

## Terms of Reference

### Social Dialogue for Social Protection in Jordan: Shared Understanding of Critical Issues regarding Social Protection

#### 1. Justification/Background

Jordan's social protection sector has undergone key policy changes in recent years including the launch of the National Social Protection Strategy 2019–2025 (NSPS 2019-2019). The strategy aims at enhancing coverage and better outcomes for the most vulnerable groups, strengthened institutional capacity, and enhanced coordination. In this perspective, the strategy represents an overarching framework to maximize synergies and ensure effective integrated approaches by considering the following areas of the SP system: *social assistance, social services, social insurance, and labour market policies*.

The implementation of the National Social Protection Strategy is supervised by a Steering Committee led by the Minister of Social Development (MOSD) and consists of high-level representatives from relevant ministries and social protection actors. EU-MADAD supported program led by ILO and UNICEF provide technical assistance and facilitate the implementation of the Strategy. The joint ILO UNICEF programme provides a set of structured activities and interventions with the aim to contribute to the achievement of a sustainable social protection system, in policy as well as institutional set-up, with strengthened links between different areas of the SP system in Jordan.

Recently, the global COVID-pandemic and associated lockdown measures caused unprecedented negative socio-economic impacts affecting wide segments of the society especially the most vulnerable groups, while the unemployment rate rose significantly to an all-time high of 25 per cent in Q1 of 2021. Jordan responded quickly to the crisis by introducing a series of social protection measures to mitigate the negative socio-economic consequence on the population's most vulnerable groups. It introduced new coordination and financing mechanisms across different national social protection system pillars. However, social protection challenges were evident in terms of targeting, coordination between the national system and humanitarian assistance programs, gender-specific vulnerabilities, and scalability, among other issues.

Meaningful engagement of social partners and civil society representatives in policy making and reform, as well as in the design and planning of such social protection programmes, remains a key component for comprehensive responses, and one that stands to be strengthened in the Jordanian context. Social dialogue between workers, employers, civil society, and government representatives is a fundamental pillar of decent work and one of the key pillars of decent work is social protection. Promoting space for social dialogue is of fundamental importance for the ILO's global and regional agenda, including in relation to social protection. Social dialogue can take multiple forms and include different sets of actors depending on the context. From the most basic level of information sharing to consultation and negotiation.

## 2. Objectives

The main objective of this assignment is to formulate a shared understanding among key stakeholders on critical issues affecting social protection in Jordan as well as engagement of non-state actors in the dialogues and progress around the implementation of the National Social Protection Strategy. The implementing partner shall develop mechanisms and tools for social dialogue to convey findings and generate dialogue among different stakeholders in Jordan, including the workers' and employers' organizations, civil society, academic institutions, think tanks and Government institutions.

Building on ongoing work in the social protection sector, and new available evidence and research from recently published/soon-to-be-published reports the implementing partner will facilitate dialogue that could cover the following themes (list to be refined during the inception phase):

- Progress with the implementation of the National Social Protection Strategy (NSPS)
- Social Protection Statistics and the importance of evidence generation for SP reforms (linking with findings from Statistical bulletin on social protection)
- How to extend Social Security coverage to the informal sector workers?  
Some of the following themes could be included:
  - How to improve the attractiveness and adequacy of the benefit packages?
  - The role of enforcement in increasing access of the informal sector workers to Social Insurance.
  - The role of community engagement, outreach, and awareness on Social Security.
  - Lessons learnt on the inclusion of migrant workers and refugees in social security (link with Estidama ++ project).
- Social protection in a changing world of labour (link with soon-to-be-published work on Social Security in the Platform economy)
- Sustainable and effective financing for SP in Jordan (link with ongoing work on actuarial valuation and expenditure review).
- How to facilitate the transition between social assistance, employment, and social insurance systems?
- Social protection reforms from a gender lens (link with ongoing work on Rihaya).

The refugee and migrant workers inclusion dimension can also be treated as cross-cutting affecting several sectors of operation and will be covered as part of each theme where applicable.

The implementing partner shall undertake the following activities:

### *1- Design of national dialogue sessions and identification of stakeholders*

In collaboration with ILO, the implementing partner shall design a series of national dialogue sessions that, while addressing the most relevant findings in these reports, are tailored to different of key stakeholders. The implementing partner shall share in writing a concept note outlining a

general concept note for the dialogue sessions along with detailed information regarding the title of the session, targeted audience and rationale for each event and selection of participants, panelists, and experts.

The design phase will include the identification of preparatory dialogue sessions on key issues to be organized separately for the private sector, workers, civil society, and Government institutions on a needs-basis. This is to facilitate the deepening of the discussions within each target audience and to better understand the angle that different constituents have on the different topics.

## *2- Background briefs for each national dialogue session*

Based on findings and upon discussion with ILO, the implementing partner shall prepare a short 3–4-page brief including key questions to be discussed. The brief will serve as a background document for each of the dialogue sessions. The policy briefs will be prepared in English and translated into Arabic. They will be distributed electronically prior to the sessions, and in print during the session.

## *3- Implementation of preparatory dialogue sessions*

The implementing partner shall provide all logistical arrangements for the preparatory sessions.

## *4-Implementation of national dialogue sessions on selected key themes*

Upon discussion with ILO and based on findings and learning following the preliminary dialogue series, the implementing partner shall provide a concept note for a national dialogue session on the selected themes. The concept note will outline themes, participants, and potential target audience/s.

