



**Terms of reference for Service Contract for
Qualitative Survey of the progress of the
“Application of Migration Policy for Decent Work for Migrant Workers”**

1.0 PURPOSE

The “Application of Migration Policy for Decent Work for Migrant Workers” (henceforth to be called the Migration) project, is a five-year project of the International Labour Organization (ILO) of the Country Office for Bangladesh. The project is jointly funded by the Swiss Agency for Development and Cooperation (SDC).

The Migration project conducted an Evaluability assessment following which the project log frame and PMF were reviewed. Baseline survey on the project outputs were collected. Based on the Action Plan, the project has completed several activities against each output and outcome.

This document provides an overview of the Migration project, a description of each of the above required deliverables, and the expectations in respect of the service provider(s).

2.0 OVERVIEW OF THE MIGRATION PROJECT

2.1 Description of Outcomes

The objective of the project is that ‘men and women migrant workers will benefit from safe migration and decent work’ and contribute to the sustainable economic and social development of Bangladesh.

The project builds on the achievements of the ongoing collaboration with the constituents to achieve impacts in the following two specific outcomes:

- i). Outcome 1: Men and women migrant workers are better protected through improved policy.
 - a. Output 1.1. The Government of Bangladesh and stakeholders, including social partners and employment service providers, have the capacity to adopt and implement 5 new frameworks pertaining to labour migrants including an improved complaints mechanism; social security legislation; and support services for migrants.
 - b. Output 1.2. Bangladeshi officials are able to apply International Labour Standards principles and good practices in labour migration in MoUs and Bilateral Agreements
- ii). Outcome 2: Public and private institutions contribute to safe migration and decent work for men and women migrants.
 - a. Output 2.1. The Government and stakeholders are able to develop and apply an integrated migrant worker information and management system (MWIMS) and implement a labour market information system.
 - b. Output 2.2. The government and employment service providers are able to improve the scope and quality of services for migrants in Bangladesh and in

- destination countries through evaluation of those services already established and creation of new services.
- c. Output 2.3. The government and stakeholders are able to deliver skills training, assessment and recognition relevant to labour migration.
 - d. Output 2.4. The government and Recruitment Agents improve the quality of their client services for migrant workers.

3.0 DELIVERABLES AND DESCRIPTION OF REQUIRED DELIVERABLES

Under the guidance CTA/OIC of “Application of Migration Policy for Decent Work for Migrant Workers” Project and consultation with ILO relevant specialists/ experts, the service provider/ external collaborator will produce the following deliverables:

1. Work plan for collection of Qualitative Survey
2. Qualitative Survey report (draft and final reports) for both Impact and Outcome and Activity level indicators as per the ‘Impact, Outcome and Output level Matrix’ presented in **Annex 1**

The Qualitative Survey will build on the results and recommendations of the implementation progress of the activities from the baseline survey at output level, and will support and inform the development of a results-oriented and evidence-based Monitoring & Evaluation (M&E) system for the MIGRATION project. It will focus on activities already implemented from 2016-2018 period for the set of indicators as per the log frame at activity, output/outcome and impact level.

Tasks involved in the consultancy

- Document review and identification of what data (sources of information) exist.
- Collection of qualitative data through interviews/group interviews, surveys, etc. (KIIs, FGDs)
- Data analysis and preparation of the Qualitative Survey report.

4.0 METHODOLOGY

The firm will present a methodology for the assignment and detailed work plan outline within one week of signing the contract. The methodology and work plan must include means to collect data.

All deliverables will be developed in close consultation with the project team and project constituents.

5.0 REQUIRED EXPERTISE

The service provider(s) is required to:

- i). Have at least 8 years of experience in conducting Qualitative Survey.
- ii). Have undertaken Qualitative surveys in developing countries, including Bangladesh.
- iii). Have expertise and human resource capacity in undertaking Qualitative surveys.
- iv). Have expertise in conducting surveys for public sector institutions.
- v). Have the proven ability to engage effectively and constructively with social partners.
- vi). Have the ability to respond to comments and questions in a timely, and appropriate manner.

