

## Formalizing Access to the Legal Labor Market for Refugees and Host Communities in Jordan

<b>TOR Title</b>	<i>Terms of Reference</i> <i>Work Based Learning</i>			
<b>Country</b>	JORDAN		<b>Project</b>	PRM
<b>Duration</b>	From	11 <sup>th</sup> of March 2023	to	25 <sup>th</sup> of August 2023
<b>Pillar:</b>	Demand-driven Work-based Learning (WBL)			
<b>Objective:</b>	Enhanced employment readiness of Syrian refugees and vulnerable Jordanians through targeted and demand-driven skills development approaches.			
<b>Output:</b>	Target beneficiaries benefit from the provision of demand-driven & market responsive vocational training & Work-based Learning (WBL) programmes			
<b>Activity / BL</b>	1.2.1 Beneficiaries enrolled in vocational training/WBL programmes			

### 1. Background & Context

Jordan has been ensnared in back-to-back shocks that severely affected its economic and social stability for over a decade. Amid coping with the aftermath of a global economic crisis, the country was struck with the repercussions of turmoil in neighboring countries and regional instability that would shape the political and socio-economic landscape in the country for years to come. Political upheaval, namely in Syria, ushered the influx of over one million refugees to Jordan, leading to a sudden increase of 40 percent in population between 2008 and 2020. The country currently hosts the second-highest number of refugees per capita globally, with 650,000 officially registered with UNHCR. Over the past few years, Jordan made remarkable leaps in facilitating the Syrian refugees' access to formal employment and issuing thousands of work-permits in specific sectors. Nevertheless, whilst shouldering the Syrian refugees' crisis, Jordan was faced with mounting economic challenges, including the closure of major trade routes, rising energy prices, growing debt levels, exhausted infrastructure, among others.

In spite of a wearied economy, Jordan has been determined to handle the COVID-19 outbreak with the lowest possible impact on human life. This meant imposing exceptionally stringent measures and extended lockdown periods that took a toll on every aspect of macroeconomic performance. The year 2020 was marked by a deep economic recession, with Real GDP growth falling to -2.0 percent and public debt approaching 115 percent to GDP. Initial forecasts had predicted that economic growth would bounce back to its pre-pandemic levels (around 2 percent growth) in 2021. The lingering crisis, however, renders these projections unattainable and the country's growth trajectory is likely to remain stagnant until year's end. Fortunately, the government initiated the vaccine rollout programme in January 2021 to facilitate the alleviation of containment measures and gradually opening up the economy.

The project "Formalizing Access to the Legal Labor Market for Refugees and Host Communities in Jordan" is a result of a collaboration between the ILO and the US Department of

State to support the formal labor market participation of Jordanians and refugee men and women, including the provision of training and certification, business development support, employment services, and work permits. It helped embed the principles of the Jordan Compact to increase economic opportunities in host countries; thus, supporting developmental response and reducing poverty. It has also helped the government of Jordan to deliver on the commitment it has made to issue 200,000 work permits to Syrian refugees. The project is part of the ILO program of support to the Jordan compact and falls within the framework of the ILO Decent Work Country Program of Jordan (2018-2022).

The main goal of the project is to enhance Jordanian and refugee beneficiaries' access to the formal labor market and decent work, to be achieved through the following outcomes: (i) Jordanians and refugees benefit from on the job trainings and the chance to have their skills validated through the application of the Recognition of Prior Learning model in several sectors; (ii) Jordanian and refugee women are supported to enter and remain in the formal workforce through targeted packages of support and business development services; and (iii) Syrian refugee have access to work permits.

The partnership with PRM initiated its activities in 2018 under the 1<sup>st</sup> phase and kicked off a 2nd phase in 2019. Under the 1<sup>st</sup> pillar of the project, the outputs focused on the adaptation of On Job Training (OJT) and certification models and the provision of OJT, Recognition of Prior Learning (RPL) and vocational training certification for Jordanians and refugees to access on the job training, and have their skills officially validated.

Under the 2<sup>nd</sup> pillar, the outputs focused on having an evidence-based understanding of key barriers to female labour force participation, coupled with supporting access and retention of decent work opportunities for women and providing them with business development services, which ultimately contribute to the 2<sup>nd</sup> outcome of women being supported to enter and remain in the formal workforce. In partnership with Princess Taghreed Institution and the Jordan River Foundation, 183 Jordanian and Syrian refugee women benefited from skills training on entrepreneurship and business development and 107 were awarded with financial support in the form of seed funding to start or expand their businesses.

