

-PROGRAMME OF SUPPORT-

Call for proposals

TOR Title	Provision of employment, career guidance, and profiling services for Jordanians and Syrian refugees in the Hashemite Kingdom of Jordan		
Country	Jordan	Project Code	108317/107800
Duration	From 01/04/2023	to	15/09/2023
Pillar:	Employment		
Projects:	Outcome 3 Vulnerable Jordanians and Syrians transition from cash assistance to sustainable jobs.		
EU MADAD	Output 3.1.1 Transition approach (from cash assistance) in place and operational.		
	Output 3.2.2 Comprehensive employment services provided to beneficiaries.		
PRM	Objective 1: Enhanced employment readiness of Syrian refugees and vulnerable Jordanians through targeted and demand-driven skills development approaches.		
	Objective 2: Expanded livelihoods opportunities for Syrian Refugees and vulnerable Jordanians with emphasis on women, through specialized entrepreneurship and business development services.		
Activity / BL	PRM project (108317), T (F.1.3.2), (F.2.3.3), (F.2.3.2), (F.1.1.1), (F.1.1.2), (F.1.1.3) EU MADAD (107800), T (03.02.01), (03.02.04)		

ASSIGNMENT BACKGROUND AND OBJECTIVES

Background

The Jordanian economy has experienced over a decade of stagnated growth, an issue that can be traced back to a cascade of external shocks, compounded by structural and cultural shortcomings that inhibit the private sector's ability to capitalize on potential opportunities. The issue of low growth is coupled with a rapid increase in population, largely driven by an influx of refugees fleeing Syria, beginning after the spark of conflict in the neighbouring country in 2011. To date, Jordan has received over 670,000 Syrian refugees registered under UNHCR's mandate, 80.43 percent of which reside in host communities¹. This has placed an immense pressure the country's infrastructure and limited resources, leading to unfavourable outcomes for Jordanians and Syrians alike. Per capita income has dipped to below its pre-global financial crisis levels, while the cost of living continues to climb, greatly dampening the average purchasing power and quality of life among residents. Paired with severe reductions in consumption amongst the local population, prolonged socio-political turmoil within the surrounding region led to disruptions in key trade routes. This not only hindered Jordanian enterprises from accessing major markets, but also led to sharp rise in energy and transportation costs, damaging business growth and profitability, while increasing basic living expenses for households.

For Jordanian enterprises, the obstacles to growth are plentiful. Businesses not only have to navigate the volatility within the region, but also face a difficult regulatory ecosystem and doing business environment, combined with logistics challenges and pervasive shortages in the skills most needed to

¹ UNHCR. *Operational data portal*. 2022.

sustain private sector development. These challenges are reflected in a weak labour market, characterized by a historic struggles of insufficient job creation, high informality, and widespread unemployment, underemployment and inactivity, to name a few. Today, more people in Jordan are facing difficulties in securing work, with unemployment reaching 20 percent of the total labour force in 2021, and 24.1 percent amongst Jordanians, posing a major threat to social cohesion and overall stability. Outcomes are even more concerning for historically excluded segments of the population, including women, youth, refugees, and disabled individuals.

Comparably high levels of unemployment and low labour force participation rates are especially prevalent amongst Jordan's female population. According to DoS, in Q3 2022 unemployment rate in Jordan reached 23.1 percent, whereas unemployment rate for males reached 20.5 percent when compared to a 33.1 percent for females. This gap remains in spite of the country's notable achievements in educating its female population.

A weak private sector paired with high levels of informality characterize the Jordanian labour market and leave a large segment of the workforce completely unprotected. According to the ILO's statistical databases, in 2019, informal employment constituted 52.5 percent of the country's total employment, the majority of which consists of low-income, unskilled labour. These workers are not officially registered and are therefore offered no legal or social protection, making them highly vulnerable to exploitation in indecent and precarious working situations. The IMF estimates the size of the informal economy in the country at around 26 percent of measured GDP.