6.0 TIMELINES FOR DELIVERABLES

It will be spread over from **14 February – 14 March 2019**. The timeline shall be counted from the date of the signing of the contract by the ILO and based on start date, the end date will be adjusted to ensure one month provided to contractor.

Sl.	Deliverables	
1.	An inception report along with a work plan	3 rd week of February 2019
2.	Qualitative Survey Report (draft(s))	1 st week of March 2019
3.	Qualitative Survey Report (Final) incorporating feedback	2 nd week of March 2019

7.0 SPECIAL TERMS AND CONDITIONS

7.1 Confidentiality statement and intellectual property of data

All data and information received from the ILO and the stakeholders for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to ILO according to the grant agreement. The contents of written materials obtained and used in this contract may not be disclosed to any third parties without the express advance written authorization of the ILO.

7.2 Unsatisfactory or incomplete work

For the assignment, the ILO's Standard Rules and Procedure for Service Contracts shall be applicable. In event that the service delivered is unsatisfactory or fails to conform to the conditions set out above, the ILO reserves the right, as appropriate to interrupt it, to request that it be corrected or modified, or to refuse to accept the service.

8.0 Payment Arrangements

The cost for this assignment will be covered by the ILO-Migration-project (Application of Migration Policy for Decent Work for Migrant Workers). Based on the TOR, the ILO will prepare an external collaborator service contract with the firm with the following payment schedule:

- 10% of total amount shall be made as first payment upon signing of the Agreement and submission of the Inception Report & proper invoice.
- 90% upon completion and submission of the final Qualitative Survey Report submitted to and accepted by the ILO and proper invoice.

Special Note: The Invoice must be submitted along with MUSAK-11. Upon payment by ILO, the firm should submit Treasury Challan copy within 7-10 days.

9.0 Application Method and Deadline

Interested and qualified service providers may submit their expressions of interest, demonstrated competency and quotations for the assignment. Application must include the following:

- One page description of the organization (also web site/ brochure)
- Proven document of legal establishment for a minimum of three years
- A list of previous relevant work experiences.
- A detail technical proposal on carrying out the tasks, work plan, methodology, quality control mechanism, risk mitigation plan, management (including team composition) and supervision mechanism
- CVs of the personnel/experts involved in this assignment including qualification and experiences.

- Statement of availability of the personnel/experts and trainers
- A separate financial proposal in a sealed envelope with all inclusive (administrative and logistics cost) and itemized unit cost.

10.0 Proposal submission Procedure and Submission Deadline:

Proposals shall be reached to the above office on or before 27 January, 2019 by 2.30 pm. The proposer must submit the Technical and Financial Proposals in separate sealed envelopes mentioning "Technical Proposal" and "Financial Proposal" on the top of respective envelopes as though the financial information could not be revealed before financial proposal Opening. Then a big envelope shall be used cover the both proposals mentioning writing "Proposal for Qualitative Survey of the progress for Migration Policy and Decent Work" on the top of the big sealed envelope.

Any Late submission or the financial proposal reveals during technical submission opening, the proposal(s) will be considered disqualified and will be rejected.

11.0 Evaluation procedure:

The proposal shall comprise (i) Technical Proposal, (ii) Financial Proposal, (iii) CVs of Experts proposed in the Team Composition (with proper contact details) and (iv) a copy of sample work (can also provide link to the webpage).

The technical proposal will contain 70% and financial proposal will contain 30% weight whereas Technical Evaluation passing score is 70%. Any individual scores less than 70% in technical evaluation, the financial proposal of the firm shall not be considered for financial evaluation.

