

Bridging Recruitment to Reintegration in Migration Governance: Philippines (BRIDGE)

Safe and Fair: Realizing Women Migrant Workers' Rights and Opportunities in the ASEAN Region

TERMS OF REFERENCE

Consultant to localize Migrant Resource Center (MRC) Manual of Operations

I. BACKGROUND

The International Labour Organization supports the strengthening of Migrant Resource Centers (MRC). An MRC may be in the country of origin (like the Philippines), or in countries of destination. As a one-stop service center in the country of origin (Philippines) – an MRC offers various programmes and services for migrants and their families in the whole migration cycle -- pre-migration, on-site linkage and referrals, preparing OFWs for return and facilitating/supporting their reintegration. Services vary depending on the context – considering needs of OFWs and their families and resources in the communities – and typically encompass access to information (policy and programmes advisories, overseas job requirements, etc.); provision of direct services, including psychosocial and economic-related interventions; grievance redress mechanisms; migrant database/registry, and support to OFW family groups, among others.

At present, the ILO collaborates with the local government units in the National Capital Region (NCR), Region V (Bicol Region), and Region VI (Western Visayas) to operationalize effective and gender-responsive MRC services to migrants and their families. These areas are among the top regions where OFWs originate. To help facilitate this, ILO provides technical assistance along gender-responsive case management; capacity building of MRC stakeholders, including service providers, OFWs and their groups; data collection and management; institutionalization of local migration governance (through issuance of local laws, creation of migration committees, promoting participation of OFWs, women, CSOs); network-building; labour migration advocacy and information dissemination, among others. These interventions will contribute to better promotion and protection of migrant workers from labour and human rights violations – including gender-based violence and illegal recruitment and human trafficking – throughout the migration cycle.

The gender-responsiveness of MRCs is a primary operational principle, not only because women compose the majority of the OFW population (almost 60% of OFW population in 2020, according to PSA SOF); but also because of the highly gendered nature of OFW job placements, risks and vulnerabilities to violence, abuse or labour exploitation, and the obstacles/difficulties in accessing redress mechanisms, financial and livelihood channels, as well as skills development and reintegration opportunities. For instance, in the past several years prior to the pandemic¹ an average of over 13,800 OFWs per year were repatriated by the Department of Foreign Affairs (DFA) and the Philippine

¹ DFA data (2013 to 2016), as cited in SWS Scoping Study on International Migration Statistics of the Philippines, 2017.

Overseas Labor Offices (POLO) and 76% were women; an average of over 4,800 OFWs per year with cases of distress assisted by the DFA and POLOs; 76% were women; and an average of at least 400 OFWs per year who were trafficked and 92% were women.

These were due to the precarious and temporary nature of overseas work, exacerbated by gender inequalities and stereotypes, and the intersection of gender, race, economic and other factors. Many of these cases happen to women OFWs, especially those in domestic work, manufacturing, service, agriculture, food and hospitality and entertainment sectors

The implementation of programmes and services for migrant workers are backed by policies, including but not limited to the nationwide institutionalization of OFW help desks (RA 8042 as amended by RA 10002) and establishment of Migrant Resource Centers for some local government units.

To help ensure quality of operations and delivery of services, a migrant resource center needs to have an operational manual to 1) provide a clear understanding of the role and purpose of the MRC and its programmes/service; 2) outline the major procedures for establishing and running an MRC; 3) provide tools and techniques to facilitate the work of MRC staff; 4) provide guidelines on proper documentation, management and reporting of cases and number of OFWs/families assisted, trained or supported by the MRC; 4) specify appropriate answers to questions that visitors and clients frequently ask of staff at the MRC; and 5) act as a staff training guide.

The ILO, through the GMS TRIANGLE Project developed the [Migrant Worker Resource Centre \(MWRC\) operations manual](#) which provides guidance on the establishment of a Migrant Worker Resource Centre and services to potential and returned migrants, and members of their families. It includes practical tools and templates for everyday use when providing and tracking services. The MWRC Operations Manual highlights the “CLIENTS” approach on MRC services – (C)ounseling, (L)egal assistance, (I)nformation and (E)ducation/Training, (N)etworking and organizing of OFWs/families into associations, (T)rade union membership, and (S)kills development and reintegration. There are several other operational reference on MRCs. The [“16 Essentials for Quality Multisectoral Service Provision to Women Migrant Workers Subject to Violence”](#), by Safe and Fair in 2020 provides guidance on gender-responsive, survivor-centered MRC services for OFWs. The [Naga City MRC Operations Manual](#) provides Philippine and local government context on setting up and operating the MRC. All these will be used as key references in the development of a rights-based and gender-responsive MRC Operations Manual for the Philippines.

