

TERMS OF REFERENCE (TOR) to

Select an Implementing Partner to Strengthen the capacity of Institutions providing services to Returned Migrants in Career Counselling, Occupational Guidance, Business Plan Development, Business Support Services, and Licensing Services

Within the framework of Migration Multi-Partner Trust Fund (MPTF) project

► Summary

Summary	
Project Title	Provision of essential services, protection, social and economic empowerment to support the reintegration of returned migrants in Addis Ababa
Project Objective	Contribute towards sustainable reintegration of returned migrants in Addis Ababa City, with a focus on health and socio-economic well-being
Terms of Reference Title	Strengthen capacity of state and non-state actors with comparative advantage in providing career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants
Objectives of the Terms of Reference	Strengthen the capacity of state and non-state actors in Addis Ababa to provide comprehensive essential services, including career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants to facilitate their successful reintegration into the labour market
Specific Objectives	<p>This terms of reference are developed to select an implementing partner to:</p> <ul style="list-style-type: none">► Conduct a stakeholder mapping and capacity assessment of state and non-state actors in Addis Ababa providing career counselling, occupational guidance, business plan development, business support services, and licensing services. The assessment will further look at the specific services that they are offering to returned migrants; determine best practices and identify gaps in services provision vis a vis returnees needs.► Based on the identified gaps, develop tailored capacity building initiatives to ensure provision of quality service to returned migrants.► Pilot at least two of the recommended capacity building initiative to strengthen the capacity of state and non-state actors to provide a comprehensive and quality essential services including career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants.► Implement outreach campaigns to raise awareness among returned migrants about available services.
Locations	Addis Ababa City Administration, Ethiopia
Timeframe	December 10 2024 to February 10, 2025

► 1. Background

1.1 Context of potential and returned migrants in Ethiopia

Ethiopia serves as a significant hub for migration, experiencing both outward and inward flows. With a population exceeding 107 million, and 71% of individuals under the age of 30, the country faces considerable pressure to create productive employment opportunities. The number of forcibly returned migrants has dramatically increased, with over 352,000 Ethiopians returned from Saudi Arabia in recent years¹, and approximately 110,007 returning from various regions between September 2023 to 25 June 2024². More recently, there is mass return of Ethiopian migrants from Sudan due to the ongoing conflict in the country. OCHA reported that 91,500 people entered Ethiopia from Sudan since the conflict broke in April 2023 and Ethiopian returned migrants account for the majority (43%)³.

Many of these returnees encounter significant challenges, including health issues, unemployment, and social stigma, particularly women who are disproportionately affected. In response to these challenges, the Ethiopian government has continued to provide immediate assistance to facilitate the return of returned migrants. However, substantial gaps remain in providing comprehensive social and economic reintegration into the labour market. Assessments conducted by the ILO have highlighted critical barriers, such as limited job opportunities, lack of financial support, inadequate training, and insufficient access to essential services. The lack of access to such services can exacerbate their vulnerability, leading to risks of remigration, trafficking, and smuggling.

⁴. Migrants primarily have intention to return back to their place of origin such as Amhara, Oromia and Tigray. However, returnees from conflict-affected regions face peculiar challenge to return back and they remain stranded in shelters in Addis Ababa.

Mass deportations deteriorate the despairing situation of migrants and are posing enormous challenges to the Ethiopian Government who is making efforts to create a safe environment to receive their returned nationals and to support their socio-economic reintegration. Migrants returned home, especially in unexpected circumstances, often face a number of challenges. A survey conducted by IOM in 2022, states that unemployment, low wages, lack of saving and psychosocial issues are common challenges faced by migrant workers when returned. Many returned migrants come back empty handed, as their earnings is usually used for debt repayments, general consumption, and remittances to their families. Moreover, as the return was unexpected, unplanned, and sudden, some even return with unpaid wages and benefits.

