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Swiss Agency for Development and Cooperation SDC
Agenția Elvețiană pentru Dezvoltare și Cooperare
Швейцарское управление по развитию и сотрудничеству



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International Organization for Migration (IOM)
The UN Migration Agency

UNDP project “Migration and local development” project, funded by the Swiss Agency for Development and Cooperation
Component implemented by IOM Moldova

TERMS OF REFERENCE

National consultant supporting the Moldovan stakeholders to setup and operationalize a dedicated web platform addressed to Moldovan labour migrants’ information needs

1. BACKGROUND INFORMATION:

The mass migration waves, which started in the 1990s has led to an outflow of Moldovan nationals, with almost a quarter of the country’s population currently residing abroad on a temporary as well as more permanent basis. While most often labour migrants have successful migration experiences, many of them are unaware of their rights and the requirements for legal labour migration, thus are often subjected to unethical recruitment practices and employment circumstances that may include exorbitant commission fees for recruitment intermediation, low wages, unreasonable physical and intellectual demands, poor accommodation conditions, inadequate resting periods, lack of access to essential health care and protection in case of accidents/sickness/ disability etc., no accrual of pension rights, particularly if they are in an irregular situation and are victims of the trafficking in persons. Despite the fact that Moldova ratified the ILO 181 Private Employment Agencies Convention, the national regulatory framework is incomplete and poorly enforced, hence market of recruitment abroad services is dominated by informal intermediators. Public institutions still have weak capacities to properly monitor the activity of the proper recruitment sector and adequately manage labour migration and has limited capacity and experience in the effective management of temporary labour migration schemes that both respond to identified labour market needs and protect stakeholders throughout the process.

Potential migrants, as well as, part of Moldovan returnees, including those returned in the COVID-19 context, declared that they would emigrate again¹. However, many lack the access to trustful and reliable information which would guide their decision to migrate for work purposes. According to a recent study, the inner social circle is a principal source of information about possibilities to work abroad for the majority of migrants, while about 1/3 of respondents addressed to the private employment agencies from Moldova for various information/ services. The requested information referred to information on the job opportunities, job offer, assistance in the host country and/ or organization of departure to destination country, negotiating an employment contract. While these sources of information are not always the most reliable and accurate, there is a necessity to establish dedicated platforms to support the informed decisions of the labour migrants which would ensure arrangements for safe and orderly migration as part of a complex approach.

In this context, the Government of Republic of Moldova (GoM) has set as one of its priorities the development of policies and initiatives aimed at managing the movement and mobility of Moldovan citizens, improve legal and regulatory framework of the private recruitment sector, guaranteeing migrants’ fundamental human rights, facilitating access to the most relevant and most recent information, access to social security benefits, supporting reintegration of returnees, recognizing their merits and validating their skills and competences obtained abroad, including in informal contexts, as well as capitalizing on their potential for the sustainable socio-economic development of the country.

¹ IOM, 2020. Findings on the profile and current challenges of Moldovan migrant workers. Results of the sociological study “Labour migration of the citizens of the Republic of Moldova” and of the study “IOM’s rapid assessment of the impact of Covid-19 on welfare of Moldovan migrants: addressing vulnerabilities, expectations and strategies to overcome the crises”



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Against this backdrop, within the framework of the Swiss Agency for Development and Cooperation (SDC) funded the UNDP project “Migration and local development”, (hereinafter the Project), under which UNDP and IOM are assisting the Moldovan authorities in adjusting and consolidating the legal and institutional framework that would enable Moldovan migrants and their families to have successful temporary/circular migration experiences and facilitated reintegration, hence contributing to the development of their communities of origin. The UNDP and IOM jointed the efforts, making the best use of their comparative advantages and identities, to support effectively and efficiently national stakeholders to:

1. develop an efficient policy and regulatory framework for circular labour migration;
2. consolidate the institutional framework and strengthen the capacity and coordination among public institutions;
3. promote awareness raising campaigns in the country and abroad on the advantages and risks of circular migration.

