

► Terms of Reference for the development of social security project dashboard

1. Background

In Jordan, the majority of the workforce is in the informal economy, where there is increased risk of exploitation and a lack of social protection coverage. The exact number of informal workers in Jordan is difficult to measure, but based on previous labour force surveys, certain characteristics appear to increase the likelihood of workers being informal, marked by their lack of social security coverage. Workers in micro and small enterprises, non-nationals and workers in particular sectors such as construction and agriculture, all have lower rates of social security coverage. A combination of factors such as legal exclusion, contribution cost, awareness and employer compliance, influence participation. Without some form of social protection, workers face higher financial risks and consequences to their well-being when contingencies, such as sickness, unemployment and work injury, occur. The right to social protection is universal, and one in which Jordan has taken important steps to realize.

Estidama++ Fund – Extension of Coverage and Formalization project was initiated as a response to the COVID-19 crisis. This COVID-19 crisis funnelled into pre-existing decent work deficits, in particular those related to gaps in social protection coverage. Workers themselves realized the consequences of inadequate coverage as firms slowed operations and put workers into Furlow. The programme leveraged the increased attention to social protection during the pandemic as an opportunity to extend social security coverage to vulnerable informal workers, including refugees, while providing short-term income support to incentivize registration with the Jordanian Social Security Corporation (SSC) and to support compliance with contributions in the medium/long-term. Phase 1 of the project started in June 2022 and will have a total duration of 18 months, the facility will focus on certain key priority sectors and typologies of workers. In Phase 2 (with prospective start up in May 2023) and other subsequent phases of the project, it is expected that the overall scope will be extended to additional sectors and types of workers.

The project is innovative in bringing together donor governments to help offset some of the financial barriers vulnerable workers experience in accessing social security, and to help offset the risk incurred by the SSC in extending benefits to groups who may be unable to pay full contributions in the short-term. In Phase I, the Kingdom of the Netherlands, the Kingdom of Norway and the Foreign Commonwealth and Development Office of the United Kingdom pledged their support. The SSC mobilized operational and technical teams to oversee the programme operations and integrate it into the SSC architecture (IT, Finance, Operations, Media etc.), with technical guidance and oversight from the ILO. One key area of ILO led support is in monitoring, evaluation, accountability, research and learning.

2. Programme Key Results

The overall objective of Estidama++ is that national social protection systems achieve substantial coverage of female and male, Jordanian and non-Jordanian workers from vulnerable categories.

This overall objective is to be achieved through the following specific objectives:

- Coverage reward and contribution subsidy mechanisms are in place and accessible to previously uncovered male and female workers from vulnerable categories.
- Regulatory framework, systems and capacity for extension of Social Security Corporation coverage is strengthened to support the extension of coverage to vulnerable workers.
- Knowledge about sector specificities, workforce composition, needs, perceptions and factors influencing willingness to join the social security system is enhanced.
- Vulnerable workers and employers have improved knowledge of social security and access to advisory services.

- Estidama++ reaches and mobilizes previously unreached, workers from vulnerable categories.
- Vulnerable male and female workers participate in sustainable social security system, for the long-term.

3. Purpose

Estidama++ is commissioning the development of a project dashboard linked to the Management Information System at SSC. The dashboard has three specific objectives:

1. Present live high-level quantitative data on the implementation progress of Estidama++, using simple visuals and a user-friendly format
2. Provide inputs into SSC quarterly Estidama++ reporting
3. Inform parallel data collection activities that form the Estidama++ M&E framework (Baseline Survey, Field Monitoring)

The information available on the dashboard will be used to inform stakeholders on the progress of Estidama++ implementation. These data points are also relevant for the project reporting requirements and monitoring alignment with project objectives.

The data will be reviewed by the Estidama++ Technical Steering Committee, the Estidama++ Operational Committee, donors, and ILO Technical Specialists. Live access to the dashboard should be made available to the SSC Estidama++ Coordinator and the ILO Estidama++ team. Ownership of the dashboard will lie with SSC.

Data to be collected

Annex A lists the data to be presented in the Dashboard. Please note that there may be changes as the data needs are clarified through the commissioning process.

4. Purpose

The generic scope of work of the individual/firm is as follows:

- Prepare the data Protocol in coordination and consultation with ILO and SSC.
- In consultation with ILO and SSC, design and review the IT infrastructure, dashboard, and linkages with the SSC database / MIS, as well as translate the dashboard/research instruments into Arabic. A copy is to be shared with ILO and SSC and adjustments made as necessary.
- Implement all the preparatory works including pre-testing the IT system linkages, providing adequate training on the methodology and dashboard to Estidama++ staff, and establishing a detailed implementation plan of the development, according to the ToR.
- Present draft dashboard design and implementation outline for SSC and ILO feedback and endorsement.
- Conduct programming development of dashboard, ensuring visual presentation in both Arabic and English, and make data linkages.
- At the mid-point and conclusion of development and linkage, prepare a presentation of progress to SSC and ILO for inputs.
- Set up access accounts for SSC and ILO Estidama++ team.
- Develop a final user guide.
- Be available to present the dashboard to SSC and ILO, as requested.

