

Training and Employment for Syrian Refugees beneficiaries Call for proposals

Country	Jordan	Project Code	JOR/20/01/EUR (107800)
Pillar:	Training and employment for Syrian Refugees beneficiaries to move them from cash assistance to sustainable jobs		
Duration	01/08/2023	To	31/7/2024
Outcome:	Vulnerable Jordanians and Syrians transition from cash assistance to sustainable jobs		
Output:	Graduate vulnerable beneficiaries from the cash assistance to a systematic package of services particularly tailored to their needs		
Activity: 03.02.03 & 03.02.04	Deliver skills development training, including in-class, WBL, and employability tracks for enrolled beneficiaries. And assess and provide support to the private sector for supporting employment Facilitate job matching & placement, including in livelihoods/self-employment opportunities for enrolled target beneficiaries in preparation for their transition to sustainable livelihoods		

PROJECT BACKGROUND

General background

Over the past decade, Jordan has needed to weather several exogenous shocks brought on by the spill-over effects of regional turmoil. More specifically, the Syrian crisis in 2011, ushered the influx of over 650 thousand refugees to Jordan, which strained national resources and overburdened the country's infrastructure and social services. The repercussions of external events unravelled deeply rooted impediments that hamper Jordan's economic resilience and growth. Today, the country faces an array of economic and social challenges that render employment and job creation even more challenging, particularly among the most vulnerable.

The outbreak of the COVID-19 pandemic aggravated economic downturn and had dramatic outcomes for poverty in Jordan, forcing many previously non-poor households into highly vulnerable conditions. By December 2020, the country's poverty rates had increased by 38 percentage points among Jordanian locals and 18 percentage points for Syrian refugees. This resulted in 1.5 million Jordanians and 76,000 Syrian refugees becoming newly poor. At the early stages of the outbreak, the

government endorsed a cohort of prevention measures to curtail the virus's spread, including complete and partial lockdowns, the enforcement of strict curfews, restrictions on movement, and the closure of businesses, schools and universities.

Domestic lockdowns, compounded with global uncertainty, resulted in severe demand shocks to the Jordanian economy and a sharp decline in economic activity. According to an ILO survey, at the onset of the crisis as many as 39% of vulnerable workers were no longer working, 31% as of vulnerable Jordanians had been temporarily laid off, and 17% permanently laid off. Additionally, 29% of those surveyed reported not having enough food in the past week due to an inability to afford it. Overall, sluggish macroeconomic performance stifled the Jordanian labour market's ability to create jobs for its growing population. According to Jordan's Department of Statistics (DoS), the country suffered a net job loss of 68.9 thousand in 2020, compared to 69.1 thousand in net job creation in 2008. This is reflected by a stark climb in unemployment rates, reaching an all-time high of 24.1% in 2021, producing detrimental outcomes for vulnerable households.

ASSIGNMENT BACKGROUND

In 2020, the EU signed a joint programme agreement with the ILO and UNICEF titled "Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians." The joint programme seeks to contribute to the achievement of a sustainable social protection system, in policy as well as institutional set-up, with strengthened links between social protection and employment for both Jordanian and refugee populations and enhanced outreach into the informal sector

The ILO-UNICEF Joint Programme serves to support the operationalisation and implementation of the Jordanian National Social Protection Strategy (2019-2025), with a view to contribute to the achievement of a sustainable social protection system, in policy as well as institutional set-up, with strengthened links between social protection and employment for both Jordanian and refugee populations and enhanced outreach into the formal sector. Based on long-standing relations with the Jordanian government and other partners, lessons learnt and extensive experience of both ILO and UNICEF in the area of social protection and employment promotion for youth as well as adults, women as well as men, Jordanian host communities as well as refugees, the project serves to achieve three outcomes:

Outcome1: Enhanced coordination, integrated planning and monitoring for government wide efforts in the social protection and employment sector. Outputs delivered serve to strengthen mechanisms for coordinated implementation of national employment and social protection interventions in the context of the NSPS.

Outcome2: Strengthened national systems/mechanisms to enhance access to labour market, decent work and employment based social protection schemes. Outputs delivered serve to provide support towards effective and cost-efficient implementation and realisation of access to employment (work permits), enhanced capacity for the implementation of mechanisms to ensure increasingly decent work (labour inspection) and access to social security expanded to workers in the informal economy.

