

TERMS OF REFERENCE

IT Consultant to develop the Quezon City Migrant Resource Center (QC MRC) Database

I. RATIONALE

The International Labour Organization (ILO) supports the Quezon City Government in operationalizing a Migrant Resource Center (MRC). As a one-stop service center – an MRC offers various programs and services for migrants and their families in the whole migration cycle -- pre-departure, transit, on-site services, re-entry, return, and reintegration. Services vary depending on the context – considering the needs of Overseas Filipino Workers (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.

The National Capital Region (NCR) has always been among the top 5 regions of origin of OFWs. Quezon City is the biggest city in the NCR in terms of population. It also has one of the more developed migration governance efforts in the NCR.

In terms of services, the QC MRC commits to provide gender-responsive programmes and services consistent to the LGU's strong advocacy for women empowerment and gender equality. The global population of migrant workers shows that majority are men¹; however, in the Philippines, data shows there are more (59.6%) women OFWs than men. There is value-added in putting prime on gender-responsiveness because in the past several years prior to the pandemic² an average of over 13,800 OFWs per year repatriated by the Department of Foreign Affairs (DFA) and the Philippine Overseas Labor Offices (POLO) and 76% were women; and an average of at least 400 OFWs per year were trafficked and 92% were women.

To protect and promote the well-being of migrant workers, it is crucial to ensure that LGUs are equipped in implementing effective devolved services. One strategy to facilitate this is by ensuring that MRC as well as local OFW help desks and local migration programmes and governance are which able to provide gender-responsive service delivery for migrant workers and their families. This will help address labour migration risks and deficits affecting women migrant workers (e.g., violence and harassment, rights violations, discrimination, labour exploitation, human trafficking, lack of social protection, lack of reintegration and employment options and opportunities) at all stages of labour migration due to the precarious and temporary nature of overseas work, exacerbated by gender inequalities and stereotypes. In the nexus of reintegration, generating at least basic data on labour migration can facilitate effective service delivery as it will allow for targeted interventions based on the profile of migrant workers (e.g., sex, origin, occupation, skills, etc.) as well as recalibration of programmes and services as needed considering trends.

¹ ILO global estimates on international migrant workers, https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_808935.pdf

² DFA data (2013 to 2016), as cited in SWS Scoping Study on International Migration Statistics of the Philippines, 2017.

To facilitate this, there is a need to improve data management practices of the LGU in their migration governance to promote data-driven and evidence-based programming. At the national level, there has been a long-standing aspiration for a shared national database among migrant-serving agencies to aid evidence-based programming but none has so far evolved as envisioned. The development of a national database is adopted under the Department of Migrant Workers but challenges may remain the same. Considering this, there can be advantages in doing parallel initiatives at the local level where the ecosystem is more contextualized and manageable. Lessons in developing and implementing local databases can feed into the processes at the national level.

One of the components of the ILO's support to QC MRC is on enhancing the data collection and management to support evidence-based and gender-responsive programming. In this regard, an IT consultant will be hired for the development and setting up of an electronic database system for OFW profiling and case management of QC MRC.

II. OBJECTIVE

The overall objective of assignment is to design and develop the Quezon City Database System for OFW profiling and case management data. It aims to improve the MRC's migration-related data management -- collecting, monitoring, analysing and reporting data or information to support evidence-based enhancement or development of migration programmes, services and policies.

Workshops will be facilitated by ILO on the review of current data collection and management practices, including review, updating, and harmonizing tools, with the gender lens; provide technical inputs in the designing of database functionalities, particularly incorporating datasets on labour migration cycle, OFW profile, and case management indicators; and lead the development of the MRC database operations guide. The development of a database will begin with reviewing forms and tools being used by the MRC on case management and assessing overall data collection mechanisms (e.g., procedures and protocols). Case documentation forms will be update and reference will be made in existing intake forms (e.g., OWWA form, ILO MRC intake and reporting forms, etc.)

An IT Consultant is needed to develop the design and functionality of an electronic database for OFW profiling and case management system and lead the trainings for LGU and MRC staff on the database usage.