The Proposals shall be submitted in hardcopy along with a CD/DVD with a cover letter to be submitted to below address before or on 27 January 2019 by 2:30 PM-

**The Country Director, ILO Country Office for Bangladesh, Dhaka
Attention: Rahnuma Salam Khan, Officer in Charge
Application of Migration Policy for Decent Work of Migrant Workers
Probashi Kallayan Bhaban, Level 9 (lift 7), 71-72 Old Elephant Rd.
Eskaton Garden, Ramna, Dhaka-1000.**

Impact Level Indicators:

Annex-1

Development objective (Overall Goal)	Impact Indicator(s):	Means of verification:	Assumptions:
Men and women migrant workers will benefit from safe migration and decent work.	<ul style="list-style-type: none"> • Overall impacts of the programme will be evaluated in terms of: • By 2021 a reduction in the actual average cost of recruitment for men and women, compared to figures in 2013¹. • Reduced incidence of negative impacts, such as sexual violence and extremely hazardous working conditions as measured by changes in perception of availability of services in the final evaluation. • Increased availability of support services, with equal access for women and men workers, as measured by changes in perception as expressed by workers. • Global Decent Work statistical indicators for labour migration are²: <ul style="list-style-type: none"> ✓ Forced labour rate among returned workers calculated as a proportion of returned labour migrants (economically active migrants) for a given reference period (12–24 months) who have been in forced labour including as a result of trafficking) ✓ Equal opportunity and treatment in employment. 	<p>Official records, baseline established through the recruitment industry association communication to the MEWOE</p> <p>Report of the migration cost monitoring of one corridor, which is to be determined by the stakeholders in the course of implementation and using the methodology under the ILO-KNOMAD collaboration³.</p>	<p>Labour migration governance continues as a high priority of the Bangladeshi government as part of national employment strategy, and the Expatriates' Welfare and Overseas Employment Policy is adopted.</p> <p>Well managed labour migration, provides opportunities for alleviating poverty and obtaining decent employment for women and men</p> <p>No restriction is imposed on women's migration for employment and women's labour-force participation continues to be a priority</p>

¹ Published as *The Cost: Causes and potential redress for high recruitment and migration costs in Bangladesh*, ILO 2014.

² To know more about the statistical indicators for decent work and for methodological information, see: *Decent work indicators: concepts and definitions: ILO manual/* International Labour Office – First edition – Geneva: ILO, 2012. ISBN 978-92-2-126425-5 (print) and ISBN 978-92-2-126426-2 (web pdf).

³ This initiative, involving a collaboration between the ILO and the World Bank, is attempting to build bilateral matrices of migration costs comparable across top migration corridors, through field surveys. In the Phase I (2013/4), pre-pilot survey in Spain, pilot survey in Kuwait and Korea were done and methodological workshop in Thailand in March 2014. In the Phase II (2014/5), surveys were expanded to other migration corridors including UAE and Malaysia (by ILO) and the US. Currently, Phase III (2015/6) is under implementation to further scale up the surveys to Russia, Italy and South Africa.

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Outcome level indicators:

Outcomes:	Indicators:	Means of verification:	Assumptions:
1. Men and women migrant workers are better protected.	<p>Number of new legislations, policies and rules consistent with International Labour Standards and ILO Multilateral Framework adopted by 2021. Baseline: 1 Act in April 2013 Target : 5 new legislations, rules and policies adopted</p> <p>Number of MoUs (bilateral and regional) encompass new or renewed) employment contract, improved service support etc. signed/agreed upon. Baseline: 0 Target: 3 MOUs/BLAs</p>	<p>Official records on rules policies and legislation adopted</p> <p>Qualitative assessment compared with baseline review of 8 agreements completed in the first programme</p>	<p>Continued political support for promotion of decent work in foreign employment and protection for women and men Bangladeshi workers abroad.</p> <p>Government will share MoUs and agreements and request ILO comments.</p>
2. Public and private institutions contribute to safe migration and decent work for men and women migrants.	<p>Cost of labour migration for male and female reduced by 10% in two countries Baseline (2013): Mean cost 2013 in BDT: Male 311,301 Female 188,272.</p> <p>Baseline (2017) : Average cost = 261157 BDT Cost of Migration for Female migrants (pre-departure)= 26055 BDT Cost of Migration for Male (pre-departure) Migrant workers=364602 BDT</p> <p>For Malaysia: 339251 BDT Target= 10% decrease from the Number of Support services made available for migrant workers at least in two countries by 2021.</p> <p>Baseline= 2 in Oman and UAE, Target= 2 more sustainably resourced migrant worker resource facilities in additional 2 destination countries by 2021.</p>	<p>Re-assess costs using same method</p> <p>BMET tracking information.</p> <p>Reports compiled by government against 2017 baseline</p> <p>KAP survey: baseline established 2017.</p>	<p>Government and employment service providers actively work to reduce the cost of migration and the workers and employers organizations and migrant workers right based organization advocate for it.</p> <p>Stakeholders actively engage in resolving an increased number of complaints received and the government develops the required institutionalised system.</p> <p>Government seeks to identify cost effective ways to promote expansion of services to workers at various stages of labour migration.</p>

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Outcomes:	Indicators:	Means of verification:	Assumptions:
	<p>Increased awareness among migrant workers of support services provided by GoB and recruitment agencies</p> <p>Baseline= 2017 KAP Survey with 2500 Migrant workers (among them 750 women) revealed</p> <ul style="list-style-type: none"> • Departing migrant workers: 3% have knowledge about the availability of Support Services • Returnee: 18% know about the availability of Support Services <p>Current migrants: 6% knows about the availability of support services</p> <p>Target= 25% increase in knowledge</p> <p>Number of technical inputs requested by Government met.</p> <p>Baseline: 2015: 4 rules being drafted, new policies and legislation required in areas including welfare, complaints, returned workers.</p> <p>Target: 5 new rules, policies, legislation adopted. Advice on 5 other frameworks / policy / plan documents pertaining to labour migration.</p>		

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Output level indicators:

Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators* ⁵
Outcome 1: Men and women migrant workers are better protected					
1.1 The Government of Bangladesh and stakeholders, including social partners and employment service providers, have the capacity to adopt and implement 5 new frameworks pertaining to labour migrants including an improved complaints mechanism; social security legislation; and support services for migrants.	<p>- Number of new frameworks, (i.e. legislation, rules, official guidelines etc.), reviewed, drafted, finalized by 2021.</p> <p>Baseline:1</p> <p>Target :5</p> <p>- Number of complaints addressed by the end of 2021</p> <p>Baseline: 25% workers made complaints.</p> <p>Target: 25 % increase on the baseline</p>	<p>1 (Overseas Employment 2016) policy approved</p> <p>1 rule (Labour Migration Management rules 2017) for 2013 Act approved</p> <p>1 (Welfare Act 2018) approved</p> <p>Complaint system re designed</p>	<p>- Official records on all aspects of frameworks adopted</p> <p>- BMET tracking data- Government announcement, records.</p> <p>- Baseline to be drawn from WEWB report 2014</p>	<p>- Government continues to develop and adopt legislation, rules and guidelines to further develop the labour migration framework.</p> <p>- BMET continues to track complaints and improves its management.</p> <p>- Government has interest and considers it a priority to introduce a social security scheme (s). Actuarial feasibility is established.</p> <p>- Government and stakeholders remain committed to professional return of workers</p>	MEWOE, BMET, WEWB, BOESL, MoFA, workers and employers' organization, CSOs, employment service providers, and research institutions

⁴ Note that indicators for activities will be adjusted in annual workplans to ensure accuracy. These will be also assessed during the ILO required evaluability assessment (for details, see the prodoc) to be conducted in the first six months of the project.

⁵ Partnerships will be established as per ILO policy and procedures and evaluation recommendations.