In 2016, governments and major donors came together in the London Conference to address ways to improve the livelihoods of Syrian refugees and support host communities. Under this initiative the Government of Jordan launched the Jordan Compact, which lays out commitments for improving the livelihoods of Syrian refugees and host communities, supported by humanitarian aid, macro-financial assistance and facilitated access to the EU market. The core components of the Jordan Compact include policy changes, such as reforming the work permit and business formalization processes, expanding access to the EU market, and opening economic activity in refugee camps, as well as specific investments, including in Jordan's special economic zones and other infrastructure projects. The GoJ committed to facilitating access to decent employment for 200,000 Syrians (i.e. with work permits).

Throughout its crisis response programme, the ILO in Jordan played a dynamic role in supporting Syrian refugees and host communities, particularly on the economic empowerment forefront. Building on strategic partnerships with key national and international stakeholders, the organization's interventions in this realm have substantially contributed to achieving Jordan's pledge in responding to the refugees' crisis and providing them with the support needed to lead decent and resilient lives. In addition to playing a central role in facilitating the issuance of thousands of work permits (both regular and flexible), the ILO led several interventions at the policy level and in the form of direct support to respond to the crisis at various echelons.

The ILO's Programme of Support (PoS) comprises a cohort of key interventions funded by different donor agencies in response to the Syrian crisis. The ILO PoS falls under the Decent Work Country Programme for Jordan and corresponds to the objectives of the United Nations Sustainable

Development Framework (UNSD) 2018-2022 commitments to support economic growth, job creation and quality service delivery in Jordan.

The ILO set up a network of 13 Employment Service Centres (ESCs) across the country to serve all ILO projects and interventions aimed at expanding the provision of employment services to Syrian refugees and vulnerable Jordanians by offering a physical place where jobseekers can meet counsellors face to-face to seek employment and training advice, job matching services and career guidance. More specifically, the ILO ESCs facilitate the provision of the following services to target beneficiaries, as well as private sector employers.

The advantage of these ESCs becomes most apparent when taking the needs of Syrian refugees and other highly vulnerable groups into account, particularly women. The ILO-affiliated ESCs are located in communities with large numbers of youth and Syrians, and some of the highest unemployment rates in the country. Further, their independence from the public sector allows them to serve Jordanians and non-Jordanians alike, as the Jordanian Government views offering provisions to Syrians as beyond its responsibility.

Objectives

- Facilitate and increase access of vulnerable Jordanians and Syrian refugees to decent work and the job market in Jordan.
- Support vulnerable Jordanians and Syrians to move from cash assistance to sustainable jobs.
- Enhance employment readiness of vulnerable Jordanians and Syrian refugees through targeted and demand-driven skills development approaches.

SCOPE OF WORK AND METHODOLOGY

- **Target population**
50% male – 50% female, 50% Syrians Refugees – 50% Jordanians
- **Portfolio of Services**
 - **Employment Services for Job Seekers**
 - Interview job seekers to identify their needs, weaknesses, and strengths.
 - Provide job seekers with available job vacancies.
 - Conduct job matching services through guiding job seekers to available job opportunities that matched their skills & competencies or keep track of their records once suitable opportunities arise.
 - Organize job fairs & careers days where employers and job seekers can meet.
 - Refer job seekers to training programs and entrepreneurship opportunities.
 - **Employment Services for Employers**
 - Conduct meetings with employers to identify training needs, job vacancies and training opportunities.
 - Facilitate the participation of employers in career fairs with interested job seekers.

- Facilitate job interviews.
- **Career Guidance and counselling services**
 - Interview job seekers to develop individual return to work action plan (addressing any job seekers' barrier to employment)
 - Refer job seekers to suitable training to develop the skills needed to meet their occupational choice
 - Advise and assist job seekers to interpret available labour market information to assist in job search, career selection etc.
 - Assist job seekers in exploring and identifying their skills transferability to other jobs, not just the specific field in which they may have studied. This is particularly critical if there are no jobs in their precise field.
- **Profiling interviews for beneficiaries from the National Aid Fund (NAF) and UNHCR**
 - Conduct profiling and classification interviews for UNHCR and NAF's beneficiaries to select the fit candidates to participate in the graduation programs.
 - Conduct skills assessments for UNHCR and NAF's beneficiaries to select the best training programs for each one.
- **Monitoring and Evaluation**
 - Combine and validate all the data registered in the employment centres and provide summary reports on a monthly and quarterly basis to ILO.
 - Conduct follow up calls with beneficiaries to inquire about the provided job opportunities for jobseekers in designated geographical locations and inquire about the subsequent process to ensure a wide range of different employment contracts that meet jobseekers' requirements.