III. MAIN RESPONSIBILITIES AND OUTPUTS

The IT Consultant will provide analysis, design and develop the QC MRC database system, including setting up of a working electronic database, and conducting briefings/ trainings of end-users to ensure knowledge transfer and ease of implementation/maintenance of the database system.

The IT Consultant will coordinate closely with QC-PESO Migrant Services Division in the analysis, design and development of the functionalities of the electronic database for OFW profiling and case management system.

Features and functionalities:

The electronic database will be guided by the CLIENTS framework which is being used by ILO-supported MRCs in the ASEAN region. This means that there will be indicators or datasets that will help in monitoring core services and programmes that the MRC should be providing -- Counselling, Legal assistance, Information/education/ training, Network/association membership, Trade union membership, and Skills development and reintegration support.

Further, the database should also serve as the registry of OFW clients with basic data on international labour migration being generated such as number of migrant workers disaggregated by sex, what countries migrant workers come from, where they migrate to, in what sectors or occupations they are employed, under what conditions they work, and their skills and education profiles. These are the basic data recommended in the International Labour Migration Statistics. Other elements may be added as identified by the QC MRC.

- The database system shall serve as the registry of OFW clients of QC MRC;
- The database system shall accept and validate basic data on international labour migration being generated such as number of migrant workers disaggregated by sex, what countries migrant workers come from, where they migrate to, in what sectors or occupations they are employed, under what conditions they work, and their skills and education profiles.
- These are the basic data recommended in the International Labour Migration Statistics. Other elements may be added as identified by the QC MRC.

The Quezon City Migration Services Division will host the MRC database that will be developed.

Deliverables:

1. Detailed development and implementation plan;
2. Design and development of an electronic QC MRC database and data management system incorporating functionalities that will capture OFW profiles and case management datasets as identified in consultation with the QC MRC and other stakeholders. This will include the back-end database system, and the user interface to manage the data system;
3. Testing, deployment and implementation of the working version of an electronic MRC database system that captures the features and functionalities;
4. Technical manual for user's guide in operating and maintaining the QC MRC database
5. Training of the QC MRC/LGU data managers/administrators and users/encoders on the use of the system; and
6. Technical report on the briefing and knowledge transfer of the electronic MRC database for MRC and other relevant LGU staff.

IV. DELIVERABLES AND PAYMENT TERMS

Deliverables	No. of days	Timeframe
1. Detailed development and implementation plan.	5	3-7 April 2023
2. Design and develop an electronic QC MRC database incorporating functionalities that will capture OFW profiles	20	8 April – 5 May 2023

and case management datasets as identified in consultation with the LGU and other stakeholders;		
3. Test, deploy and implement the working version of an electronic MRC database system that captures features and functionalities; and	10	6- 19 May 2023
4. Training manual of the QC MRC database	20	20 May – 16 June 2023
5. Train the QC MRC/LGU data manager/ administrators and users/encoders on the use of the system; 6. Technical report on the briefing and knowledge transfer of the electronic MRC database for MRC and other relevant LGU staff. 7. Turnover of files and all materials related to the system to ILO, and turnover of hosting and management of QC database to QC LGU	5	17-23 June 2023
Total	60 workdays	100%

Payment Terms:

1st Tranche: 30% upon signing of contract and submission of Deliverable 1 to the satisfaction of ILO

2nd Tranche: 45% upon completion of Deliverables 2 and 3 to the satisfaction of ILO

3rd tranche: 20% upon completion and submission of Deliverables 4 to 6 to the satisfaction of ILO

4th tranche: 5% upon submission of Deliverable 7 to the satisfaction of ILO.

V. 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.

VI. 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.

VII. QUALIFICATIONS AND EXPERIENCE

- A university degree in the field Computer Science, Information Technology, or related field.
- Experience in designing and developing databases at the national and international level Knowledge and familiarity with Philippine labour migration governance and data management, and gender.
- Other engagements relevant to the scope of work is an advantage

VIII. EXPRESSION OF INTEREST

The interested candidates must submit the following documents: i) letter of intent, ii) qualifications and relevant experience of the IT consultant (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 10 March 2023

Only shortlisted candidates will be contacted, and portfolio of the candidates shall be requested in the selection process.