And finally, under the 3<sup>rd</sup> pillar, support for the Guidance and Support Offices (GSOs) and capacitating the General Federation of Jordanian Trade Unions GFTU to issue flexible work permits, were the main outputs that contributed to Syrian refugees had increased access to work permits. With the support of the project, GSOs maintained operations in six locations to support the formalization of work, through issuance of work permits and provision of career guidance, in close cooperation with the General Federation of Trade Unions. A total of 25,816 work permits were facilitated through the project's second phase.

Overall, by providing a clear and efficient pathway to formalize, develop and accredit skills, the project supported refugees to obtain work permits and access decent work opportunities. It has also enhanced access to decent work through the provision of targeted support, particularly for women.

## 2. Assignment Objectives

The overall objective of this assignment is:

- (a) Implement a pilot initiative on work-based learning that facilitates youth transition to decent employment.
- (b) Enrol and train 500 beneficiaries in vocational training/Work Based Learning (WBL) programmes.

## 3. Scope of Work and Methodology

ILO is seeking a Non-Governmental Organization (Implementing Partner) to deliver a demand driven WBL programmes that lead to employment. The training program must follow the WBL instructions that are approved by the Technical and Vocational Skills Development Commission (TVSDC).

The training programme provided by the implementing partner should be in line with TVSDC- Work Based Learning instructions. The implementing partner shall receive a formal approval on the WBL training programme from TVSDC. The implementing partner will deliver job placement services to WBL graduates who will be placed in jobs at the end of the WBL programmes.

The targeted beneficiaries of these WBL programmes should be 50% from Jordanian host community and 50% Syrian Refugees, including at least 30% women. The WBL will be conducted in Amman, Irbid, Zarqa, Mafrq, Jarash, Ajloun, Tafaila, Madaba and Karak governorates.

The training programme will facilitate WBL programmes' graduates' smooth transition to the labour market and enable them to access decent employment.

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

- **Planning for WBL programmes**
- **Developing WBL training programmes and have it approved by TVSDC**
- **Organizing and Delivering the WBL training programmes**
- **Provide pre/post assessment for participants in the WBL training programmes**

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

### Planning for WBL 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 WBL programmes with relevant institutions. The implementing partner needs to coordinate with the following 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 WBL 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 WBL programmes based on the pre-set criteria.
- Assess the envisaged WBL programmes in line with the 'TVSDC' rules and regulations.

### Developing WBL training programmes

- Identify a list of competencies to be covered in the WBL programmes.
- 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 WBL programmes.
- Develop the training programme **in line with TVSDC rules and regulations.**
- **Get formal approval from TVSDC** on the WBL training programme.

### Organising and Delivering WBL training programmes

- Conduct training on approved WBL programmes **to 500 beneficiaries** in vocational training/WBL programmes.
- Develop the WBL training plans, agreement between apprentices an enterprise on ethical codes and working conditions, tracking, monitoring, and assessment tools (such the tools for assessing trainees' acquisition and mastering of skills, trainees' self-assessment tools, trainee logbook).

### Provide pre/post training assessment for participants in the WBL training programmes

- Conduct pre/post-training evaluation and prepare the training evaluation report.
- Job placement services delivered to WBL graduates who will be placed in jobs at the end of the WBL programmes.

## 4. Deliverables, Timeframe & Indicative Work Programme

The work is planned to start on **March 11<sup>th</sup> 2023** and is expected to be completed no later than **25<sup>th</sup> August 2023**. 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.

Deliverables	Timeline
<b>(1) Inception report</b> on the planning of the WBL programmes which includes a detailed workplan and timeline of activities.	Within the first <b>2 weeks</b> of signing the agreement Due on 25 <sup>th</sup> of March 2023
<b>(2) Summary report of consultations summarising the outcomes</b> to identify the labour market supply and demand gaps for the respective sectors to deliver demand driven work-based learning, and available job vacancies in the occupations.	<b>1 month</b> Due on 25 <sup>th</sup> of April 2023
<b>(3) WBL programmes in the identified occupations are developed and approved by TVSDC</b> (official letter of approval by TVSDC should be submitted by the IP to ILO prior to conducting training)	Due on 25 <sup>th</sup> of May2023

