

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment: Annual Reflection Report on the State of Social Protection in Jordan

Location: Home-based with field work

Duration: 6 months

Estimate number of working days: 72

Start date: 25 August 2021.

End date: 28 February 2021.

1. JUSTIFICATION/BACKGROUND

Jordan's social protection sector has undergone key policy changes in recent years such as the expansion of the National Aid Fund based on improved targeting approaches, the adoption of automated registration and payment methods, and most notably 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 through improved targeting, 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 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. The implementation is supported by the Implementation Support Unit (ISU) based at the MoSD and reports to the steering committee. The establishment of ISU is part of a larger EU-MADAD supported program led by ILO and UNICEF to 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.

Most recently, the ongoing global pandemic and associated lockdown measures have caused unprecedented negative socio-economic impacts affecting wide segments of the society especially the most vulnerable groups. A recent outlook estimated that the economy has experienced a contraction in real growth by 1.8% (negative growth) over 2020, while the Unemployment rate rose significantly to an all-time high of 25 per cent in Q1 of 2021 with higher levels among youth and females. Jordan has 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 has introduced new coordination and financing mechanisms and applied the largest number of interventions in the MENA

region, across different pillars of the national social protection system. However, challenges were evident in terms of targeting, coordination between national system and humanitarian assistance programs, gender-specific vulnerabilities, scalability, among other issues.

The objective of this assignment is to document and provide thorough reflection and analysis on the state of the social protection sector in Jordan, including progress made on the implementation of the NSPS 2019-2025.

2. OBJECTIVE AND TARGETS

The overall objective of this exercise is to support the ISU to produce an annual report providing thorough reflection and analysis on the state of the social protection sector in Jordan, including progress made on the implementation of the NSPS 2019-2025. In specific, the selected bidder should deliver the following:

- (a) *Review and produce an annual report on the state of the SP sector during 2021 including the progress of implementation of the NSPS.*
- (b) *Document and reflect on the national SP sector response during COVID-19 and building on UNICEF – JSF report (<https://www.unicef.org/jordan/reports/jordans-national-social-protection-response-during-covid-19>)*
- (c) *Reflect and provide strategic directions (policy recommendation) for the three pillars of the strategy given the current context and including a focus on gender.*
- (d) *Provide lessons learned and recommendations to improve sector response during the pandemic and the overall shock-responsiveness of the SP system.*

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

- Develop an inception report with a detailed action plan and a clear timeline for the assignment. The report should highlight the methodology of the work, key assumptions, and sources of information. The inception report should include a desk review and be based on initial consultation with the ISU, MoSD, UNICEF, ILO, and other relevant stakeholders.
- Develop guiding questions and review conceptual frameworks to guide the process of data collection and analysis, Conduct data collection activities, and participate in meetings and workshops designed for stakeholders' consultations and feedback
- Track, document and verify progress on the implementation of the National Social Protection Strategy considering the current COVID-19 context, and alignment of interventions by various actors with the overall policy directions outlined in the Strategy.
- Analyze to which extent the national and sector plans are aligned with the NSPS in terms of strategic directions and objectives (and vice versa)

- Document and reflect on the national sector response in the following areas: social assistance, social services, social sector/ labour market policies, highlighting gaps, coordination issues, and lesson learned to improve the emergency preparedness
- Provide analysis of the SP public spending (including ad-hoc COVID-related spending) during the fiscal year, and financing issues.
- Provide analysis of possible challenges and opportunities to enhance the operationalization of the NSPS considering the following angles: policy/legal dimensions, coordination and institutional setup, and financing issues.
- Participate in validation meetings and prepare presentations of key products designed for stakeholder's engagement and feedback.