Outcome3: Vulnerable Jordanians and Syrians transition from cash assistance to sustainable jobs. Outputs are directed towards the design and implementation of a graduation mechanism to support the transition of vulnerable people on cash assistance (provided by NAF and UNHCR) to employment, by providing a systematic and tailored package of services, delivered primarily by ILO and UNICEF service centres.

The project is aligned with the GoJ's draft graduation mechanism and complements other ongoing and recent efforts aimed at strengthened government capacity and outreach in the area of social protection and employment promotion, thus entailing a strategic contribution to the development objective "Strengthened self-reliance of the most vulnerable refugees, Syrians in particular, as well as host communities, towards the establishment of an inclusive national protection system."

The Selection of employers is based on the availability of job opportunities, and the financial and technical offers received from companies/employers, all companies implementing the program will provide induction and technical training for each beneficiary, including decent work conditions, code of conduct, legal rights, safety measures and first aid training. Additionally, ILO technical staff will be conducting regular field monitoring and evaluation visits.

Selection of occupations will be based on a process that involves but not limited to, conducting a needs assessment, consulting with industry experts, considering the trainees' interests and abilities, analysing training resources, and prioritizing occupations with growth potential. This targeted approach can help ensure that the training is aligned with the local labour market needs and provides meaningful job opportunities for the trainees.

To ensure competency-based training linked to recognized qualifications; implementing companies will conduct a job analysis, develop measurable learning outcomes aligned with qualifications, create engaging training materials, develop relevant assessment methods, assessments such as, Needs Assessment, Baseline Assessment, Training Evaluation, Job Placement and Retention Tracking, Post-employment Support Evaluation, Impact Assessment, Satisfaction and Feedback Surveys, Periodic Reviews and Audit.

1. Assignment Objectives

At the end of this project, **1100 UNHCR** beneficiaries of which (50% women and 3% people with disability) will be transited to long term employment, after having benefited from skills training. The project is targeted 1100 UNHCR beneficiaries who will be selected from UNHCR databases (30% from cash assistance list, 30% from waiting list and 40% from extended list).

The overall objective of this assignment is:

- (a) Implement/provide On Job Training that facilitates youth transition to decent employment.
- (b) Enrol and train 1,100 beneficiaries in On Job Training (OJT) programmes.
- (c) Provide contractual employment (job placement) opportunities for 80% of the OJT graduates.

The assignment in this ToR will be implemented in two phases as follows:

Phase I: 300 Beneficiaries (to be implemented between **01 Aug 2023 to 31st of October 2023**).

Phase II: 800 Beneficiaries (To be executed upon receipt of funds).

The tender is split into two lots and the ILO reserves the right to award the full package to one bidder or to split it into more than one contract based on availability of funds or any other considerations e.g. technical or financial.

The implementing partner should carry out both tasks on job training and employment. If there's a need for sub-contracting, the implementing partner must inform and obtain the approval from the ILO

2. Scope of Work and Methodology

ILO is seeking a Non-Governmental Organization (Implementing Partner) to deliver On Job Training programmes that lead to employment, the implementing partner will deliver job placement services to at least 80% of OJT graduates who will be placed in jobs at the end of the programme. The OJT will be conducted in Amman, Irbid, Zarqa, Mafrqa, Jarash, Ajloun, Tafaila, Madaba, Ma'an and Karak governorates. The On Job Training programme will facilitate the programmes' graduates' smooth transition to the labour market and enable them to access decent employment.

The implementation cycle of OJT programme should consist of the following these main processes:

- **Planning for OJT programmes**
- **Developing training programmes**
- **Organizing and delivering the training programmes**
- **Provide pre/post assessment for beneficiaries**

The Implementing Partner will undertake the following tasks for each of the above-mentioned processes:

Planning for OJT programmes

- Conduct consultations to identify skills needs in the labour market supply and demand gaps, available job vacancies in the occupations (jobs); and specific industries and enterprises ready for starting OJT programmes with relevant institutions. The implementing partner needs to coordinate with the different institutions such as: Ministry of Labour, Department of Statistics (DOS), TVSDC and National Center for Human Resources Development, also employers' organizations, market associations and National Sector Skills Councils (NSSCs).