The MRC Operations Manual for the Philippines needs to enhance, deepen and update the information on operations and services of MRCS in sending countries (Philippines), as well as the particular services, providers, process/referral flows and needs/issues of the OFWs/families at the local level (province, city/municipality). The Manual will focus initially on 3 sites where ILO currently supports MRCs – the National Capital Region (NCR) esp. Quezon City, Region 5 (Bicol), esp. Tabaco City, and Region 6 (Western Visayas), esp. Negros Occidental Province.

ILO CO-Manila seeks to engage a consultant to localize the MWRC Operations Manual in the Philippine context.

II. OBJECTIVES

The purpose of hiring a consultant is to develop a Migrant Resource Center (MRC) operations manual for the Philippines, adapting the ILO MWRC operations manual and Naga City MRC Operations manual as standard operational guides for MRCs in the Philippines, while ensuring rights-based and gender-responsive frameworks, and the localization of information and operational systems and procedures.

III. OUTPUTS AND RELATED TASKS

The consultant will deliver the following outputs within the prescribed timeline and approved budget to the satisfaction of the ILO, under the supervision of the BRIDGE and Safe and Fair National Project Coordinators.

1. Mapping of migration programmes and services provided to OFWs especially women by local governments, MRCs or helpdesks in the National Capital Region (NCR), Region 5 (Bicol) and Region 6 (Western Visayas)

1.1. Conduct or update the mapping of MRC-related programmes, services, processes, policies and governance mechanisms in priority regions (NCR, Region 5, Region 6)

- map existing policies, issuances (ordinances, memoranda, executive orders, resolutions, etc.), governance structures related to setting up or operation of MRC or MRC-like mechanisms (e.g. OFW help desks, OSSCO, etc.) in NCR, Region 5 and Region 6;
- map the available programmes and services provided by MRCs and helpdesks using the “CLIENTS” framework.
- map existing case management forms, reporting templates, and other tools used by labour migration agencies, MRCs, helpdesks, CSOs, etc.) and review tools and resources vis-à-vis ILO MWRC Operations Manual
- draw up draft process and/or referral flow diagram(s) of how cases/services of MRCs are handled or flow through the MRC, from case intake up to monitoring/resolution, and including referrals to other agencies/services providers.
- Recommend a standard operational framework, and essential principles, guidelines, elements and/or components on the setting up and operationalization of rights-based, gender-responsive, sustainable and locally-operated MRCs in the Philippines.
- The gender-responsive operational principles and guidelines of the MRCs shall give emphasis on particular concerns and situation of women OFWS, but shall be framed in the comprehensive gender perspective of including men and non-binary gender identities in line with the [“ILO Information Paper Against Sexual Orientation, Gender Identity and Expression and Sex Characteristics \(SOGIESC\) Discrimination”](#).



1.2. Present and validate the mapping of MRC-related programmes, services, processes, policies and governance mechanisms in priority regions (NCR, Region 5, Region 6)

- identify gaps and recommend improvements on the MRC operations at the local level;
- review and suggest improvements on the standard operational framework, essential principles, guidelines, elements and/or components on the setting up and operationalization of MRCs in the Philippines.

2. Draft MRC Operations Manual for the Philippines

2.1. Prepare draft MRC Operations Manual for the Philippines

- Use the information collected in Output 1 on operation of MRCs in selected regions, as well as the recommended standard operational framework, essential principles, guidelines, elements and/or components on the setting up and operationalization of rights-based, gender-responsive (including non-binary gender identities), sustainable and locally-operated MRCs in the Philippines.
- The MRC Operations Manual for the Philippines shall have at least 2 major parts – a) a general part that is applicable for any MRC in the Philippines; and b) a particular section applicable to specific MRCs in the Philippines, i.e., MRCs in Quezon City, Negros Occidental, and Tabaco City.
- The “general part” of the MRC Operations Manual for the Philippines shall have the following sections at the minimum: 1) operational principles/frameworks governing the MRC operations and services (e.g. rights-based, gender-responsive, survivor-centered approach); 2) role, purpose, major functions, needs/rationale/problems being addressed by the MRC; 2) list of services generally provided by MRCs and/or helpdesks in the Philippines; 3) outline procedures for establishing and running an MRC, including staffing; 4) tools and techniques to facilitate the work of MRC staff, including data collection, reporting and monitoring; 5) Frequently Asked Questions (FAQs) for the visitors and clients
- The “general part” shall incorporate the key principles, operational framework of MRC operations discussed in the ILO MWRC Manual of Operations, the “16 Essentials for Quality Multisectoral Service Provision to Women Migrant Workers Subject to Violence”, and ILO Information Paper Against SOGIESC Discrimination, the Naga City MRC Manual of Operations, and relevant references.
- The “particular part” of the Manual shall be developed in coordination and collaboration with the MRCs of QC, Negros Occidental and Tabaco City.

