

VAAZHNDHU KAATUVOM PROJECT

Terms of Reference

Terms of Reference (ToR) for Empanelment of Migration Support Center service providers for Vaazhndhu Kaattuvom Project (VKP).

About VKP

Vaazhndhu Kaattuvom Project is implemented by the Govt. of Tamil Nadu with the assistance of the World Bank over a period of 6 years from 2017 to 2023. The development objective of Project is to transform the rural communities by creating sustainable development and prosperity through enterprise promotion, access to finance and employment opportunities.

The project is implemented in 3994 village panchayats across 120 Blocks of 31 districts (except Chennai, Thanjavur, Ariyalur, Perambalur, Dharmapuri, Kanyakumari, Thirupathur). The Project beneficiaries include SHG members / SHG households, Scheduled Caste, Scheduled Tribes, differently abled, Youth and aspiring entrepreneurs.

1.OVERVIEW OF MIGRATION SUPPORT CENTERS (MSC):

Background –Migration and Migration Support

India has a large migrant population as evident in many major cities, states and industrial centers of the country. These cities and industrial centers have a large demand for skilled manpower. Spurred by the need for steady job and income and to fulfil their career aspirations, many of rural poor migrate to cities where they often face an unfamiliar territory, social and economic challenges such as higher costs of living, and access to services. These adaptation challenges become difficult to cope with leading to poor job retention, inability to integrate and unfulfilled aspirations. The candidates from rural areas have to leave their native places and migrate out of districts/state for better job opportunities. The difficulties of adjustment often lead the migrant candidates to return to their native place, thus nullifying the effort put in

skilling, placement and job retention. Migration Support Center is an institution which will help in providing Accommodation, counselling, access to all required information necessary for a migrant and mainly focuses on vulnerable displaced workers such as SCs/STs and women. These centers can be set up closer at the destination, where they go to work.

Tamil Nadu economy is heavily dependent on migrant workers and according to PIB (Press Information Bureau) report, based on the 2011 census, there are over 35 lakh migrant labourers in the State and of this 7.13 lakh are women. So, VKP has planned to create and maintain the Migration Support Centres in the hotspot areas of the State where migrant workers are in high density.

In order to provide sensitive and timely support to migrants, VKP has conceptualized in its design, the setting up of a Migration Support Centres (MSC) and post-placement support intervention. VKP visualizes MSCs to offer accommodation assistance, counselling services, identity documentation services, healthcare linkages, networking with employers and other key services relevant to the local client group. The design of the support services needs a holistic understanding of the hardships faced by migrate trainees and needs to be adapted to their specific needs. In order to incubate and facilitate an institutional framework for MSCs, VKP has mandate to set up MSC for the welfare of migrating job-seekers.

2. Objectives of MSC

The objective of MSC are as follows;

- Create a supportive environment for migrant within the state to fulfil their career aspiration.
- Counsel and guide youth who are new to a particular location and provide them appropriate information, essential link-up services, and various support services and track them for better outcomes.
- Support migrant both male and female who migrate for work to the job market to settle in a decent occupation.

- Target of 5000 candidates to be achieved

2.1 ROLES AND RESPONSIBILITIES OF THE MSC:

The centres are the operational nodes through which information and services are delivered to workers who have been displaced from their native locations. The primary roles of the centre are as follows-

- Providing trainees with information and services helping them seek job and settle in new geographical location (on arrival)
- Provision of orientation to the migrants on the new location
- Providing identity validation/verification services (during counselling)
- Registering migrant workers and undertaking periodic counselling
- Lodging for a limited time period (stay at MSC)
- Provision of possible Skill Development Programmatic linkage through convergence
- Facilitation for securing utility services in the displaced location (during stay at MSC)
- Helping trainees in linkages with Government sponsored welfare schemes (during stay)
- Formally and informally escalating the concerns and challenges of the migrant youth (Addressing Grievances)

Sl. No.	Stakeholder	Roles & Responsibilities
1	Migration Support Center Provider (MSCP)	<ul style="list-style-type: none"> • Establish and operate the MSC as per the defined scope of VKP in accordance to the Operations manual and provide defined services as per the service charges • Record, maintain and provide complete MIS reporting data to stakeholders. • Update VKP on regular basis about candidates' attendance and any other information as demanded time to time.