5. Deliverables and Timeframe

It is expected that the dashboard be completed by December 2023. An estimated 58 workdays have been allocated for the assignment across seven months.

Table 2: Deliverables and due dates

Deliverable	Estimated Workdays	Due Date
Inception meeting and short inception report	3	June 2023
Draft dashboard design, workplan and preparations for IT development	7	July 2023
Final dashboard design, workplan and preparations for IT development	2	July - August 2023
IT Development of dashboard (with mock data)	30	August – September 2023
Training and collaboration with SSC database/MIS/E++ team	2	September 2023
Data linkages and cleaning, design tweaks to final dashboard	10	October 2023
Draft user guide and presentation for ILO and SSC	3	October - November 2023
Final user guide	1	December 2023

6. Management

The supplier will report directly to the Estidama++ Project Manager, with technical guidance from the ILO regional Social Security Specialist and Monitoring and Evaluation Officer. Day to day coordination will be done with the Estidama++ Project Officer and Technical Officer. The ILO will be responsible for decision-making and final clearance on the budget, workplan, draft reports and final deliverable. The role of the supplier will be to develop the project dashboard and embed the dashboard into the SSC system with appropriate data linkages.

7. Budget and Payment

The partner will receive payment for the total services rendered from ILO as per the agreed arrangement.

The consultant will be paid up to a maximum of USD 300.00 per working day, depending on experience level and qualifications. Payments will be made in instalments according to the below schedule:

- 1) 20% of total payment upon successful submission and acceptance of the inception report and final dashboard design visual by end of July 2023
- 2) 40% of total payment upon successful development of IT dashboard by end of August 2023
- 3) 20% of total payment on completion of data linkages, design tweaks, and training by October 2023
- 4) 20% of total payment on delivery of final report and presentation to partners by December 2023

Qualifications

The supplier must offer the following demonstrated experience, knowledge and competencies:

- Significant knowledge and experience of development of IT dashboard interfaces and management information systems
- Experience in IT development, data collection and presentation
- Good knowledge of the Social Security Corporation, the work of the ILO and with international labour standards
- Experience working on Social Protection
- Experience of working in Jordan
- Excellent consultation and involvement skills

- Strong quantitative and qualitative data collection and analysis skills
- Fluency in English and Arabic
- Excellent analytical and communication skills
- Excellent writing and reporting skills

Application process

Suppliers wishing to apply to this assignment are invited to share the following documents by 23rd May 2023 to Ms. Wedyan Abu Swilem (abuswilem@ilo.org), copying Mr. Fernando Martinez-Cure (martinezcure@ilo.org) and Ms. Chantal Sirisena (sirisena@ilo.org).

The application shall include:

- a. CV of resource person(s), including evidence of previous experience with similar assignments and social protection experience
- b. A short proposal of how the assignment will be performed, methodology that will be used, a feasible timeframe
- c. A financial proposal based on the estimated number of workdays and effort required

Emails must use subject title: RFQ/2023/002_Dashboard. The deadline for receiving applications is 23/05/2023 COB. Only applications that fulfil the requirements indicated above will be considered.

Annex A – Data to be presented in dashboard

Monitoring Interest	Data [disaggregated by gender, nationality, age, pre-project enrolment status in SSC, income level, employment sector, where data available]
Project Implementation	# of applications to Estidama ++
	# of applicants selected into Estidama ++ phase
	% of targeted vulnerable workers for whom the contribution subsidy is received
	# of work-months of contribution subsidy provided to Estidama ++ participants
	% of targeted vulnerable workers for whom the contribution reward is received
	# of work-months of coverage reward provided to previously uncovered workers
Extension of Coverage / Institutionalisation	#, % of targeted vulnerable workers with social insurance contributions regularly paid to SSC through Estidama++ (and implied attrition rate)
	#, % of beneficiaries that have transitioned into regular social security schemes of SSC after support from Estidama++ ends
Lifecycle Contingencies	% of E++ participants who receive social security support during life contingencies
Grievances	# of grievance cases received
	# and percentage of resolved grievances
Outreach	% of employers who receive information on social security for their employees
	% of targeted vulnerable workers who receive information on Social Security and Estidama ++ via SMS
	# of messages sent to male and female vulnerable workers