¹ [Funding Needed to Assist Over 100,000 Ethiopian Migrants Returning from the Kingdom of Saudi Arabia | International Organization for Migration \(iom.int\)](#)

² [IOM_RDH_KSA_Annual_Overview_2022.pdf](#)

³ [Ethiopia - Situation Update #34 The Impact of the Situation in Sudan on Ethiopia | Digital Situation Reports \(unocha.org\)](#)

⁴ [IOM_RDH_KSA_Annual_Overview_2022.pdf](#)

Their return has also affected their entire family and the country's economy, as the remittance they use to send has stopped with their return, instead, returned migrants themselves become an additional burden in the scarce resources available for the household as well as additional pressures on the already strained Ethiopian labour market.

The Government of Ethiopia and partners have continued to provide immediate assistance to facilitate the return of returned migrants. Moreover, the adoption of the revised Vulnerable Returnees Reintegration Directive (969/2023) and the National Referral Mechanism Directive for Victims (Directive No. 562/2020) shows efforts and commitment of the government to address the issue of return and reintegration. However, substantial gaps remain in providing comprehensive social and economic reintegration into the labour market.. Cognizant of this, the ILO and other developmental partners are committed to provide comprehensive support to ensure the sustainable reintegration of returned migrants, from providing immediate assistance upon their return through cash transfers, to ensuring longer-term social and economic reintegration and empowerment through the promotion of self-employment and the sustainable transition to work.

1.2. ILO's approach to reintegration in Ethiopia

Recognizing the numerous challenges faced by returned migrants, a comprehensive approach to the support is critical to ensure their sustainable reintegration. The ILO support considers the challenges faced by returned migrants during their migration journey as well as upon their return. It also capitalizes on the skills acquired in destination country.

Returned migrants require a range of support at different stages of the return such as pre-return, immediate post-return, short-term and long-term reintegration. Such phased approach ensures the sustainable reintegration of returned migrants into the society and the labour market as well as maximizes their contribution to the development of the country of origin.

The ILO's approach to reintegration recognizes the heterogeneity of returned migrants and the importance of a holistic and comprehensive reintegration support, accordingly, addresses individual needs and combines the socio-culture, economic and psychosocial/health reintegration. Moreover, ILO's approach also has a rehabilitation stream for returned migrants with mental health concerns, physical trauma and occupational disease as well as disabilities. For improved impact, the support is gender sensitive and implemented in line with existing policies and strategies, including the Reintegration Directive and the National referral mechanisms, and in collaboration and partnership with relevant government and non-government institutions. The support is also community-based to avoid preferential treatment and conflict between returned migrants and the local society.

With this approach, the ILO has been providing different support services to returned migrants in collaboration with relevant government institutions, social partners and civil society organizations since 2015. Most of the support is focused on the immediate post-return service with the delivery of cash transfer and psychosocial support; and with

short- and long-term reintegration assistance, by improving access to training access to finance and business development support to enable beneficiaries engage in income generating activities.

1.3 Multi-Partner Trust Fund project

The ILO, WHO and UN-Habitat have partnered to implement a joint project aimed at supporting the Addis Ababa City Administration and local organization to provide returned migrants with access to essential services, including health, housing, skills development, social protection, labour market reintegration, and employment promotion. The joint project entitled *“Provision of essential services, protection, social and economic empowerment to support the reintegration of returned migrants in Addis Ababa”* will contribute towards sustainable reintegration of at least 700 returned migrants in Addis Ababa city administration, with a focus on health and socio-economic well-being and reduce vulnerability, with the intention to discourage re-migration especially irregularly, through traffickers, and smugglers.

The ILO will specifically provide gender-appropriate socio-economic reintegration support to selected 700 returned migrants, including access to finance. In this context, the ILO, through the MPTF project, is looking to partner with an implementing partner to strengthen the capacity of state and non-state actors in Addis Ababa to provide comprehensive essential services, including career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants to facilitate their successful reintegration into the labour market.

This ToR outlines the framework for a key project intervention aimed at supporting institutions such as BoLSs and appropriate non-state actors in delivering essential services to returned migrants in Addis Ababa city administration. The focus is on enhancing the capacity of these organizations to provide career counselling, occupational guidance, business plan development, business support services, licensing services and other vital support services that is critical to facilitate the successful reintegration of returned migrants into the labour market.