Sl. No.	Stakeholder	Roles & Responsibilities
		<ul style="list-style-type: none"> • Arrange medical facilities, wherever required for the candidates. • To conduct regular monitoring, evaluation and assessment. The reports and findings should be shared with VKP for review. • Mobilization of candidates for MSC
2	VKP	<ul style="list-style-type: none"> • Preparation of Framework for the establishment and operations of the Migration Support Centers • Provide support cost for MSC to MSCP • Time to time feedback for better quality • Perform monitoring, evaluation and assessment of MSCs • Will conduct regular checks on the performance, functioning and provide feedback for improvement • Mobilization of candidates for MSC
3	Migrant Youth/ Industrial Workers in Tamil Nadu including Inter State Migrant Workers	<ul style="list-style-type: none"> • He/ she will adhere to all the discipline and rules of MSC. • The candidates will have to keep their belongings safe and the Management & Staff will not be responsible for them. • Submit the ID proof and other documents which are required for the candidate & room registration.

3. SCOPE OF WORK:

The primary objective is the empanelment of Migration Support Centre Providers who will setup/ establish the MSCs as per the guidelines of MSC, VKP and operate and maintain the same till the end of the contract period. The role of the MSCs, as detailed in this Terms of reference is primarily a transit place for the migrant workers for a stipulated time, post-placement support services and monitoring. The

client shall be from rural and urban Tamil Nadu youth and inter-state migrant workers.

A. Physical Infrastructure

The overall space for the MSC may be planned as **minimum 2500 sq. ft.** The major elements of the infrastructure (suggestive) are discussed below. The MSCP could also plan to progressively enhance and upscale the facilities as well.

a. Dormitory facilities:

City	Gender wise Facility	Capacity	Maximum Stay** (Days)	Eligible Candidates
Chennai*	Male & Female	50 Total (each 25 Candidates)	30 days	Migrant Youth/ Industrial Workers in Tamil Nadu including Inter State Migrant Workers
Coimbatore*	Male & Female	50 Total (each 25 Candidates)	30 days	
Tiruppur*	Male & Female	50 Total (each 25 Candidates)	30 days	
Hosur*	Male & Female	50 Total (each 25 Candidates)	30 days	

* - The location of the MSC should be easily accessible, close to public transport links and should be near Industrial areas (within 15 KMs radius). It should be easy to locate, preferably on a main road and should have adequate & clear visible signages.

** - Maximum stay for each candidate will be 30 days, however she/ he may be continued, provided there is a vacancy in the MSC and he/she has to pay for it.

- Dorm for above specified number of occupants (separate for male & female) as transit accommodation with separate bedding and storage space for everyone that can be used as the first destination for incoming migrant youth for an initial period of 30 days.
- Per occupant space provided would be 25 Sq. Ft.
- For every 150 Sq. Ft. there should be a fan and tube light. There should be provision of fresh air ventilation and light.
 - i. A common room with TV – that can be used as a Conference Hall or Multi- purpose Hall when facilitating interactions with employers or other stakeholders.
 - ii. Power backup.
 - iii. Kitchen to arrange/ facilitate three-time meal per candidate, the nominal cost of meal will be borne by the candidates (Optional).
 - iv. The toilets facilities should be at the required ratio (preferably below 1:5) with running water facility inside. These should be equipped with hand wash facilities outside or inside with soap and water.
 - v. The Centre and rooms to be disabled friendly (Optional).
 - vi. Safe drinking water facility
 - vii. Dustbin in every room
 - viii. Security Guard
 - ix. CCTV Camera in common areas and entrance
 - x. Centre may be near industrial area
 - xi. Water and electricity cost are to be borne by agency.
 - xii. Emergency Medical Services on call to be provided.

These services will be carried under Centre Head's supervision.

b. Monitoring and Evaluation

Maintenance of a MIS system with VKP intervention for monitoring and recording of activities performed by MSC is critical for providing support and follow-up to the migrants, recording their details and also to provide regular reports to the VKP.

- To operate effectively and efficiently, MSC require quality checks. Tracking of program information with the help of MIS.
- Documentation requirement at the center.
- Maintaining records of all activities undertaken at the center. It can categorize into formats, reports, registers and lists generated on a monthly basis.
- Performance Monitoring Indicators
- All tasks and programme activities are systematically recorded and monitored through a structured MIS. All such reports must be shared with the VKP.
- Monitoring whether the services offered by the center are reaching out to the target group sufficiently and are benefiting them.
- To maintain record for each migrant through web portal developed by the project.
- To maintain regular attendance of each migrant
- To assess the performance of the center.
- Documentation of all activities
- MIS capturing monthly activity and service delivery details
- Periodic audits of the registration formats and documents maintained
- Monthly review meeting to assess progress, identify gaps and planning for improvement.
- Monthly, half-yearly and annual reports of the activities.
- Suggestion & Complaint box to be kept in the Center and it will be opened weekly basis and resolve the issues. It will be verified by the VKP officials on the time of visit.
- Two-fold monitoring by DEO at the District Level and through MIS at the State Level.