<b>(4) 500 beneficiaries are selected to participate in the approved training programmes.</b> 50% of the targeted beneficiaries of these WBL programmes should be Jordanians and 50% Syrians, including at least 30% women.	Due on 25 <sup>th</sup> of June 2023
<b>(5) 500 beneficiaries successfully completed the approved WBL training programs.</b>	Due on 1 <sup>st</sup> of August 2023
<b>(6) Pre/post WBL training programmes evaluation reports are submitted.</b>	At the beginning/end of each training program  Pre/post training evaluation reports: due on 15 <sup>th</sup> of August 2023
<b>(7) Final report</b> includes the outcomes of the training programmes, lessons learned, and stakeholders' views on the implemented WBL programme.	Due on 25 <sup>th</sup> of August 2023

## 5. 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 work-based learning programmes; Have demonstrated technical experience and sustainable results, with a minimum of seven years of practical experience in market-oriented skills training, work-based learning, and employment.
- Proven experience in implementing work-based learning programmes.
- 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.

## 6. SELECTION CRITERIA

- Be a legal non-profit organisation duly registered.
- Proven experience in employment services and job placement activities with the link to the Ministry of Labour (MoL) 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 six month 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 vocational training, work-based learning, and job placement; Previous working and collaboration with public training providers, chambers, 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 WBL.

## 7. PROPOSAL SUBMISSION PROCEDURE

The ILO invites technical and financial proposals from qualified non-profit organizations/entities having relevant experience in managing work-based learning 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**”. The two digital folders saved in one digital folder (zipped) with the title saved as the full name of the organization/entity, followed by the project title “**POS/WBL/JORDAN**”, and date of submission. Both financial and technical proposals should be valid for 90 days and sent to: AMM-PROCUREMENT@ilo.org

The deadline for submission of technical and financial proposals is **12<sup>th</sup> March 2023 COB, 12 midnight.**

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 (70%) The Technical proposal will contain 70% 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:



- 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, Tafaila, Madaba and Karak governorates.
- 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 Amman, Irbid, Zarqa, Mafrq, Jarash, Ajloun, Tafaila, Madaba and Karak governorates.
- Organization's profile demonstrating required capacity to provide job placement services to the WBL 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.

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

Description of Technical Evaluation Score:	Percentage
<input type="checkbox"/> Relevant Experience in managing the design and implementation of work-based learning programmes	20%
<input type="checkbox"/> Strong field presence in Amman, Irbid, Zarqa, Mafrq, Jarash, Ajloun, Tafaila, Madaba and Karak governorates, and working with chambers, public TVET providers, and vocational training centres in these governorates	20%
<input type="checkbox"/> 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%
<input type="checkbox"/> Organization of tasks, including the timetable	10%
<input type="checkbox"/> Human Resources proposed for the assignment (qualification and experience) + detailed CVs 15%	10%
<input type="checkbox"/> Job placement services that will be provided to the WBL graduates and percentage of WBL graduates who will be placed in jobs with the end of the WBL programmes	10%
<input type="checkbox"/> Clarity of the proposal, provision of all required documentation, and innovative delivery are considered as a cross cutting measurement criteria.	10%

- **Financial Proposal (30%)** The financial proposal will contain 30% weight. The 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 JOD	Duration / frequency	Total cost in JOD
1						
1.1						

The financial proposal should indicate the number of WBL 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 work-based learning 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.).

## 8. 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.**

<b>1<sup>st</sup> Payment</b>	<p>Upon Submission and validation of deliverables 1&amp; 2 as follow:</p> <ul style="list-style-type: none"> <li>- Inception report on the planning of the WBL programmes which includes detailed workplan and timeline of activities</li> <li>- Summary report of consultations summarising the outcomes to identify the labour market supply and demand gaps for the respective sectors to deliver demand driven work-based learning,</li> </ul>
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	All <b>above deliverables</b> to the satisfaction of the ILO.
<b>2<sup>nd</sup> Payment</b>	<p>Upon Submission and validation of deliverable 3 &amp; 4 as follows:</p> <ul style="list-style-type: none"> <li>- WBL programmes in the identified occupations are developed and approved by TVSDC.</li> <li>- 500 beneficiaries are selected to participate in the approved training programmes.</li> </ul> <p>All <b>the above deliverables</b> to the satisfaction of the ILO.</p>
<b>3<sup>rd</sup> and final Payment</b>	<p>Upon Submission and validation of deliverable 5&amp; 6&amp; 7as follows:</p> <ul style="list-style-type: none"> <li>- Pre/post WBL training programmes evaluation reports are submitted.</li> <li>- Final report includes the lessons learned, and stakeholders' views on the implemented WBL programmes, along with the outcomes of the training programmes.</li> </ul> <p>All <b>the above deliverables</b> to the satisfaction of the ILO.</p>

## 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.