► 2. Objectives and expected results

2.1 Overall objectives

The general objective of this ToR is to:

- Strengthen the capacity of state and non-state actors in Addis Ababa to provide comprehensive essential services, including career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants that facilitate their successful reintegration into the labour market.

The specific objectives are:

- ▶ Conduct a stakeholder mapping and capacity assessment of state and non-state actors in Addis Ababa providing career counselling, occupational guidance, business plan development, business support services, and licensing services. The assessment will further look at the specific services that they are offering to returned migrants; determine best practices and identify gaps in services provision vis a vis returnees needs.
- ▶ Based on the identified gaps, develop tailored capacity building initiatives to ensure provision of quality service to returned migrants.
- ▶ Pilot at least two of the recommended capacity building initiative to strengthen the capacity of state and non-state actors to provide a comprehensive and quality essential services including career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants.
- ▶ Implement outreach campaigns to raise awareness among returned migrants about available services.

2.2 Target beneficiaries

Intended beneficiaries

The primary intended beneficiaries are returned migrants including vulnerable group of women, youth and person with disability (able to work) who want reintegration support in Addis Ababa.

Direct Recipients

Direct recipients include service providers such as institutions (BoLS) and non-state actors, whose capacity will be enhanced to provide effective service to returned migrants in areas like career counselling, business plan development, and other essential services. By empowering the service providers, the aim is to create a robust sustainable support system that ensures the successful reintegration of returned migrants in Addis Ababa.

2.3 Expected results

The expected results are:

- ▶ A stakeholder mapping research and capacity assessment, determining best practices and gaps on the delivery of essential services to returned migrants that ensures their successful reintegration.
- ▶ Tailored capacity building initiatives developed.
- ▶ At least two capacity building initiatives piloted.
- ▶ Outreach campaign is implemented to effectively inform at least 700 returned migrants about available services, resulting in increased awareness among

returned migrants and higher engagement rates and improved access to career counselling, business plan development, and licensing services.

2.4 Implementation strategy

Stakeholder Mapping and Capacity Building: The implementation strategy will begin with a comprehensive stakeholder mapping and needs assessment to identify key institutions or departments/directorates within them, non-state actors, and the specific services they offer to returned migrants. This initial phase will involve engaging stakeholders through interviews and focus group discussions to gather insights on their capacities and the challenges they face. The information collected will inform the development of tailored capacity building initiative aimed at enhancing the skills of service providers in areas such as career counselling, business plan development, occupational guidance, etc.

Establishing a Collaborative Platform: Following the needs assessment, a collaborative platform will be established to facilitate communication, coordination and referrals among service providers. This platform will serve as a forum for sharing best practices, resources, and updates on available services, thereby fostering partnerships that enhance the overall support system for returned migrants. Additionally, targeted outreach campaigns will be launched to raise awareness among service providers which service is available where, and returned migrants about the services available to them, ensuring they are informed and empowered to access the support they need. The strategy will include monitoring and evaluation components to assess the effectiveness of the initiatives, allowing for continuous improvement based on feedback from both service providers and beneficiaries. By leveraging the strengths of various stakeholders and creating a cohesive support network, this implementation strategy aims to facilitate the successful reintegration of returned migrants, ultimately contributing to their economic empowerment and the overall well-being of local communities.

2.5 Scope of work and methodology

Activities to be performed

- **Stakeholder Mapping, and Needs and Capacity Assessment**
 - Identify and list relevant state and non-state actors involved in supporting returned migrants in Addis Ababa, particularly in areas such as career counselling, occupational guidance, business plan development, business support services, and licensing services. The mapping should highlight the specific mandated desk/department/directorate for state and non-state actors and also determine the different services provided.
 - Undertake desk review and collect primary data from at least 10 major state and non-state actors and 50 randomly selected returned migrants

attending SIYB training at WISE or those who completed their training, to understand the specific needs/expectation and challenges.