These services will be carried out by MIS/Admin Executive under Centre Head's supervision.

c. Compliance to Social Safeguards

In order to safeguard against incidents of violence and abuse, the MSC will undertake following measures:

- A Committee including the district authorities, community groups, NGOs working on gender issues and police will be formed to address any kind of complaints on Gender-Based Violence (GBV).
- Installation of CCTV in the centre premises for monitoring.
- Training will be organised on GBV to all the stakeholders and staff which will help them to identify any incident of GBV and sexual abuse.

If any case of violence or harassment is reported by any member it will be investigated and acted upon. Basic care and support for survivors will be available locally before commencing any activity that may involve individuals disclosing information about experiences of GBV.

Any survivor reporting GBV through a reporting mechanism will receive care regardless of whether the perpetrator is known to be associated with the project or not.

4. Period of Empanelment

The MSCP shall be empaneled for a period of one year or till VKP project closure whichever is earlier from the date of signing of the agreement which may be further extended based on the performance and Terms & Conditions. VKP shall have the right to perform audits, random checks and perform other due diligence to evaluate the performance of the MSCP.

5. Key Experts

A fully functional MSC shall be managed by a team of **four (4) persons** for the initial Core services. The full-time team shall include,

- **Center coordinator /Centre Head/ Warden**
- **Office Assistant**
- **Housekeeping Person**
- **Security Guard**

The Centre coordinator/ Warden (Female in case of MSC for women) would be in-charge of the coordination of all activities as well as reporting of work. For the overall strategic guidance to the Project, the center team would require inputs from the head and senior management of the implementing organization.

Designation	Key Roles & Responsibilities	Qualification
Centre Coordinator (Female in case of MSC for women)	<ul style="list-style-type: none"> • Management, coordination, and operationalization of the Centre's activities • Formulation of plans and targets for the team and their supervision • Liaison with local stakeholders in Government, local authority, employers, banks, hospitals, etc if required. • Liaison with external support agencies, other partners and other centers (if necessary) • Periodic (monthly, half-yearly, annually) reporting of Centre's activities to senior management / external support agencies (if any) • Organizing monthly team meetings 	<p>Educational Qualification: post-graduate is desirable; At least a graduate with 2-3 Years of relevant work experience</p> <p>Technical Skills/ Aptitude: Knowledge of MS Office, Team Management, Planning, Reporting, Advocacy and Liasion Skills and Familiarity with local areas, Two-wheeler Driving License</p>

	<ul style="list-style-type: none"> Organizing capacity building activities for different team members, as well as beneficiaries Engage with external resources and vendors to deliver key services 	
Office Assistant	<ul style="list-style-type: none"> Management of office – its furniture and assets and daily cleanliness Receiving workers and other guests visiting the centre Providing requisite hospitality support – cooking, preparation of tea, serving water, etc. 	Educational Qualifications: Minimum 10th, Able to read and write well in local language, manage basic communication
Housekeeping Person	<ul style="list-style-type: none"> Keep the MSC neat and clean 	Educational Qualifications: Minimum 8th, Able to speak and write in Tamil
Security Guard	<ul style="list-style-type: none"> Keeping a watch and ensuring safety and security in MSC 	Educational Qualifications: Minimum 10th. Able to read, write and speak in Tamil

6. Project Appraisal Committee

A Project Appraisal Committee (PAC) will be constituted of senior officials of VKP. The PAC will regularly review the assessment outcomes and provide feedback to improve the quality of the MSC.

7. Project Location:

Given below is the list of preferred destinations to setup MSCs based on current migration trends - **Chennai, Tirupur, Coimbatore, and Hosur.**

Further new locations can be added as per demand and empaneled

agency(s) will be given the first preference to choose.

The location of the MSC should be easy to access, close to public transport links and should be near to Industrial areas (within 15 KMs radius). It should be easy to find, preferably on a main road and it should have adequate & clearly visible signages.

Interested parties need to bid for few or all locations. The MSC will be opened and operated in phases in the different employment hubs, as stated above.