- Analyse the feasibility of conducting the OJT programmes in the identified enterprises for the selected occupations.
- Conduct analysis of the list of potential enterprises, employers, and workplaces to select the appropriate one to be engaged in the OJT programmes based on the pre-set criteria.
- Assess the envisaged OJT programmes in line with the decent work conditions, rules and regulations.
- Link with TVSDC and Sector Skills Councils to identify occupations in demand, as well as to link with other governmental and private sector institutions and discuss possible partnerships for (OJT and soft skills training). Propose to the ILO detailed training plan for the 1100 UNHCR beneficiaries.

Developing OJT training programmes

- Identify a list of occupations (jobs); to implement OJT.
- Analyse the identified work processes, i.e., define the needed professional/technical skills, life skills, foundation skills needed to perform each of the work processes covered in the OJT programmes.
- Develop the training programme.
- Get formal approval from ILO on the training programme (OJT).
- Coordinate the preparation or upgrading of the training materials, based on inputs from the Sector Skills Councils.

Organising and Delivering OJT training programmes

- Conduct training on approved OJT programmes (OJT and soft skills training where applicable) to 1100 beneficiaries within the occupation listed in ANNEX A.
- Develop the OJT training plans, agreement between apprentices an enterprise on ethical codes and working conditions, tracking, monitoring, and assessment tools.
- Deliver induction and technical training for each beneficiary, including on their rights and entitlements, occupational safety and health, and first aid.
- In line with the UN Convention on the Rights of Persons with Disabilities, accommodate the needs of 33 Persons with Disabilities during training and at the workplace, linking closely with organizations of Persons with Disabilities (**higher council for the rights of persons with disabilities**)
- Provide monthly monitoring reports for the **1100 beneficiaries** reflecting on their skills acquisition and progress.
- Provide trainees with social security coverage, transportation and food allowance, throughout the training period up to three months.
- Facilitate the placement of these beneficiaries (1,100 UNHCR beneficiaries) for at least a year including the training period, based on a written employment contract in different sectors in Jordan (please refer to **ANNEX A** for the full list of professions allowed to work of Syrian nationality according to professional groups).
- Provide contractual employment (job placement) opportunities for 80% of the OJT graduates.

Provide pre/post training assessment for participants in the OJT training programmes

- Conduct pre/post-training evaluation and prepare the training evaluation report.
- Provide a final report including evidence of training: copies of payments for social security subscription, food and transportation allowances, and copies of signed contracts for one year.

3. Deliverables, Timeframe & Indicative Work Programme

The work is planned to start on **01st of Aug 2023** and is expected to be completed no later than **31st of July 2024**. The deadlines in the table below are a suggestion. However, it is preferable to abide by the starting date and finish date of the assignment.

Phase I deliverables: Train and Employ 300 Beneficiaries (to be implemented between 1st of Aug 2023 to 31st of October 2023).

#	Deliverables	Timeline
1	Inception report on the planning of the OJT programmes which includes a detailed workplan and timeline of activities.	Upon signature
2	Summary report of consultations summarising the outcomes to identify the labour market supply and demand gaps for the respective sectors to deliver OJT, and available job vacancies in the occupations.	Due on 15 th of Aug 2023
3	OJT programmes in the identified occupations are developed	Due on 20 th of Aug 2023
4	300 beneficiaries are selected to participate in the approved training programmes. 100% Syrians (50% women and 3% people with disability),	Due on 31 st of Aug 2023
5	80% beneficiaries successfully completed the OJT training programs and got contractual agreement for one year	Due on 31 th of October 2023
6	Pre/post training programmes evaluation reports are submitted.	At the beginning/end of each training program
7	Final report includes the outcomes of the training programmes, and lessons learned.	Due on 31 th of October 2023

Phase II deliverables: Train and Employ 800 Beneficiaries (To be executed upon receipt of funds).

#	Deliverables	Timeline
1	Inception report on the planning of the OJT programmes which includes a detailed workplan and timeline of activities.	TBC
2	Summary report of consultations summarising the outcomes to identify the labour market supply and demand gaps for the respective sectors to deliver OJT, and available job vacancies in the occupations.	TBC
3	OJT programmes in the identified occupations are developed	TBC
4	800 beneficiaries are selected to participate in the approved training programmes. 100% Syrians (50% women and 3% people with disability),	TBC
5	80% beneficiaries successfully completed the OJT training programs and got contractual agreement for one year	TBC
6	Pre/post training programmes evaluation reports are submitted.	TBC
7	Final report includes the outcomes of the training programmes, and lessons learned	TBC

4. Implementing Partner Profile

The Implementing Partner will have the following required expertise:

- Proven experience in developing, managing and implementing skills training, vocational training programmes, and on job training.
- Have demonstrated technical experience and sustainable results, with a minimum of seven years of practical experience in market-oriented skills training, on job training, vocational training programmes, and employment.
- Proven competencies (human resources and skills) and experience in providing training.
- A good understanding of the labour market in Jordan.