KEY DELIVERABLES

- Conduct **6,000 interviews** for profiling of NAF and UNHCR beneficiaries to participate in the skills development programs and employment.
- Conducting **800 interviews** with job seekers including NAF & UNHCR beneficiaries to support them to enter labour market and referring **500 job seekers** to job vacancies.
- **950 job referrals to employment services** by career counsellors.
- Visiting **50 employers** to cooperate with them to identify the job vacancies at least 500 job vacancies.
- Placement for **300 job seekers** including NAF & UNHCR beneficiaries.
- Conduct **800 career guidance interviews** (face to face) with job seekers.
- Conduct **60 group counselling** with 415 job seekers (each group counselling to include job seekers between 5-7 clients and the group counselling to include at least 3 meetings, the time for each meeting between 30 -45 minutes)

- Conduct **70 career guidance awareness sessions** on RPL to **1000** beneficiaries based on the framework designed by ILO, each session for one day.
- Conduct **6 soft skill training sessions** for 100 “Women do business” beneficiaries (6 sessions in 5 governorates), one day each training session.

REQUIRED EXPERTISE

The Implementer Partner will have the following required expertise.

- Proven experience in developing, managing, and implementing career counselling, employment services, and basic assistance; have demonstrated technical experience and sustainable results, with a minimum of three years of practical experience in career counselling, employment services, and basic assistance.
- Proven competencies (human resources and skills) and experience in providing career counselling, employment services, and basic assistance.
- A good understanding of the markets for products and services in Jordan governorates particularly with focus on the following areas: Zarqaa, Mafraq, Sahab, Alhassan, and Zaatari camp.
- Have practical experience in, and the capacity to address gender issues/dimensions in career counselling, employment services.
- Capacity to reach the target group in a timely manner for enrolment to career counselling, employment services.
- Proven experience in career counselling, employment services, with the link to the Ministry of Labour (MoL) job seekers platform/database is an asset.
- Proven excellent reporting, communication, and documentation in both Arabic and English languages.
- Working and collaboration with public training providers, chambers, and the vocational training centres is an advantage.
- Working with ILO and/or knowledge of the ILO approaches, platforms, tools and methodologies for skills will be an asset. Willingness to comply with the ILO reporting and evaluation systems.
- Wide outreaching of beneficiaries and job seekers.

SELECTION CRITERIA

- Be a legal non-profit organisation duly registered.
- Have a demonstrated active presence and strong work foundations and previous experiences in Jordan governorates, particularly in the following areas: Zarqaa, Mafraq, Sahab, Alhassan, and Zaatari camp., with demonstrated understanding and good knowledge of the local socio-economic situation and activities of the local community and specific groups in the area, and rapport with local communities.
- Strong networking and collaborations with private sectors, employers, and enterprises in the targeted sectors.
- Have the requisite qualified competent personnel/staff for both management and technical related works with the infrastructure and administrative and logistical support for undertaking the specific activities in the project.

- Strong relations, linkages, and collaborations with the government and non-government institutions focusing on employment, career counselling, and Previous working and collaboration with the concerned Ministries including Ministry of Labour and related ministries.
- Demonstrated financial reliability and accountability, and an established and effective system of accounts/audits.
- Wide outreaching and recruiting platforms and database of the beneficiaries and job seekers to the skill training and Technical and Vocational Education and Training (TVET) programmes.

PROPOSAL SUBMISSION PROCEDURE

The ILO invites technical and financial proposals from qualified non-profit organizations/entities having relevant experience in managing career counselling, employment services, as stipulated in this Terms of Reference (TOR). Technically responsive and financially viable organization/entity will be chosen following ILO's procurement rules/procedures on evaluation by ILO team of professionals.