The implementing partner shall provide all logistical arrangements for the national dialogue sessions.

## *5- Evaluation of the impact of the dialogue series among stakeholders*

With a view to understanding the impact of the dialogue series among key stakeholders, the implementing partner shall design a monitoring plan to evaluate learning and attitudes regarding the findings shared. This can include but is not limited to pre- and post-evaluation forms, and bilateral dialogue with key participants.

## **3. Deliverables**

- 1 Inception report to be delivered in English language.
- 4 national dialogue sessions
- 4-6 preparatory dialogue sessions
- 4 policy briefs to be delivered in English and Arabic.

- 4 evaluation reports on findings and learning by different stakeholders participating in the dialogue sessions, to be provided in English.
- Summary of media coverage for all national dialogue sessions to be provided in English.

#### 4. Time frame and Deadlines

The assignment will be carried out over an eight-month period, from 1 April 2022 to 30<sup>th</sup> November 2023.

Below are the proposed deadlines distributed by deliverables:

| Deliverables                                                                                                                                                                                                                                                                                                         | Deadline                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Deliverable 1. Draft Inception report including dialogue series concept note outlining the themes and tools for the dialogue as well as the tentative timetables for social dialogue on different themes                                                                                                             | One month from signing the contract     |
| Deliverable 2. Policy brief on the Social Protection first theme (one of the theme form Objectives-section), as well as social dialogue sessions with employers, workers, CSO and GoJ held on the first theme, report on the findings and learnings by different stakeholders participating in the dialogue session. | Three months after signing the contract |
| Deliverable 3. Policy brief on the Social Protection second theme, as well as social dialogue sessions with employers, workers, CSO and GoJ held on the second theme, report on the findings and learnings by different stakeholders participating in the dialogue session.                                          | Four months after signing the contract  |
| Deliverable 4. Policy brief on the Social Protection third theme, as well as social dialogue sessions with employers, workers, CSO and GoJ held on the third theme, report on the findings and learnings by different stakeholders participating in the dialogue session.                                            | Five months after signing the contract  |
| Deliverable 5. Policy brief on the Social Protection fourth theme, as well as social dialogue sessions with employers, workers, CSO and GoJ held on the fourth theme, report on the findings and learnings by different stakeholders participating in the dialogue session.                                          | Seven months after signing the contract |
| Deliverable 6. Summary of media coverage for all the social dialogue sessions                                                                                                                                                                                                                                        | Eight months after signing the contract |

#### 5. Required Skills and Competencies

- The implementing partner shall have a demonstrated research capacity used in evidence-based advocacy with a focus on social protection.

- The implementing partner shall have a strong organizational record in the design and implementation of large learning events, preferably in the field of social protection.
- The implementing partner shall have strong diversified partnerships with national and government stakeholders, academic institutions, civil society, service providers and the private sector that it regularly engages on issues of social protection.
- The implementing partner shall have established networks inclusive of local CSOs and CBOs that represent different segments of society, including, but not limited to, worker-based organizations, private sector, government institutions, civil society, etc
- The implementing partner shall work within a strong legal framework and possess a good understanding of laws and legislative amendments in Jordan.
- The implementing partner shall have a wide national reach in Jordan.

## 6. Proposal submission procedure

The ILO invites technical and financial proposals from qualified non-profit organizations/entities. Technically responsive and financially viable organization/entity will be chosen following ILO's procurement rules/procedures on evaluation by ILO team of professionals.

Applicants must submit the following:

- A technical proposal demonstrating the following: Description of the methodology and history of the organization in implementing similar projects.
- A list and CV's of experts who will facilitate the preparatory meetings and the social dialogue sessions on the different themes
- The organization should demonstrate a strong understanding and inclusion of gender-sensitive and PwD approaches.
- A sound work plan that ensures the successful delivery of the assignment within the timeframe.
- Financial proposal

Qualified non-profit organizations/entities should submit their technical and financial proposals to the ILO by **March 20, 2022**.

The non-profit organizations/entities shall complete the financial proposal using the table/format below using an excel sheet and submit both the Excel and the Pdf versions.

| Budget breakdown |             |      |          |                  |                    |                   |
|------------------|-------------|------|----------|------------------|--------------------|-------------------|
| Line number      | Description | Unit | Quantity | Unit cost in USD | Duration/frequency | Total cost in USD |
| 1                |             |      |          |                  |                    |                   |
| 1.1              |             |      |          |                  |                    |                   |

All documents related to **Social Dialogue for Social Protection in Jordan: Shared Understanding of Critical Issues regarding Social Protection** should be submitted to [AMM-PROCUREMENT@ilo.org](mailto:AMM-PROCUREMENT@ilo.org)

## 7. Payment arrangements

| Payment Schedule        | Value                           | Deliverable to Trigger Payment | Time frame       |
|-------------------------|---------------------------------|--------------------------------|------------------|
| Advanced Payment        | Up to 20% of the contract value | Countersignature of contract   | Upon signature   |
| First progress payment  | 40% of the contract value       | Deliverables 1,2               | 1 July 2023      |
| Second progress payment | 35% of the contract value       | Deliverables 3,4 and 5         | 31 October 2023  |
| Final payment           | 5% of the contract value        | Deliverable 6                  | 30 November 2023 |