- Have practical experience in and the capacity to address gender issues/dimensions in training and employment.
- Capacity to reach the target group in a timely manner for both enrolment to skills training and employment.
- Proven experience in skills development and employment services as well as job placement activities is an asset.
- Proven excellent reporting, communication, and documentation in both Arabic and English language.

5. SELECTION CRITERIA

- Be a legal non-profit organisation duly registered.
- Proven experience in employment services and job placement activities with the link to the job seekers platform/database is an asset.
- Have a demonstrated active presence and strong work foundations and previous experiences in Jordan.
- Strong networking and collaborations with private sectors, employers, and enterprises.
- Capacity to ensure jobs placement within three months after training to considerable number of beneficiaries;
- 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 skills training, on job training, vocational training programmes, work-based learning programmes, and job placement.
- Previous working and collaboration with public training providers, chambers, TVSDC and the vocational training centres is an advantage.
- Demonstrated financial reliability and accountability, and an established and effective system of accounts/audits.
- Working with ILO and/or knowledge of the ILO approaches, tools and methodologies for skills will be an asset. Willingness to comply with the ILO reporting and evaluation systems.
- Wide outreach to beneficiaries and job seekers to the skill training and Technical and Vocational Education and Training (TVET) programmes.
- Should have proven experience with decent work principles while applying the skills training, on job training, vocational training programmes, work-based learning programmes and employment.

6. PROPOSAL SUBMISSION PROCEDURE

The ILO invites technical and financial proposals from qualified non-profit organizations/entities having relevant experience in managing OJT programmes 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 – On Job Training for Syrian Refugees”, and the date of submission. Applications should be submitted by email to **amm-procurement@ilo.org**. Both financial and technical proposals should be valid for 90 days.

The deadline for submission of technical and financial proposals is **10 of July 2023 COB**, 12 mid-night to be scored according to the technical evaluation table mentioned below 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:

- **Financial Proposal (40%):** the financial proposal will contain 40% weight. The organizations/entities shall complete the financial proposal using the table/format below.

Item	Cost per day/JOD	Number of training days	Total JOD
Costs of the on-job training program up to three months			
Cost of social security up to three months			
Transportation allowances up to three months			
Meals of the training program up to three months			
Cost of childcare/nursery for Syrian women beneficiaries if applicable			
Cost of extra incentives for people with disability from UNHCR selected beneficiaries			

The financial proposal should indicate the number and type of training programmes to be implemented, the number of targeted beneficiaries, number of participating workplaces/employers/enterprises, the duration of each training programme, and the total cost. The financial proposal will be evaluated based on price reasonableness, cost per trainee, and overall cost. The financial proposal shall demonstrate the following items:

- Activity costs for implementing the training programmes.

- Management cost to manage the activities and tasks of the assignment including staffing cost (project leader, administrative and financial support, coordinators, trainers, reporting and mentoring officers, etc).
- Overhead costs and other costs associated with the project (including travel, printing, etc.).

- **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:

	Description of Technical Evaluation “Methodology”	Score
I.	Relevant Experience in managing the design and implementation of training programmes (OJT, other vocational training programs and soft skills training) 5-7 years	30%
II.	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%
III.	Organization of tasks, including the timetable	10%
IV.	Human Resources proposed for the assignment (qualification and experience) and detailed CVs	10%
V.	Successful previous experience working with the international bilateral donors, previous UN experience is an asset	10%
VI.	Job placement services that will be provided to the training programmes	10%
VII.	Clarity of the proposal, provision of all required documentation, and innovative delivery are considered as a cross cutting measurement criteria.	10%

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

- Organization’s profile demonstrating required capacity, why they are the most suitable for the work, and local presence/activities in Amman, Irbid, Zarqa, Mafrq, Jarash, Ajloun, Tafailla, Madaba and Karak governorates.
- Detailed description of relevant past works and assignments related to on job training programmes, with particular focus on that targeted refugees and host community in Amman, Irbid, Zarqa, Mafrq, Jarash, Ajloun, Tafailla, Madaba and Karak governorates.
- Organization’s profile demonstrating required capacity to provide job placement services to the graduates.