The bidding organisation must submit the proposed offer **“Technical and Financial Proposals”** in separate digital folders mentioning **“Technical Proposal”** and **“Financial Proposal”** on each digital folder so that the financial information could not be revealed before financial proposal opening. The two digital folders saved in one digital folder (zipped) with the title saved as the full name of the bidder, followed by the project title “POS – Employment Services”, and the date of submission.

Questions from potential bidders on any section of this TOR are welcome. A Q&A session will be organised on Wednesday, 15th February 2023 at 11: am Amman time online via Zoom; to register, please email qatamin@ilo.org to receive the link.

Applications should be submitted by email to Bey-procurement@ilo.org. Both financial and technical proposals should be valid for 90 days.

The **deadline for submission of technical and financial proposals is 26th February 2023 COB, 12 mid-night** to be scored according to the technical evaluation table mentioned above combined with the financial proposal. The proposer will receive a confirmation email in return upon submission.

Cumulative Evaluation Method will be used for this procurement exercise and the “Implementation Agreement” will be signed to highest scorer(s) in Cumulative analysis considering Technical and Financial Evaluation:

Technical Proposal (60%)

The Technical proposal will contain 60% weight, whereas Technical Evaluation passing score is 50%. Any applying entity that scores less than 50% in Technical Evaluation shall not be considered for financial evaluation. The technical proposal is expected to be submitted by the bidders in the following structure:

1. Organization's profile demonstrating required capacity, why they are the most suitable for the work, and local presence/activities in [Zarqaa, Mafraq, Sahab, Alhassan, and Zaatari camp] governorates
2. Detailed description of relevant past works and assignments related to work-based learning programmes, with particular focus on that targeted refugees and host community in Zarqaa, Mafraq, Sahab, Alhassan, and Zaatari camp] governorates
3. Interpretation of the TORs objectives, in addition to the proposed methodology on how they will approach and conduct the work
4. Detailed work plan with a timeline related to the different activities in addition to implementation methods: coordination of partners, cooperation mechanisms, result-oriented, and M&E
5. CVs of Team leader and staff involved in the project implementation demonstrating their capacity to conduct the assignment
6. Foreseen challenges during the implementation of the project and mitigation methods

The Technical proposals will be evaluated in accordance with the criteria stated below:

	Description of Technical Evaluation "Methodology"	Score
1.	Relevant Experience in career counselling, employment services	30%
2.	Strong field presence in all governorates specifically in the areas Zarqaa, Mafraq, Sahab, Alhassan, and Zaatari camp.	10%
3.	Understanding of the TORs and the aim of the services to be provided; Overall methodological approach, work plan, quality assurance, appropriateness of tools and estimated difficult and challenges	20%
4.	Organization of tasks, including the timetable	10%
5.	Human Resources proposed for the assignment (qualification and experience) and detailed CVs	10%
7.	Successful previous experience working with the international bilateral donors	20%

Clarity of the proposal, provision of all required documentation, and innovative delivery are considered as a cross cutting measurement criteria.

Financial Proposal (40%)

The financial proposal will contain 40% weight. The bidders shall complete the financial proposal using an excel sheet and submit both the Excel version and the Pdf version.

Service	Deliverable	Unit	Total Quantity	Cost/Unit	Total Cost
Job Seeker	800 interviews with jobs seekers and referring 500 job seekers to job vacancies.	Beneficiary			
Visits to employers	500 Job vacancies identified in 50 visits	Visit			
Placed	300 placed beneficiaries	Beneficiary			
career guidance interviews (Individual)	800 Beneficiary	Beneficiary			
career guidance interviews (Group)	60 sessions for 415 job seekers	Session			
Referring job seekers to employment services by career counsellors	950 referrals to employment services	Beneficiary			
Conducting career guidance awareness sessions on RPL	70 sessions, one day for each session for 1000 Beneficiary	Session			
Soft skills training session	6 sessions for 100 women in 5 governorates, one day for each session	Session			
Conduct interviews for profiling of NAF and UNHCR beneficiaries to participate in the skills development programs and employment	6,000 profiling for NAF and UNHCR beneficiaries	Beneficiary			
Total planned budget in JOD					

The financial proposal shall demonstrate the following item:

- Indirect costs including management cost (office rent, utilities, administrative and financial support, etc) not exceeding 10 per cent of the direct costs).