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators* ⁵
1.2. Bangladeshi officials are able to apply International Labour Standards principles and good practices in labour migration in MoUs and Bilateral Agreements ⁶ . 1.2	<p>Number of relevant Bangladeshi officials who are aware of relevant international normative frameworks and labour standards and principles related to labour migration increased by 25%</p> <p>Baseline: 0 as several officials are new to Ministry and did not benefit from phase I trainings Target: 25% increase</p> <p>Number of new and renewed MoUs and bilateral agreements incorporate additional rights and protections for Bangladeshi migrants</p> <p>Baseline: 2013: qualitative review of 8 agreements and assessment of gaps. Target: By 2021: qualitative review of a sample of agreements</p>	<p>3 trainings conducted on ICRMW</p> <p>3 MOUs were reviewed- with Lebanon, UAE and Maldives</p>	Qualitative assessment compared with baseline review of 8 agreements completed in Phase 1 of the project	Government commits sufficient resources (staff) to build and maintain expertise.	MEWOE and BMET, MoFA, workers and employers' organization, UN Women ⁷ and CSOs

⁶ One of the activities under this output, ie Activity 1.2.7. concerns development of occupation specific model contracts, which should be coordinated with the UN Women's project "Empowerment of Women Migrant Workers in South Asia through Implementation of Standard Term of Employment (STOE)".

⁷ For coordination to ensure non-duplication of their work on standard contract for domestic workers.

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators* ⁵
	shows substantial improvement in at least 3.				
Outcome 2. Public and private institutions contribute to safe migration and decent work for men and women migrants.					
2.1 The Government and stakeholders are able to develop and apply an integrated migrant worker information and management system (MWIMS) and implement a labour market information system.	<p>A comprehensive MWIMS is in place by 2021⁸</p> <p>Baseline: 0 no comprehensive MWIMS exists</p> <p>Target : 1 MWIMS with prioritised modules of an integrated migrant worker information and management system operational</p> <p>Migrant workers' perception of labour market information availability increases by 50% over baseline</p> <p>Baseline 2017 KAP Survey with 2500 Migrant workers (among them 750 women)</p>	<p>In progress to develop an overall structure for MWIMS</p> <p>Information dissemination capacity being built,</p>	<p>Program report</p> <p>Feedback from the workers obtained through final evaluation</p>	<p>Government commitment to a long term strategy and allocation of sustained resources to develop and implement the strategy.</p> <p>Workers' lack of information causes them to make poor choices.</p>	<p>MEWOE, BMET, Workers Organizations, Employers Organizations, BBS, BB and employment service providers.</p>

⁸ Indicator I: Existence of strategy and implementation of planned elements within the timeframe (for an integrated migrant worker information and management system incorporating occupational classifications) in main prodoc

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators* ⁵
	<p>The types of work workers are aware of: Production workers, hotel workers, technician, driver, chef, salesman, barber, electrician, nurse. Women migrants' knowledge about labor market is limited as they have little knowledge about the types of work in destination countries. They only know about housekeeping, madrassa, and nursing profession. Around 58%, 50%, and 70% of the pre-departure, returnee and current migrant workers get information from their relatives. Only 1% workers get information related to migration from the government circular</p> <p>Target: 50% increase in those getting information from government sources</p>	<p>LMIS structure being discussed, building on BMET's research in 53 countries</p>			
<p>2.2 The government and employment service providers are able to improve the scope and quality of</p>	<p>Migrant worker support facilities established in two countries and are sustained by the government by 2021.</p>		<p>Re-assess costs using same method</p>	<p>Stakeholders (government and recruiting agents actively work to reduce the cost of migration).</p>	<p>MEWOE, BMET, MoFA, WEWB, BOESL, and employment service providers, and in</p>