To achieve this, the MIDL II project assisted during 2019 and 2020 the GoM in devising a new vision of labor migration management and drafting and submitting to the GoM for approval the legislative amendments to the current labor migration management framework, particularly improving the private employment agencies’ (PEAs) normative and regulatory framework, based on up-to-date evidence and extensive and thoughtful consultations with migrants on the current state of play in the field of labor migration. The proposed legislative amendments, which are based on international best practices and reflect the Moldovan context, pave the way to a new model of labor migration management which localizes international ethical recruitment standards, aligns labor migration policy with national and international labor market needs and enforces the protection of men and women migrants rights, such as access to work rights, decent work, labor markets and justice, particularly for those in vulnerable situations.

The MiDL Project fosters participation of all stakeholders, cross-institutional coordination and evidence-based design of circular labour migration policies and regulation, while accounting for human-rights and gender equality principles. The project shall strengthen stakeholders’ capacities to design and deliver human-centered employment services and raise awareness among migrants and their families about the risks and advantages of labour migration, benefits and opportunities of reintegration in Moldova.

2. OBJECTIVE OF THE CONSULTANCY:

Against this background, the overall objective of the foreseen consultancy is to provide support to the relevant national stakeholders to develop and implement a coherent and evidence-based legislative, policy, coordination and institutional framework in the area of labour migration, including for an efficient management of circular and temporary migration and the protection of migrants’ rights.

In order to reach this overall objective, IOM Moldova will be contracting a copywriter to support the national stakeholders to setup and operationalize a dedicated web platform addressed to Moldovan labour migrants’ information needs by collecting, analysing, and systemizing the relevant content, as well as by uploading it on the envisaged web platform.

The consultant will work closely with IT company which is commissioned to develop the technical part of the web platform.

3. TASKS TO BE PERFORMED WITHIN THE CONSULTANCY:

Under the present Terms of Reference, IOM Moldova is seeking one qualified and experienced national consultant for the envisaged web platform and perform the following tasks:

- Collect, analyse, systemize, and develop the relevant content in Romanian language for the envisaged web platform,



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- Together with a commissioned IT company, integrate and upload online the developed content in Romanian and Russian languages,
- Identify any technical problems in the functionalities of the web platform and in the website content management and report them to the commissioned IT.
- Offer support to national stakeholders and commissioned IT company to further enhance the web platform concept, structure, and functionalities.

4. CONCEPT, STRUCTURE, AND FUNCTIONALITIES OF THE WEB PLATFORM:

The online platform aims to be integrated as an information module on the National Employment Agency website www.angajat.md, targeting actual and potential Moldovan labour migrants who migrated, plan to emigrate or re-emigrate for work purposes, thus promoting the access to accurate information of the Moldovan citizens and facilitating the legal paths of migration.

The envisaged web platform will provide relevant information in Romanian and Russian languages on the conditions of entry, stay, employment and departure in/from the main countries of destination for Moldovan migrants. Each country of destination will have an individual profile with relevant information on the online platform and it will be generated upon the user request depending on the selected country profile. Initially, it is proposed to post online information concerning the main destination countries² with the subsequent possibility to update the list of included states.

The national authorities from Moldova will request through formal means the official information to be included on the platform from the relevant authorities of the selected destination countries. The consultant will support the authorities from Moldova in collecting the needed information and subsequently will analyse, systemize, and develop relevant content for the envisaged web platform and will place it online with the support of the commissioned IT company.

