

Terms of reference (ToR) for the procurement of services below the EU threshold

CONFIDENTIAL

Consultancy for the Development of an Inter-Agency Collaboration, Referral, and Capacity-Building Framework for Employment and Migration Services	Project number/ cost centre: G-012342-135.01
--	---

0.	List of abbreviations	2
1.	Context	3
2.	Tasks to be performed by the contractor	3
3.	Place of Assignment	5
4.	Concept	6
	Technical-methodological concept.....	6
	Team leader.....	6
	Costing requirements.....	7
	Assignment of personnel and travel expenses	7
	Sustainability aspects for travel	7
5.	Requirements on the format of the tender	8

0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
ZME	Project Centres for Migration and Development
ToRs	Terms of reference
GEC	Ghanaian-European Centre for Jobs, Migration and Development
EU	European Union
MLJE	Ministry of Labour, Jobs and Employment.

1. Background of the Project Context

The Programme “Centres for Migration and Development” (CMD), through the Ghanaian-European Centre for Jobs, Migration and Development (GEC), works to promote regular migration, facilitate labour mobility, support the reintegration of returnees, and improve access to employment and livelihood opportunities for young people and vulnerable populations in Ghana.

To achieve its objectives, the programme collaborates with a range of public institutions that serve as first points of contact for the potential migrants, job seekers, returnees, and community members. These institutions include the Ghana Education Service (GES), Ghana Immigration Service (GIS), Metropolitan, Municipal and District Assemblies (MMDAs), Youth Employment Agency (YEA), Labour Department, and the Department of Social Welfare. Through their daily interactions with regular clients such as students, job seekers, workers, migrants, returnees, and vulnerable individuals, officers within these institutions play a critical role in providing information, guidance, counselling, referral services, and access to opportunities and support systems.

The increasing complexity of labour markets, evolving migration trends, changing skills demands, and growing interest among young people in international mobility require these frontline officers to possess up-to-date knowledge and practical skills in career guidance, labour market information, youth employment promotion, regular migration pathways, reintegration support, and case referral mechanisms. To meet these clients’ needs, there is need for coordination of the services of the advisory ecosystem with the objective of streamlining access to support services, reduce barriers and improve outcomes for their clients.

Furthermore, many of the programme’s target groups face social, economic, and psychosocial challenges that require coordinated support from multiple institutions. Strengthening collaboration between employment, migration, education, and social protection actors is therefore essential to ensure that beneficiaries receive comprehensive and responsive services.

To address these needs, the GEC seeks to strengthen the capacities of officers from GES, GIS, MMDAs and the Department of Social Welfare through a practical and tailored capacity-building initiative to bring them to a common comparable level of service delivery and to appreciate the symbiotic relationship within their services.

The service required will therefore involve the provision of technical training on the common instruments of career pathways advisory, regular migration options, reintegration services, and alternate social support services.

The initiative will further promote inter-institutional collaboration and strengthen referral pathways among partner institutions, particularly between employment and migration service providers and psychosocial services delivery actors to ensure that vulnerable individuals have access to appropriate social protection, and reintegration support services where required.

By investing in the capacities of these frontline officers and exposing them to a coordinated referral mechanism, the project aims to enhance decentralised service delivery, improve access to accurate information and counselling services, and reduce the gaps within singular institutional services through the complementarity of related agencies, with the objective of realising a 360-degree advisory for the target clientele.

1.1 Objectives

Acknowledging the National Referral System developed by the sister JMD project, and ZME's clients' referral plan, the service sought aims to primarily build the capacity of the stakeholders to realise the following objectives;

- a. To establish an inter-agency collaboration and referral mechanisms among the identified stakeholders to ensure comprehensive (360 degrees) client-centred service delivery within each region.
- b. To enhance stakeholders' ability to identify vulnerable individuals and facilitate appropriate referrals for employment services, psychosocial support, social protection, and reintegration assistance.
- c. To enhance participants' understanding of regular and regional labour migration processes, labour mobility and migration governance opportunities, risks, and available support mechanisms.
- d. To equip participants with up-to-date labour market information, skills demand trends, whilst improving the ability of officers to deliver effective career guidance and counselling services tailored to students, job seekers, prospective migrants, returnees, and vulnerable groups
- e. To consider inter-agency resource pulling opportunities for sustainable service delivery.

2. Tasks to be performed by the contractor

The final report of the service provider should encapsulate the following thematic outputs;

- a. To establish a self-sustaining regional, inter-agency collaboration and referral framework out of the existing national referral and related mechanisms.
- b. To develop appropriate cues guide that strengthen stakeholders' ability to identify appropriate skills, information and vulnerability gaps amongst the clientele for effective services referral amongst the relevant stakeholders.

- c. To equip participants with up-to-date labour market information, skills demand trends, and available employment and the national migration governance outlook, institutional framework and available support mechanisms.
- d. To enhance participants' understanding of regular and regional labour migration processes, opportunities, risks, and available support systems.
- e. To develop a simple practical approach for effective peer-exchange on delivery of career guidance, employment promotion, and migration information sessions to various target groups.
- f. To establish a domestic resource pulling framework that support inter-agency capacity-building and sustainable service delivery amongst the industry players.

Milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	Deadline
Inception Meeting	After conclusion of the contract
Review of existing referral schemes (ZME-JMD etc.)	1 week after conclusion of contract
Development of customized referral scheme for localised players	Three months after conclusion of the contract
Development of service delivery guide	
Facilitate 10 regional sessions on the established objectives of the consultancy	
Reporting	

Period of assignment: The duration of the assignment would be 3 months.

3. Place of Assignment

The assignment would be carried out in all regions in Ghana

Zones

Zones	Regions	Dates
A	Ahafo, Ashanti, Bono, Western	Sept
B	Savanna, Northern Regions	Oct
C	G.Accra, Eastern, Volta	Nov/Dec

4. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

Team leader

Tasks of the team leader

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinate and ensure communication with GIZ, partners and others involved in the project
- Conduct needs assessment and train counsellors on career guidance.
- Provide reports in accordance with deadlines.

Qualification of the Team Lead (Consultant)

- Education/training (2.1.1): Master's degree in Education, Human Resource Development, Public Administration, Career Development, Psychology or any related discipline
- Language (2.1.2): C2-level (Business) language proficiency in English, Twi and any other Ghanaian language.
- General professional experience (2.1.3): 10 years of professional experience in providing career guidance services, designing career development sessions.

- Specific professional experience (2.1.4): 10 years in building the capacities of participants to conduct career guidance.
- Development cooperation (DC) experience (2.1.7): 5 years of experience in DC projects

Costing requirements

Assignment of personnel and travel expenses

Accommodation with meals will be provided by GIZ; no cash allowances would be provided separately for the consultant.

Sustainability aspects for travel

GIZ has undertaken an obligation to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, such as selecting the lowest-emission booking class (economy) and using means of transport, airlines and flight routes with higher CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

Specification of Inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader Fees	1	45	45	Working Day for the consultant to meet deliverables
Travel expenses	Quantity	Number per days/ Quantity	Total	Comments
Travel Cost				
Travel costs: Rental of Car with Fuel	1	15	15	Relates to the maximum number of the days

				vehicles ought to be rented for
Domestic (Round Trip Flights)	3	2	6	Flights to Kumasi, Sunyani and Tamale
Training Materials	200	1	200	Training materials required for meeting deliverables

5. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.