PAYMENT SCHEDULE

The table below summarizes the planned schedule for payments to be made upon the completion and submission of deliverables delineated above. A deliverable is considered completed upon review and satisfaction of the ILO.

Type	Payment schedule
Advance payment	5% Upon the signing of the contract
First payment	45% Upon the submission of the first progress report and financial reports on 5 th May 2023.
Second payment	45% Upon the submission of the second progress and financial reports on 5 th August 2023.
Third and final payment	5% Upon the submission of the third (final) technical and financial reports on 15 th September 2023.

REPORTING SCHEDULE

Reporting & Data Management Obligations

1. Monthly and quarterly reports for employment services and career guidance (divided by ILO projects based the excel shared provided by ILO). the report should be sent by max within first working week of next month with a narrative on the progress made and any challenges encountered.
2. Data should be entered to the ILO e-counselling platform.
3. M&E report for each career guidance sessions, including the lessons learnt for next session should be prepared
4. Field visits reports for employment offices should be prepared on a monthly basis.
5. Financial and Technical reports with supporting documents should be prepared periodically



Reporting Timetable

Reports	Period	Due Date
First progress technical & financial report	1-30 April	5 May
<ul style="list-style-type: none"> ➤ 1000 profiling service of NAF and UNHCR beneficiaries. ➤ 150 Job seekers and refer 50 to job vacancies. ➤ 170 referrals employment services by career counsellors. ➤ 20 Visits to employers and 200 Job vacancies identified. ➤ 50 placed beneficiaries. ➤ 145 beneficiaries receive career guidance interviews (Individual) ➤ 10 sessions for group career guidance interviews for 75 beneficiaries ➤ 12 career guidance awareness sessions on RPL for 180 beneficiaries ➤ One soft skills training session for 20 beneficiaries (women) 		
Second progress technical & financial report	1 May – 31 July	5 August
<ul style="list-style-type: none"> ➤ 3000 profiling service of NAF and UNHCR beneficiaries. ➤ 450 Job seekers and refer 300 to job vacancies. ➤ 510 referrals to employment services by career counsellors. ➤ 20 Visits to employers and 200 Job vacancies identified. ➤ 150 placed beneficiaries. ➤ 450 beneficiaries receive career guidance interviews (Individual) ➤ 30 sessions for group career guidance interviews for 225 beneficiaries ➤ 40 career guidance awareness sessions on RPL for 540 beneficiaries ➤ Four soft skills training sessions for 60 beneficiaries (women) 		
Third & final technical & financial report	1 August – 15 September	15 September
<ul style="list-style-type: none"> ➤ 2000 profiling service of NAF and UNHCR beneficiaries. ➤ 200 Job seekers and refer 150 to job vacancies. ➤ 270 referrals to employment services by career counsellors. ➤ 10 Visits to employers and 100 Job vacancies identified. ➤ 100 placed beneficiaries. ➤ 205 beneficiaries receive career guidance interviews (Individual) ➤ 20 sessions for group career guidance interviews for 115 beneficiaries ➤ 18 career guidance awareness sessions on RPL for 280 beneficiaries ➤ One soft skills training session for 20 beneficiaries (women) 		

SUPERVISION AND LOGISTICAL ARRANGEMENTS

The tasks and deliverables under this assignment will be carried out under the direct supervision of the Programme of Support Chief Technical Advisor. Overall technical review will also be provided by the Decent Work Team in Beirut.

All data and information received from ILO for this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference (TOR). The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the express advance written authorization of the ILO. All intellectual property rights arising from the execution of these TOR are assigned to the International Labour Organization. The intellectual property rights of the materials modified through the assignment remains with the International Labour Organization.