The following clusters of information are to be included in each destination country:

- Conditions of entry on the territory of the selected country (for work purposes),
- Conditions of employment on the territory of the selected country,
 1. fields of activity accessible to the citizens of the Republic of Moldova (economy sector)
 2. type of employment (seasonal, long-term),
 3. occupations accessible to the citizens of the Republic of Moldova (regular or irregular), the conditions of employment on these jobs,
 4. the employment procedures, the types of regulation the labour relations, the required studies,
 5. the documents necessary for the completion of the immigrant worker status (submission procedures, issuing authority, submission terms).
- Conditions of stay on the territory of the host country
 1. medical insurance
 2. the arrangements for accommodation

² The targeted countries by the current assignment are the following: Austria, Belgium, Bulgaria, Czech Republic, Cyprus, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Netherlands, Hungary, Israel, United States, Canada, Australia, United Kingdom, United Arab Emirates, Qatar, Turkey, Norway, Switzerland, Russian Federation, Ukraine



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3. the registration with the local public authorities
 4. the services that an immigrant worker can benefit from
 5. facilities provided for immigrant workers
 6. the tax system
- The rights and obligations of an immigrant worker
 - Immigration authorities in the countries of destination
 - Authorities responsible for the protection of the rights of migrant workers and the mechanisms for the protection of migrant workers
 - Return programs offered by the authorities of the countries of destination

5. TIMETABLE AND DELIVERABLES:

TIMELINE	DELIVERABLE
15 March 2021	Deliverable 1: <ul style="list-style-type: none">- The collected, analysed, systemized, and developed relevant content in Romanian language for the envisaged web platform submitted for approval.
15 May 2021	Deliverable 2: <ul style="list-style-type: none">- The developed relevant content for the envisaged web platform uploaded online in Romanian and Russian languages Deliverable 3: <ul style="list-style-type: none">- Report on identified and reported technical problems in the functionalities of the web platform and in the module content management, as well as recommendations on the further enhancement of the web platform concept, structure, and functionalities;

MANAGEMENT ARRANGEMENTS

The selected Consultant shall sign a contract with IOM for stipulated assignment. The Consultant will work under the direct supervision and guidance of the IOM and UNDP assigned staff. The submitted deliverables shall be endorsed by the IOM's Migration and Development Program Coordinator, Project Assistant and UNDP's Policy Component Manager.

6. PERIOD OF CONSULTANCY AND REMUNERATION:

The Consultancy and its tasks hereunder shall be performed during **15 January 2020 – 15 May 2021**. Starting with the day of the consultancy contract signing, the Consultant will be given up to **30 working days** to carry out the entire assignment. The fee will be paid to the Consultant in 2 (two) instalments, according to the established delivery schedule, upon completion by the Consultant of all tasks specified in these terms of reference.

Note: The 30 number of working days have been estimated as being sufficient/feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of the assignment. It cannot and shall not be used as criteria for completion of work/assignment. The provision of envisaged deliverables approved by the IOM and UNDP, shall be the only criteria for National Consultant's work being completed and eligible for payment/s.



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7. TRAVEL

No international travel is envisioned under this assignment.

8. QUALIFICATIONS AND COMPETENCIES FOR THE CONSULTANCY:

a. Education:

- University degree or relevant experience in online journalism, electronic publishing, IT, web design, PR and marketing.
- Complementary studies in economics, human rights, and/or international development will be an advantage;
- Other formal education relevant for the assignment.

b. Experience:

- Proven experience in web content management systems;
- Proven experience in labour migration-related fields;
- Experience in collaborating with public administration agencies, international organizations and IOM and/or UN agencies in particular;

c. Competencies, skills and other requirements:

- Strong analytical, writing and communication skills;
- An understanding of legal issues, such as online copyright;
- An understanding of online writing issues, such as style and content structure;
- The ability to write for a target audience, attention to detail, for example when proofreading
- Strong knowledge of migration regulatory and legal framework at the international level required;
- Knowledge of the Moldovan migration regulatory, legal and institutional framework would be an asset;
- Familiarity with IOM’s mandate;
- Knowledge of Romanian, and Russian languages;
- Availability for the envisaged period and high mobility and flexibility;

d. Diversity:

- IOM adheres to the core values of the United Nations; in particular, is respectful of differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.