4. EXPECTED DELIVERABLES

Deliverable	Estimated Timeline
Work plan and Inception Report	20 September 2021
First draft interim report analyzing progress the implementation of the NSPS, and Jordan's national social protection response during Covid-19 (including challenges, gaps, lessons learned and recommendations)	25 November 2021
A PowerPoint presentation of the first draft analytical report, with graphics and illustrations representing statistics and data for the NSPS pillars based on the review process.	25 November 2021
A Draft Report examining emerging SP issues during 2021 that need further attention and response, and in the context of the three pillars of the NSPS.	20 December 2021
Final Annual Reflection Report and Final Documents	31 January 2021

5. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

Deliverables and tools to be developed and provided in both languages' Arabic and English. In the case, where English version of selected documents is needed in Arabic, the translation will be done by the institution/contracted. All data used should be made available to UNICEF and ILO in their final version in both languages.

6. PAYMENT SCHEDULE

The assignment to be carried out between August 2021 and January 2022 for five months. One month is added a grace period to close the contract. Payment schedule is provided below which is according to the deliverables mentioned in the previous section. The consultant should follow the needed timeline to submit the deliverables considering necessary and adequate time (at least two weeks) to be allocated for

review and quality assurance processes of the deliverables by Government counterparts, UNICEF and ILO teams . Payment is contingent on approval by the contract manager and will be made in four instalments.

Deliverable/s	Timeline	Payment
Work plan and Inception Report	One Month from signing the contract	20% of the total contract
First draft Interim Report	Three Months from signing the contract	30% of the total contract
Draft Report on emerging SP issues for 2021	Four Months from signing the contract	20 % of the total contract
Final Annual Reflection Report and Final Documents	Five Months from signing the contract	30 % of the total contract

All interested institutions or group of consultants are requested to include in their submission detailed costs including:

- a) Daily professional rate for the services
- b) Breakdown of all Expenses that constitute the total proposed amount (please include all costs that are to be charged to UNICEF) to be agreed prior to commencing project
- c) Any additional requirements needed to complete project or that might have an impact on cost or delivery of products
- d) The consultants would be required to use their own computers, printers, photocopier etc.

Detailed costing should also consider the need to conduct face to face consultations and in-person data collection through the local consultants and/or international missions (to be facilitated based epidemiological situation in Jordan and Government guidelines)

Payment is contingent on approval by the contract manager and will be made as indicated in the above table. No Advance payment to be made. Payments will be made against each milestone/ deliverable and only upon UNICEF's acceptance of the work performed. The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be effected by bank transfer in the currency of billing.

7. OFFICIAL TRAVEL INVOLVED

International and Local travel and airport transfers (where applicable) will be under responsibility of the contractor in accordance with UNICEF's rules and tariffs. All travel costs (international and local) should be planned properly in the technical proposal and included in the financial proposal. Please note that if selected, the contract can be a supporting document to obtain entry visa (if necessary). UNICEF will be unable to secure travel visas. Flight costs will be covered at economy class rate as per UNICEF policies.

8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The study is planned to be conducted by an institution or by a registered consultancy group/firm being well-established and highly qualified, experienced institution, which has experience in social protection and policy analysis.

The entity should demonstrate expertise in conducting similar assignment and have minimum 8 years of experience in the areas of public policy, development, and social affairs. These to be demonstrated through the submission of two sample of relevant work.

In addition to the profile of the institution, the team to deliver the service should have the following profile and qualification:

The team will be comprised of a team leader and team member(s), ensuring balance with qualifications, skills and experience stated below. If the study is carried out by an international firm, the team leader will ensure that two national experts (Fluent Arabic speaker) are included in the team. Given the planned timeframe, the specific nature of this consultancy and the importance of understanding the local policy environment- *International firms should ensure* including good representation of locally based experts to facilitate in-person data collection and consultations (in case of restrictions on international mobility given COVID-19).

Team leader

The Team Leader should have at least a master's degree in social protection, public policy, development studies, economics or a related field, and at least 10 years' experience in managing technical assistance projects and similar assignments. S/he must have completed at least two high quality exercises in that period.

Overall Team

The team should have at least one specialist in social protection and one specialist in public finance and administration. Overall, the following qualification are required for the consultancy firm:

- At least 8 years' experience in social protection research and policy analysis is required, some of which preferably were served in a developing country
- Each member should have at least 5-7 years of experience in their respective areas (CVs required)
- Excellent interpersonal skills required for high level engagement with government departments and other stakeholders
- The team must include experts on gender and social protection issues to ensure the analysis is responsive to the gender aspects of entire interventions.
- The team should include members with experience in M&E and program evaluation.
- Excellent analytical, report writing and communication skills in English and Arabic for some key members of the study team.
- Excellent interpersonal communication skills.
- Proven ability to work within limited time constraints in the preparation of high-quality documents.