- Assess the capacities of identified state and non-state actors, evaluating their resources, expertise, and readiness to support returned migrants effectively. This should include an examination of:
 - Staff qualifications and training needs.
 - Availability of services, tools and resources for service delivery
 - Existing programs and their effectiveness in meeting the needs of returned migrants.
- Determine at least two best practices from existing service provided by state and non-state actors for purpose of duplication and expansion.
- Analyze collected data to identify at least five key gaps in services, areas for improvement, and provide actionable recommendations and tailored capacity building initiatives for enhancing the capacity of stakeholders to better support returned migrants.
- **Design and Implement Tailored Capacity Building Initiatives**
 - Based on the identified gaps in services and improvement recommendations, prioritize them according to their urgency and potential impact on support for returned migrants.
 - Design and implement 2-3 initiatives by creating detailed concepts for each, aimed at addressing the identified gaps and enhancing state and non-state actors' capabilities to better support returned migrants in providing essential services.
 - Establish specific indicators to evaluate the effectiveness of the capacity building initiatives.
- **Targeted Awareness raising Campaign**
 - Design and execute targeted awareness raising campaign or innovative strategies to inform at least 700 project target returned migrants about available services, including career counselling, occupational guidance, business plan development, business support services, and licensing services. This awareness raising campaign will align with other project activities, such as the SIYB training and BDS support offered to targeted returnees, TVET technical and vocational skill training, EEF's job placement interventions, and reintegration centers in Addis Ababa.
- **Monitoring and Evaluation**
 - Develop a monitoring and evaluation framework in collaboration with the city administration task force or project steering committee to assess the effectiveness of the services provided collecting feedback from both service providers and beneficiaries.
- **Reporting and Documentation**

- Prepare detailed reports documenting findings from the stakeholder mapping, needs assessment, training sessions, and targeted awareness campaigns.

2.6 Deliverables

- **Output 1:** A comprehensive inception report including, detailed work plan for the delivery of this intervention, in which all activities need to be scheduled (within 15 days from signature of the agreement).
- **Output 2:** A comprehensive stakeholder and capacity and need assessment report detailing identified state and non-state actors, and community organizations, along with findings from desk review and interviews highlighting best practices, key challenges and gaps in service provision for returned migrants (within 1 and half months from signature of the agreement).
- **Output 3:** A set of tailored capacity building initiatives, including documentation of qualified trainers, training materials, and workshop reports that outline action plans with designated responsibilities (within 1 and half months from signature of the agreement).
- **Output 4:** Report on the piloting of at least 2 tailored capacity building initiatives (within 2 months from signature of the agreement).
- **Output 5:** Documentation of targeted outreach campaign aimed at informing 700 returned migrants about available services (within 2 months from signature of the agreement).
- **Output 6:** A comprehensive final report summarizing the implementation of the intervention, participant feedback, and outcomes achieved (within 2 and half months from signature of the agreement)

2.7 Geographical Focus

The selected implementing partner will organize these activities in Addis Ababa city administration.

2.8 Sustainability

To ensure the sustainability of the intervention supporting returned migrants in Addis Ababa, strong collaboration with local institutions, including government agencies and NGOs, will be prioritized. By fostering partnerships, the initiative will create a network of stakeholders capable of independently continuing support for returned migrants beyond the project's duration. In addition, the establishment/strengthening of existing forum will ensure that the quality of the service provided is maintained as it is a mechanism to also share experience and best practice. Capacity building planned will be a central focus, equipping service providers with the necessary skills and knowledge to maintain and expand their services.

2.9 Supervision and logistical arrangements

All activities within the scope of these Terms of Reference will be carried out under the overall supervision the ILO BRMM Chief Technical Adviser and Technical Officer, and with the technical support and supervision from the National Project Coordinator in ILO Country Office for Ethiopia. Other colleagues from ILO or any external individuals appointed by ILO may monitor the activities under this assignment and do required cross-checks to verify the reports/updates submitted by the partner.

2.10 Timeline

The intervention is expected to commence on 10th December 2024 and conclude on 10 February 2025.

