
TERMS OF REFERENCE

“Application of Migration Policy for Decent Work of Migrant Workers”

DEVELOP AN ACCESSIBLE DATABASE OF RECRUITMENT AGENTS

1. Rationale

International labour migration is a considerable reality of Bangladesh’s economy and labour force, with 12% or more of the labour force employed overseas. The total number of overseas job created for Bangladeshi workers was 0.75 million in 2016 which is 36% more than the previous year. In the year 2015, remittance was 7.87 per cent equivalent of the GDP and 49.78 per cent and 37.65 percent of the country’s total export and import respectively.¹

The Government of Bangladesh regards remittances as a major source of foreign exchange and short-term overseas employment as an important response to unemployment and as a support to household well-being. However, the overall value of overseas employment and remittances to the Bangladesh economy has only recently been understood as part of the overall strategy for becoming a middle-income country, specifically, by developing a more pro-active and migrant –worker oriented approach to management. This has led to changes in the overall legislative and policy framework, and a gradual recognition of the need to develop improved systems for management, including concrete measures for social protection, for complaints investigation and redress, and for investment in building the skills and qualifications of workers to improve the quality of their overseas employment.

The “Application of Migration Policy for Decent Work of Migrant Workers” project, is a five-year project of the International Labour Organization (ILO) of the Country Office for Bangladesh. The project is funded by the Swiss Agency for Development and Cooperation (SDC). The project builds on the success of “Promoting Decent Work through improved Migration Policy and its Application in Bangladesh”, operating from 2011-2015. This project builds on this foundation to support the Government to move into full implementation of its new Act 2013 and policy 2016. It will provide research and technical advisory support, facilitate social dialogue and stakeholder engagement, and support the implementation of pilots to test a range of strategies for migrant worker’s education, support and re-entry into the Bangladesh labour market. It focuses on strengthening the overall policy and governance framework for migration; improving the institutions responsible for managing migration; and supporting the development of expanded services to migrant workers.

¹ Bangladesh Bank, Quarterly Report on Remittance Inflows: April-June 2015. Available at https://www.bb.org.bd/pub/quarterly/remittance_earnings/apr_jun2015.pdf [Accessed 02 Oct 2015]

Recruitment for international labour migration happens through licensed recruitment agencies, individuals, and informal networks and through government recruitment agency BOESL. The website of BMET has a data list of licensed and suspended recruitment agencies. This data set includes the name and contact details of the recruitment agency only.

In this context, the ILO would like to hire a consultancy firm with the aim to support BMET to establish a comprehensive data base of recruitment agencies which includes detailed information about the recruitment agencies, other agents, scope to include classification information. This database should link with the MWIMS being established by A2I under ILO's project.

2. Objectives of the Assignment

The objective of the assignment is

- To design and develop a scalable IT application for an accessible database of Recruitment Agents with classification information pertaining to each of them which also forms a module of the MWIMS. This should include IT architecture design, system and software development

3. DELIVERABLES AND DESCRIPTION OF REQUIRED DELIVERABLES

Under the guidance CTA and National Programme officer of "Application of Migration Policy for Decent Work of Migrant Workers" Project of ILO Bangladesh and in consultation with ILO's tripartite constituents and other relevant specialists/ experts, the service provider/consulting firm will produce the following deliverables:

- A scalable IT application for an accessible database of Recruitment Agents with classification information pertaining to each of them.

A brief description of this is provided below.

4. Design and develop (D&D) and accessible, comprehensive data base of Recruitment Agents and Agencies

- i. Conduct a System Requirement Analysis for the database.
- ii. Interview the key informants to better understand the existing technical infrastructure on data on recruitment agencies and recruitment agents. This would include talking to government officials from MEWOE, BMET, BBS, A2I, BAIRA, employers, trade unions and migrant workers.
- iii. Identify and develop relevant data criteria, taking into account the readiness of data (both qualitative and quantitative).
- iv. Prepare a Software Requirement Specification (SRS) document based on the need assessment.
- v. Develop the system and software as per the SRS.
- vi. Do pilot testing of the system to ensure it is implementable
- vii. Develop a simple manual for use of the system

5. List of Activities and Tentative Time-Frame

Sl.	Deliverables	
1.	An inception report along with a work plan	15 working days after issuance of work order.
2.	System Requirement Analysis report	20 working days after approval of inception report.
3.	Design and Development of a database system on recruitment agencies and recruitment agents along with training materials.	60 working days after approval of systems requirement analysis report.

6. Desired Qualification of the Firm

The service provider must have demonstrated capacity in:

- (a) At least 5 years of experience with demonstrated track record in technology centric solutions design, which has social impact.
- (b) Proven skills on the requirement analysis and system architecture design.
- (c) Proven skill of IT-based service delivery applications
- (d) At least 3 years of experience in working on public service system development issue

7. Budget

The total budget of the assignment will be financed by the “Application of Migration Policy for Decent Work of Migrant Workers” project implemented by ILO and funded by SDC.

8. Contract Duration

The work under this contract shall be completed no more than 5 (five) months from the date of signing of the contract.

9. Supervision and Coordination

The service provider will work under the overall guidance and supervision of the CTA of the “Application of Migration Policy for Decent Work of Migrant Workers” project, and in coordination and collaboration with the concern Programme Officer.

10. Reporting

In case of any problems or delays, the service provider shall report to the CTA of the “Application of Migration Policy for Decent Work of Migrant Workers” project, ILO- Dhaka. Performance will be measured against the quality and timely provisions of deliverables.

11. 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.

15. 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:

- 20% of total amount shall be made as first payment upon signing of the Agreement and submission of Inception report with workplan.
- 30% upon submission and acceptance of system analysis report
- 50% upon completion and submission and acceptance of the database and a user Manual by ILO.

16. SPECIAL TERMS AND CONDITIONS

16.1 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.

16.2 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.

17. HIRING PROCESS

The deadline to submit RFP for the service contract is 04:00 pm on 11th February 2018 sent by hardcopy. 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 to cover both the proposals together mentioning "**Application for the Service Contract for development of database on recruitment agencies**" on the top of the main and sealed envelope. If any financial information being revealed before financial evaluation, such case will be ground to reject the proposal.

The Proposal should also contain (i) CVs of Experts proposed in the Team Composition (with proper contact details) and (ii) a copy of sample work (can also provide link to the webpage)

The selection criteria will be focused on the Organizational Capacity, Proposed Team's strength, Approach and Methodology, Work Plan and Financial proposals (in a separate envelope).

The submission shall be submitted by 11th February 2018 (04.00 pm Dhaka time) to:

**ILO Migration Project
Probashi Kallayan Bhaban
Level 9 (lift 7), 71-72 Old Elephant Rd.
Eskaton Garden, Ramna, Dhaka-1000**

For any query, please contact Rahnuma Salam Khan, National Programme Officer, "Application of Migration Policy for Decent Work of Migrant Workers" Project, ILO Bangladesh, e-mail: khanr@ilo.org. Phone: +88 01708451854