9. CONTRACT MANAGEMENT

The contractor (service provider) will regularly report to UNICEF Social Policy Specialist. The Social Protection and Policy at UNICEF Jordan Country office will be responsible for managing the contract. Overall supervision of the contract will be provided by the Chief of Social Protection & Policy.

10. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

All tasks have been delivered in a timely manner as indicated in the TOR/Contract. High quality of work and results achieved correspond to the specification of the TORs

Deliverables are submitted on time and the quality of work should be acceptable to UNICEF. Overall performance at the end of the contract will be evaluated against the following criteria: timeliness (as per the timelines agreed with UNICEF), responsibility, initiative, communication, and quality of the services and products delivered. Deliverables and key documents will be evaluated and reviewed by UNICEF, ILO, MoSD, and Government counterparts.

11. FREQUENCY OF PERFORMANCE REVIEWS

Periodic and at the end of the assignment.

Frequent feedback will be provided to the consultant on the quality and the timely submission of deliverables as necessary. Final evaluation to be conducted at the end of the contract.

Ongoing performance review, strategic direction, key deliverables and progress discussions to take place with UNICEF on a regular basis with the firm. The expert/firm will work closely with the both the UNICEF Social Policy Specialist, ILO Technical Social Protection Specialist, MoSD focal point, and UNICEF's key stakeholders.

12. CALL FOR PROPOSALS

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

Technical proposal

A technical proposal should be submitted as an overall response to TOR ensuring that the purpose, objectives, scope, criteria and deliverables of the project are addressed. The proposal shall include detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.

Technical Proposals must include:

- *A technical proposal that includes a brief cover letter and understanding of the assignment is required.*
- *Detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.*
- *Based on the proposed timetable laid down in the TOR, a proposal of the detailed methodology, tentative work plan and time schedule is required. . i.e. An action*

plan specifying the timeframe with various milestones and activities should be included

- *Updated profiles/ CVs of the team members listing similar experiences/assignments and highlighting those focused-on*
- *Company profile*
- *Updated profiles/CV of the expert(s).*
- *Composition of the team and brief introduction to key-experience and expertise of each member indicating the technical deliverables they will be in charge of;*
- *Elaboration of the available expertise*
- *Two examples (studies) of the firm's engagement in similar activities and assignments.*

Financial Offer

- *A financial proposal with a breakdown of all costs that are to be charged to UNICEF and based on deliverables. This includes estimated number of working days, consultancy fees, all office administrative costs, international and local travel costs, as well as any additional requirements needed to complete project or that might have an impact on cost or delivery of products. Travel expenses should be based on the most direct route and economy fare. Quotations for business class fare will not be considered.*
- *The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal.*
- *No financial information should be contained in the Technical Proposal.*

In addition, the institution should consider the following in the submission:

- A. Company profile (Company structure, team composition, organogram...etc)
- B. Company registration

13. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted.

14. REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA

PLEASE REFER TO THE RFP DOCUMENT

15. OTHER CLAUSES: PSEA LANGUAGE

Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Contractor is expected to have in place explicit

policies related to the prevention of sexual exploitation and abuse of beneficiaries, including commitment to the IASC 6 Core Standards (IASC/2002), and the investigation of such cases. Where the contractor does not have sufficient capacity for the investigation of such cases, it should request the support of UNICEF. Reasonable suspicion of sexual exploitation or abuse of beneficiaries may be reported by any individual to UNICEF if the complainant so prefers.

16. CONDITIONS

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment.
- The contractor's fee shall be inclusive of all office administrative costs.
- International and Local travel and airport transfers (where applicable) will be under responsibility of the contractor. Flight costs will be covered at economy class rate as per UNICEF policies. Financial offer for bid should include all logistics and administrative costs as indicated above.