- Interpretation of the TORs objectives, in addition to the proposed methodology on how they will approach and conduct the work.
- 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.
- CVs of Team leader and staff involved in the project implementation demonstrating their capacity to conduct the assignment.
- Foreseen challenges during the implementation of the project and mitigation methods.

7. Payment Schedule

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

Phase I payment schedule: 300 Beneficiaries (to be implemented between **1 of Aug 2023 to 31st of October 2023**).

#	Payment	Deliverable	Time frame
1.	Advance payment	Upon signature of the implementation agreement	Upon signature
2.	First Payment	- Upon providing list of 300 UNHCR beneficiaries. - Identify the occupations with cooperation with TVSDC and Sector Skills Council. - Submitting First Technical and Financial reports to the satisfaction of the ILO.	15 Aug 2023
3.	Second payment	- Upon training for 100 UNHCR beneficiaries. - Providing one year signed contract for 100 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit second technical and financial reports to the satisfaction of the ILO.	31 Aug 2023

4.	Third payment	- Upon training for 100 UNHCR beneficiaries. - Providing one year signed contract for 100 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit third technical and financial reports to the satisfaction of the ILO.	15 September 2023
5.	Final payment	- Upon training for 100 UNHCR beneficiaries. - Providing one year signed contract for 100 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit fourth and final technical and financial reports to the satisfaction of the ILO. - Final report including 300 UNHCR beneficiaries (attendance sheet for the entire training period, detailed training program, the final list of graduates).	31 October 2023

Phase II payment schedule: 800 Beneficiaries (To be executed upon receipt of funds).

#	Payment	Deliverable	Time frame
6.	Advance payment	Upon signature of the implementation agreement	Upon signature
7.	First Payment	- Upon providing list of 800 UNHCR beneficiaries. - Identify the occupations with cooperation with TVSDC and Sector Skills Council. - Submitting First Technical and Financial reports to the satisfaction of the ILO.	TBC
8.	Second payment	- Upon training for 250 UNHCR beneficiaries. - Providing one year signed contract for 250 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit second technical and financial reports to the satisfaction of the ILO.	TBC

9.	Third payment	- Upon training for 250 UNHCR beneficiaries. - Providing one year signed contract for 250 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit third technical and financial reports to the satisfaction of the ILO.	TBC
10.	Final payment	- Upon training for 300 UNHCR beneficiaries. - Providing one year signed contract for 300 UNHCR beneficiaries. - Enrol the beneficiaries in the social security. - Provide trainees with transportation and food allowances throughout the training period up to three months - Submit fourth and final technical and financial reports to the satisfaction of the ILO. - Final report including (attendance sheet for the entire training period, detailed training program, the final list of graduates).	TBC

8. Reporting Timetable

Report	Timeframe
First Report • Upon providing list of 300 UNHCR beneficiaries. • Identify the occupations with cooperation with TVSDC and Sector Skills Council.	15 Aug 2023
Second Report • Upon subcontracting the training to service providers for 100 UNHCR beneficiaries. • Providing one year signed contract for 100 UNHCR beneficiaries. • Enrol the beneficiaries in the social security. • Provide trainees with transportation and food allowances throughout the training period up to three months.	31 Aug 2023
Third Report • Upon subcontracting the training to service providers for 100 UNHCR beneficiaries. • Providing one year signed contract for 100 UNHCR beneficiaries. • Enrol the beneficiaries in the social security.	15 September 2023

• Provide trainees with transportation and food allowances throughout the training period up to three months.	
Fourth (final) Report • Upon subcontracting the training to service providers for 100 UNHCR beneficiaries. • Providing one year signed contract for 100 UNHCR beneficiaries. • Enrol the beneficiaries in the social security. • Provide trainees with transportation and food allowances throughout the training period up to three months. • Final report including 300 UNHCR beneficiaries (attendance sheet for the entire training period, detailed training program, the final list of graduates).	31 st of October 2023

SUPERVISION AND LOGISTICAL ARRANGEMENTS

The tasks and deliverables under this assignment will be carried out under the direct supervision of the POS Programme Officer and overall guidance of the POS CTA. Overall technical review will also be provided by the Regional Skills Technical specialist. 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.