2.2. Validate the draft MRC Operations Manual with tripartite constituents and stakeholders

3. Finalized MRC Operations Manual for the Philippines

3.1. Finalize the MRC Operations Manuals incorporating feedback from ILO and partners

IV. SCHEDULE OF DELIVERABLES

The consultancy will be from **1 October until 30 December 2022** covering a total of 45 Full-time Equivalent (FTE) workdays over the span of 3 months.

<i>No.</i>	<i>Deliverables</i>	<i>Number of Full-time Equivalent (FTE) workdays</i>	<i>Timeframe</i>
1	Detailed Implementation Plan	2	10– 13 October 2022
2	Report on mapping of MRC-related programmes, services, processes, policies and governance mechanisms in the selected regions *This includes the recommended standard operational framework for MRCs in the Philippines	20	13 October – 12 November 2022
3	Draft MRC Operations Manual	20	13 November – 20 December 2022
4	Finalized MRC Operations Manual	3	5 January 2023
	Turnover of deliverables Submission of completion report		Until 10 January 2023
	Total	45 FTE workdays	Spread over 3 months

Adjustments from these deliverables may occur as the implementation progresses. Any changes or revisions observed or anticipated will be subject to review and approval of the ILO.

V. PAYMENT TERMS AND SCHEDULE

The consultant will work within the approved ILO budget **for a total of 45 full-time equivalent (FTE) workdays**. This amount represents the total contract price and the ILO's maximum financial liability under this contract.

Payment will be paid in Philippine Peso based on the prevailing UN rate and will be transferred to the consultant's bank account, following the transmittal schedules below:

Payment terms and schedule:

Payment	Schedule
1st tranche - 30%	Upon signing of contract and completion of Deliverable 1 to the satisfaction of ILO by 13 October 2022
2nd tranche - 25%	Upon completion of Deliverable 2 to the satisfaction of ILO by 12 November 2022
3rd tranche - 40%	Upon completion of Deliverables 3 and 4 to the satisfaction of ILO by 5 January 2023
Final tranche - 5%	<p>Upon turnover of deliverables and submission of completion report by 10 January 2023.</p> <p>Per para 4.3 and 4.4 of the terms of contract, maximum of 5% retention fee will be paid after satisfactory compliance of all outputs as approved by ILO.</p>

This contract will be subject to cost-sharing between the BRIDGE (60%) and Safe and Fair (40%) Programmes. BRIDGE will cover the costs for the 1st, 2nd tranche, and the final tranche (Deliverables 1 & 2, and completion report) while Safe and Fair will cover the costs for the 3rd tranche (Deliverables 3 & 4).

BRIDGE and Safe and Fair will jointly develop, supervise, and ensure satisfactory completion and submission of the deliverables and outputs stipulated in this TOR.

VI. Confidential statement and Intellectual Property Rights

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 according to the Implementation Agreement between ILO and Quezon City Government.

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.

VII. Unsatisfactory or incomplete work

For the assignment, the ILO's standard rules and procedures 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.

VIII. QUALIFICATIONS AND EXPERIENCE

- A university degree in the field of social development with demonstrated expertise on labour migration and/or gender.
- Expertise in the Philippine labour migration governance and manual development, as well as national migration issues and international development frameworks on migration, is an advantage.

IX. EXPRESSION OF INTEREST

The interested candidates must submit the following documents: i) letter of intent, ii) qualifications and relevant experience of consultant/s and/or institution (include detailed CV/s as annex), iii) technical proposal, and iv) financial proposal.

The documents must be submitted through Ms Marie Allyssa Dacasin, National Project Coordinator for the BRIDGE Programme (dacasin@ilo.org), with copy to Mr Rex Varona, National Project Coordinator for Safe and Fair Programme (varona@ilo.org), and Ms Katrina Pascasio, BRIDGE Programme and Administrative Assistant (pascasio@ilo.org) on or before **30 September 2022**.

Samples of previous work and publications may be requested in the selection process.

Only shortlisted candidates will be contacted.