2.11 Payment schedule

The disbursements will be made based on the achievement of specified deliverables as follows:

- **First payment:** 30% of the agreement sum shall be made upon receipt of the original counter-signed Agreement and successful completion and submission of output 1 (within 15 days from signing the agreement).
- **Second payment:** 40% of the agreement sum shall be made upon the completion and submission of Output 2, and 3 including the submission of a first progress report and a detailed financial report and invoices based on the ILO financial reporting template (within 1 and half months from date of signing the agreement)
- **Third payment:** 25% percent of the agreement sum shall be made upon successful submission of the output 4 and 5, and the second progress report and a detailed financial report, including invoices based on the ILO financial reporting template.
- **Final payment:** 5% of the agreement sum shall be made upon completion and submission of consolidated final report (output 6) and submitted along with a financial report and invoices.

► 3. Requirements for application to the call for proposals

3.1 Technical Proposal

The technical proposal should include:

- A detailed methodology in the innovative implementation of scope of the ToR
- A detailed work plan outlining the proposed activities, methodology with clear implementation timeline.

- A clear description of the applicant organization experience and expertise in relevant areas
- A sustainability strategy for the assignment
- Registration of the institution in concerned government agency and its up-to-date renewal
- A clear and descriptive Monitoring and Evaluation plan to ensure the successful implementation of the project
- VAT/Tax registration
- VAT/Tax clearance certificate of last 2 years
- Audit report of last 2 years
- Organizational profile

The Technical and Financial proposals will be evaluated in accordance with the following criteria, as indicated below.

Evaluation Criteria	Maximum Score (%)	Criteria Details
Experience and Expertise	25%	Demonstrated experience in supporting state and non-state actors in providing career counselling, occupational guidance, business plan development, business support services, and licensing services to returned migrants or similar target groups.
Capacity and Resources	20%	Capacity in the delivery of all the required services- Availability of qualified staff, training materials, and other resources to effectively deliver the proposed activities.
Proposed Methodology	20%	Clarity and effectiveness of the proposed methodologies for capacity building
Partnerships and Collaboration	15%	Evidence of established partnerships with relevant stakeholders, including AA BoLSs, appropriate non-state actors who have comparative advantage in providing career counselling, occupational guidance, business plan development, business support services, and licensing services providers.
Monitoring and Evaluation Plan	10%	Comprehensive plan for monitoring and evaluating the effectiveness of the activities, including data collection methods and feedback mechanisms.
Sustainability of Impact	10%	Strategies for ensuring the sustainability of providing career counselling, occupational guidance, business plan development, business support services, and licensing services for returned migrants beyond the project duration.
Maximum points	100%	
Minimum acceptable score for the proposal to be considered for financial evaluation		70%

3.2 Financial Proposal

The financial offer should be submitted in ETB and should include all envisaged costs or a budget breakdown for the proposed activities using the below template:

Financial Proposal Template

Financial Proposal

Name Your Organization: _____

Date: _____

Submitted To: ILO/MPTF project

Activity	Unit	Quantity	Unit Cost (ETB)	Total Cost (ETB)	Remark
A. Stakeholder Mapping, and Capacity and Needs Assessment					
•					
•					
•					
Subtotal					
B. Development of tailored capacity building initiatives					
•					
•					
•					
•					
•					
•					
Subtotal					
C. Piloting of at least 2 tailored capacity building initiatives					
•					
•					
•					
D. Targeted Awareness Raising Campaign					
•					
•					
•					
E. Monitoring and Evaluation					
• Evaluation Meetings with Stakeholders					
•					
•					
Subtotal					
F. Administrative Support Cost					
Subtotal					
G. Other Costs					
Subtotal					
Total Estimated Budget					

▶ 4. Application submission

The deadline for submission of the proposal is 2 December 2024 till 17:30 PM. Applications should be submitted electronically to addis_procurement@ilo.org by zipping all the files in a single folder separately for technical and financial proposal (provide your organization name as folder name) and in subject line mention as "Submission of proposal for **Support for Institutions Providing Services to Returning Migrants** for ILO/MPTF"