

ANNEX B

UNICEF LRFP-2021-9168616

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Building a Shock-Responsive National Social Protection System for Jordan
Location	Home-based with field work
Duration	6 months
Estimate number of working days	80
Estimated Start date	25 August 2021
Estimated End date	15 February 2021
Reporting to	Chief of Social Protection & Policy

1. JUSTIFICATION/BACKGROUND

Over the past two decades, Jordan has faced a series of shocks including influx of refugees, regional instabilities, and economic pressures. These shocks have strained public resources and the provision of services, leading to increased vulnerabilities and shrinking fiscal space. 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. Unemployment rate rose significantly to an all-time high of 25 per cent in Q1 of 2021 with higher levels among youth and females. In addition, a recent economic outlook estimated that the economy has experienced a contraction in real growth by 1.8 % over 2020. These challenges show the importance of prioritizing social protection (SP) measures during these times, and institutionalizing the lessons learned from COVID crisis to improve the emergency preparedness, and to build a shock-responsive SP system

2. OBJECTIVE AND TARGETS

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. Part of the challenge is that the Jordanian National Social Protection System is not designed to address covariate or external shocks, affecting multiple groups and households. Hence, a key objective for this consultancy is to provide a **technical assistance** to the Government of Jordan on how to make the national SP system more equipped and prepared to face shocks. This is to be achieved in collaboration with Ministry of Social Development, through developing an annex (chapter) to the National Social Protection Strategy (NSPS 2019 – 2025) to outline the measures to improve Jordan’s SP system’s responsiveness to shocks in the mid- and long term. The development of a shock-responsiveness SP system for Jordan should take gendered needs and vulnerabilities into account and focus on system preparedness and more durable solutions for all three areas of the national system outlined in the NSPS 2019-2025: *Opportunity (decent work/ social security), Empowerment (social services), and Dignity (social assistance)*.

The development of the strategic document and action should be based on analysis of the following features of the national system: policy frameworks, financing, coordination, targeting, registration & MIS, benefit delivery mechanism, implementation capacities, and M&E mechanisms.

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

- a) Develop an inception report with detailed action plan and a clear timeline for the assignment. The report should clearly highlight the methodology of the work, key assumptions, sources of information. The inception report should include a desk review and be based on initial consultation with GoJ, MoSD, UNICEF and other relevant stakeholders
- b) Develop guiding questions and review conceptual frameworks to guide the process of data collection and analysis, with special focus on bringing the gender perspective into the design of a shock-responsiveness SP system for Jordan.
- c) Conduct data collection activities and participate in meetings and workshops designed for stakeholders’ consultations and feedback.
- d) Provide overview and analysis of policy frameworks and related institutional arrangements for social protection, disaster risk management, and humanitarian response in Jordan.
- e) Produce analysis of Jordan’s Social Protection Response during COVID-19, highlighting gaps and lesson learned to improve the emergency preparedness, and to build a shock-responsive SP system.
- f) Provide diagnostic tool and analysis of the following features of the national system: policy frameworks, financing, coordination, targeting, registration & MIS, benefit delivery mechanism, implementation capacities, and M&E mechanisms.
- g) Develop a strategic document (a chapter), detailed budgeted multi-stage action plan and M&E framework to guide the process of developing a shock-Responsiveness SP for Jordan. the document should ensure strong gender focus with analysis covering the different areas of the social protection system including social assistance, social security and labor market, and social services.
- h) 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
Review of Jordan's response During Covid-19	15 October 2021
Diagnostic Report and Initial Assessment of Key Features and Requirements for Building Shock-Responsive System for Jordan	15 November 2021
Draft Strategic Document (chapter) guiding the process of developing a shock-Responsiveness SP for Jordan, along with costed action plan and M&E framework	20 December 2021
Draft Policy Brief on Gender-Sensitive Social Protection, and integrating gender into shock-responsive social protection programming and planning	20 December 2021
Final Strategic document and final Policy Brief	15 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 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 and UNICEF team. 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
Mapping of Sector Response and Diagnostic Analytical Report	Three Months from signing the contract	30% of the total contract
Draft Shock-Responsive SP Chapter & Policy Brief on Gender Integration	Four Months from signing the contract	20 % of the total contract
Final Documents and Policy Brief	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 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 are also encouraged to submit a joint proposal through partnership and engagement with a local firm.* Alternatively, the firm 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).

While generating data and evidence is an essential component of this assignment, the firm should ensure a balance in the team's composition between SP practitioners, policy analysts and researchers (this assignment is primarily a technical assistance one, not a research project)

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 technical assistance 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 expert on gender and social protection issues and have expertise in gender analysis of programmes to ensure the research is responsive to gender aspects of entire interventions.
- The team should include members with experience in developing costed action and M&E frameworks
- 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, 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 Social Policy 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

70 Points technical + 30 points financial= 100 total

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (70 points) and financial considerations (30 points). Financial proposals will be opened only for those application that attained **70%** (49 out of 70) or above on the technical part. Below are the criteria and points for technical and financial proposals.

A. Technical Proposal (70 points): The Technical section of the proposal should be submitted in English. All other sections should be annexed. All sections (components) of the proposal will be evaluated and weighted. The proposal should be found technically sound. The following points shall be considered

- 1) Overall Response (10 points)
 - *general adherence to Terms of Reference and tender requirements (5 points)*
 - *Elaborated and articulated understanding of scope, objectives and overall assignment requirements. (5 points)*
- 2) Company and Key Personnel (40 points)

- The proposed structure and composition of the team for this assignment. The main disciplines of the assignment, the key expert responsible and proposed technical and support staff along with their curriculum vitae (CVs) provided. (10 points)

- Team member(s) meet academic requirements (5 points)

- Company meets minimum 8 years of experience (5)

- Demonstrable experience with similar projects providing evidence (5 points)

- Company is properly registered a/o has required certifications/memberships (2 points)

- Company policy on Child labour, Safeguarding and Prevention of Sexual Exploitation and Abuse (articulate policies for the protection & safeguarding of children of children and prevention of PSEA (3 points)

- Two Samples of previous relevant work undertaken successfully by the contractor. (10 points)

3) Proposed methodology and approach (20 points)

- A comprehensive work plan provided to deliver the overall requirement (ToR) including the main activities of the assignment, their content and duration, phasing and interrelations, milestones, key performance indicators (10 points)

- Deliverables are addressed as per TOR (5 points)

- Proposed timelines are met (5 points)

Minimum technical score: 70% of 70 points = 49 points

B. Financial Offer (total 30 points)

A separate Financial Offer detailing all activity expenses and logistics should be submitted under this section. The financial offer (this section) should be submitted on a separate page from the Technical Capability and Schedule information. Only those financial proposals will be opened which have been technically accepted (scoring at least 49 points) according to the above criteria. Financial proposal will be weighted based on the clarity and appropriateness.

Total Financial

Max of 30 points

The Contract shall be awarded to a bidder obtaining the highest combined technical and financial scores. Proposals not complying with the terms and conditions contained in this ToR, including the provision of all required information, may result in the Proposal being deemed non-responsive and therefore not considered further.

Please note that all travel must be conducted as per UNICEF Policy, which states the most direct, economical route shall prevail.

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.