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators ^{*5}
services for migrants in Bangladesh and in destination countries through evaluation of those services already established and creation of new services ⁹ .	<p>Baseline= 2 in Oman and UAE,</p> <p>Target= 2 more sustainably resourced migrant worker resource facilities in additional 2 destination countries by 2021.</p>	Discussions with MOEW ongoing. The 2 new centres are in the agreement with the Ministry.	Report of the two migrant worker support facilities	The resource centre can be made sustainable by the government.	coordination with IOM ¹⁰ .
2.3. The government and stakeholders are able to deliver skills training, assessment and recognition relevant to labour migration ¹¹ .	<p>Increase in percentage of overseas employees who are classified as skilled, to 60% for men and 40% for women.¹²</p> <p>Baseline: Skilled= 42%</p> <p>Target: 60% men, 40% women</p> <p>Percentage of women migrant workers aware of different occupations in receiving countries increased by 20% by 2021.</p>	<p>Manuals are being produced for trainings</p> <p>Research has been concluded to identify new occupations and new destination country for women</p>	<p>BMET records</p> <p>BMET reports</p> <p>KAP survey at the end of the project</p>	<p>Increased demand in receiving countries for skilled Bangladeshi migrant workers. Supply of Bangladeshi workers with appropriate skills.</p> <p>Government priority to increase the number and range of occupations for women migrant workers.</p>	MEWOE, BMET, WEWB, BOESL, NSDC, MoPME, DTE, BTEB, workers and employers organizations.

⁹ One of the activities under this output, ie, Activity 2.2.7. will contribute to the ILO-Fair recruitment initiative. Under this activity, there will also be sharing with the IOM's International Recruitment Integrity System (IRIS).

¹⁰ Provides support to Colombo Process, etc

¹¹ The activities under this output are to be implemented in collaboration with the ILO Skills projects as well as national stakeholders, such as, the Ministry of Education, Directorate of Technical Education, BTEB, NSDC, and development partners including SDC, World Bank, ADB, etc.

¹² These are "pre ISCO" classifications using BMET data source

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators* ⁵
	<p>Baseline: 11% are aware of other occupations¹³</p> <p>Target: 20% increase in awareness of other occupations</p> <p>Number of new trainings (with fully developed curricula) are designed, implemented and targeted at women migrant workers by 2021</p> <p>Baseline: 0 trainings</p> <p>Target : 4 training curricula</p> <p>Increase the percentage of all departing migrant workers receiving briefing to 100%</p> <p>Baseline 2014: Men 7-10%; Women 100%</p>	<p>Discussions on ongoing with BMET, the project is translating care giving manual into Chinese- to explore new destinations for care givers.</p> <p>Assessment of PDOs and coverage and perception done. Recommendations need to be discussed with BMET and MOEWOE</p>	<p>BMET data</p>	<p>Tracking of delivery is accurate</p>	

¹³ Average percentage of knowledge of other occupations based on baseline data

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Programme outputs:	Output Indicators ⁴ for 2016 – 2021):	Progress (2016-2018)	Means of verification:	Assumptions and Risks:	Partners and collaborators ⁵
	Target= 100% migrating worker (men and women)				
2.4 The government and Recruitment Agents improve the quality of their client services for migrant workers.	<p>Increased awareness of services available * and reduction of impediments for effective service delivery.</p> <p>Baseline: 2017 KAP Survey with 2500 Migrant workers (among them 750 women)</p> <ul style="list-style-type: none"> • Among departing workers: 43% know Govt. services for migrant workers • Returnee: 17% know Govt. services for migrant workers <p>Among Current migrants: 17% know Govt. services for migrant workers</p> <p>Target: 25% increase in knowledge of government services</p>	Trainings ongoing for government officials and CSOs to be able to effectively communicate laws, policies, services to migrant workers, and their families.	Feedback from the workers obtained through final evaluation	The Government and Recruitment Agents are willing to improve their client service orientation	MEWOE, BMET, WEWB, BOESL, MoFA, workers and employers organizations, and employment service providers.