of the UK Visas and Immigration Sponsorship Management System (SMS).

3. Objectives

- a) To secure a trusted, qualified, responsive provider able to support IRC UK's growing visa sponsorship needs.
- b) To ensure timely, compliant support for sponsor licence management and immigration casework, minimising operational and compliance risk for IRC UK, candidates and staff.
- c) To find a provider that will work in close partnership with the IRC UK HR team on an ongoing, ad hoc basis.

4. Deliverables:

IRC UK's HR team will provide the selected provider with relevant case information and access to relevant systems (e.g. access to the UK Visas and Immigration Sponsorship Management System portal) as needed to effectively carry out the required services.

The provider will deliver the following key outputs:

- 1. Initial immigration assessment for clients.
- 2. Advice on immigration status and options, including relocation.
- 3. Case-specific legal guidance.
- 4. Eligibility assessments for immigration routes.
- 5. Preparation and submission of immigration applications.
- 6. Support with visa applications.
- 7. Settlement and citizenship applications.
- 8. Advocacy on behalf of clients where appropriate.
- 9. Support with appeals, reviews or reconsideration requests (where within accreditation scope).

5. KPI's

- i. Turnaround time for responses to enquiries and applications, measured against the provider's proposed SLA.
- ii. Accuracy and completeness of application submissions.
 - a) Including rejection/query rate and methodology for tracking this.
- iii. Timeliness of Certificate of Sponsorship issuance.
- iv. Risk mitigation, candidate and staff satisfaction through correct legal advice and support.
- v. Quality and responsiveness of guidance provided to HR on the UKVI Sponsorship Management System (SMS).