City	MSC Location Preference
Chennai	Should be within 15 KM radius of industrial areas such as Oragadam, Ambattur, Vallam, Sriperumbadur, Irungattukottai, Chengalpattu, Gummidipundi, Siruseri
Coimbatore	Should be within 15 KM radius of industrial areas/manufacturing plants/IT Parks in Coimbatore.
Tiruppur	Should be within 15 KM radius of industrial areas/manufacturing plants/Textile manufacturers/IT Parks
Hosur	Should be within 15 KM radius of SIPCOT industrial areas or any other manufacturing plants.

8. Payment Terms:

The MSC Service Provider shall be paid on a monthly basis by the District Administration based on the occupancy, establishment cost (as defined by the Operational Manual) and as per mutually agreed upon terms of payment at the time of signing of the contract.

The project or District Administration will not be responsible for any other operational or admin charges. The performance standards will be defined during contract finalization.

The following tables indicates the two different modes of establishing and running of Migration Support Centre:

1. MSC run by Service Providers:

Facilitation Cost (Salaries to the Staff)						
Fixed Cost (For Non-Occupancy)						
Hostel	Total Bed Capacity	Vacant	Amount for Vacant Bed	Total per month	For 1 year	Remarks
1	2	3	4	5 = (3*4)	6 = (5*12 months)	7
Men	25	10	1,000*	10,000	1,20,000	* Assume per head cost for vacancy bed is Rs.1000/- per month
Women	25	12	1,000*	12,000	1,44,000	
Total (B)	50	22		22,000	2,64,000	
Variable Cost (Occupancy rate as Quoted by Service Provider & agreed by VKP)						
Hostel	Total Bed Capacity	Occupied	Amount for Occupied Bed	Total per month	For 1 year	Remarks
8	9	10	11	12 = (10*11)	13 = (12*12 months)	14
Men	25	15	4,000**	60,000	7,20,000	**Assume per head cost quoted as Rs.4000/- per month
Women	25	13	4,000**	52,000	6,24,000	
Total (C)	50	28		1,12,000	13,44,000	
Grand Total (A+B) to Service Provider				1,34,000	16,08,000	

- If any candidate stays less than 30 days then per day Rs.100/- will be charged and Rs.50/- will be paid for the non-occupancy days.

2. MSC Run by District Administration (If the building provided by the district)

Particulars	Number	Unit cost	Total	For 1 year	Remarks
One Time Spending					
Infrastructure Cost (Repairing Work, Cleaning, Bed, Cot, Pillow, Electrical, Water, CCTV, maintenance)	1	10,00,000	10,00,000	10,00,000	
Variable Cost					
Staff	4	15,000	60,000	7,20,000	
Candidate Occupancy Cost	50	2000*	1,00,000	12,00,000	*Assuming that per candidate cost is Rs.2000/- per month. This cost will go to agency/SHG as rent/ maintenance.
Total				29,20,000	

9. Results Framework:

- To maintain the full occupancy throughout the year.
- Weekly/ Fortnightly Counselling (on need basis)
- Tracking all migrants staying in the center, in the period of their staying in the center
- Satisfactory level of service acquired by the migrant.
- Emergency Medical Services on call to be provided (on a need basis)
- Maintaining all records of the migrants making use of the facility.

10. Penalty Clause

During surprise inspection by VKP officials and average feedback score against Basic Services (Lodging & Counseling) remains unsatisfactory based on results framework then a penalty of **5% for that month's payout will be levied** and a period of 7 days shall be provided to make corrective measures as suggested by VKP. In case of failure to implement the corrective measures with the stipulated period, immediate termination of contract shall be initiated basis VKP review of operations.

11. Termination

Both the parties shall be entitled to terminate the agreement at any time by giving **Sixty (60) days** prior written notice.

12. Sustainability of MSC

A Sustainability Plan for the MSC will be prepared as part of the Operational detailing by the local support center at each of the locations as part of the preparatory activity for MSC. This will include the revenue models and continued funding commitments.

The possible are the potential fund sources are:

- The MSC partner can start charging a nominal fee from the migrants after their free period of stay which shall not exceed 25% of the total capacity.
- The services offered by MSC apart from initial accommodation services, the migrants can be charged a subsidized fees for revenue generation. This may be reviewed depending upon the costs incurred and the ability to pay.
- The MSC partner can tie up with other industrial players who are in need of skilled human resources and can help the migrants to be absorbed in their facilities, thus by ensuring continuous placement support.
- After the project period, TNSRLM/ DDUGKY/ NULM can support the MSC by providing fund or mobilization of candidates.

13. For further reference, please go through “**Operational Manual**” of **Migration Support cum Facilitation Centre**.