



Consultancy assignment – Baseline/inception for “Nazaha” EU support to social accountability and empowering Civil Society for better governance project Terms of Reference (ToR)

Title:	Consultancy assignment – Project Baseline
Total number of consultants	Pool of consultants
Project	“Nazaha” EU support to social accountability and empowering Civil Society for better governance project Terms of Reference (ToR)
Deadline of application	1 December 2022 (Extension to 10 December 2022)

Subject: Request for Quotations

Al Hayat Center - RASED invites you to participate in this competitive solicitation for pricing, delivery, and terms of potential sale on the following products/services for its Nazaha Project.

About Al-Hayat Center - RASED

Al Hayat Center - RASED is a non-governmental civil society organization.

Al Hayat aims to promote accountability, governance, public participation and community cohesion in Jordan and the region within the framework of democracy, human rights, and the rule of law, taking into consideration gender mainstreaming in public policy and action. Al Hayat works through two main programs: Accountability, Local Governance and Participation (RASED; The Observer) program and Tamasok Community Empowerment program.

Background Summary:

The “Nazaha” EU and AECID co-funded project seeks to enhance integrity and social accountability in Jordan for better public sector performance and responsiveness to citizens’ needs by bridging the gap between government and civil society. It aims to position CSOs/CBOs as credible and legitimate partners for the government, notably by strengthening their capacities and internal governance and empowering them to hold the government accountable at the local and national levels.

The project is divided into three components;

1. Enhancing Social accountability based on developing a capacity-building scheme and standards of accountability addressing CSOs and CBOs,
2. Enhancing social accountability targeting CSOs, CBOs, and youth through building their capacities and enhancing their ability to play a role on the policy-making processes, and
3. Adopting a participatory approach at all levels of the development processes, to allow citizen’s contribution on transparency and accountability.

As part of component 1, the project will establish a new self-regulatory scheme for CSOs and CBOs in Jordan to support the adoption of good governance and operational standards, which will consist of two parts: 1) Code of Conduct, and 2) Accreditation System (supported with rewarding scheme). This scheme



aims to enhance the internal governance and operational capacities of Jordanian CSOs/CBOs to equip them with the tools to engage with the government and relay citizens' needs.

Purpose of the consultancy:

The selected consultant(s) will be responsible for assessing civil society's current situation and capacities, and building modules for a capacity-building programme for civil society organizations which will constitute the basis for the different components and pillars of the project.

This assignment covers intellectual preliminary work to lay the ground for the design of a self-regulatory scheme for CSOs. It includes a comprehensive scanning of the governance and integrity frameworks for CSOs/CBOs in Jordan and relevant practices that could be applied in the Jordanian context, as well as the development of capacity-building materials and modules.

The objectives of the assignment are to:

- Map current or previous self-regulatory systems for CSOs/CBOs worldwide;
- Take stock of the state of play of civil society in Jordan, and identify main challenges and needs;
- Identify the most relevant stakeholders to engage them during the project implementation to enhance the interface between government and civil society;
- Identify governance & integrity standards tailored to the Jordanian context, which would inform a Code of Conduct and an accreditation system for CSOs/CBOs
- Design an evaluation sheet, listing criteria to evaluate operational and organizational capacities of Jordanian CSOs/CBOs;
- Develop modules and materials for a capacity-building program to improve CSO/CBOs internal capacities and governance based on the primary results of the capacity assessment.

Time schedule and deliverables:

Deliverables

In particular, the NAZAHA project is seeking support for the following deliverables:

1. Methodology for a civil society capacity assessment

The consultant(s) will submit a detailed methodology on how to conduct an assessment study to analyze the state of play and dynamics of the Jordanian civil society and identify main challenges faced by CSOs/CBOs, based on data collected from a representative sample of the Jordanian civil society. The methodology should cover the following:

- Sampling: the methodological document should clearly indicate the size and composition of the sample of CSOs that will be targeted in the data collection. The sample should be representative of the CSOs and CBOs in Jordan, considering geographical repartition, topics of concern, size, status, age and gender (include youth-led, women-led, People with Disabilities-led CSOs/CBOs);
- Identify the data collection method and tools: how the feedback from participating CSOs/CBOs will be collected (e.g., KII, FGD, surveys, etc.); these tools shall be submitted and approved
- Aspects that will be analyzed: the document should list criteria to assess CSOs/CBOs operational and organizational capacities. Such aspects could include, but are not limited to, the following:
 - Integrity, Governance, and Accountability Standards



- Legal and organizational status
 - Financial situation and human resources
 - Potential challenges faced by the CSO/CBO
 - Understanding and experience related to social accountability and public participation
- Stakeholder analysis: to identify the role and prerogatives of relevant government bodies/CSOs/CBOs/private entities/donors, including recommendations of stakeholders, government institutions, civil society representatives and members of the donor community, which would allow to secure buy-in from various stakeholders. This analysis should be complemented by a communication/adaptation plan providing guidelines to engage them throughout the project.

As part of the capacity assessment process, the consultant(s) will build on previous similar assessments, evaluations and reports on the Jordanian civil society, in particular those carried out by international donors, such as the USAID Civil society Assessment, CIVICUS Civil Society Index Analytical Report for Jordan, and the ongoing ACTED assessment project in "Supporting Civil Society Organizations at the local and national level to monitor public policies in key sectors in Jordan".

2. Civil society Capacity Assessment

The consultant(s) will be responsible to utilize the developed methodology (Deliverable 1) in conducting a detailed assessment of the state of play of the Jordanian civil society. This assessment will include:

- An analysis of the current governance standards and challenges of CSOs/CBOs in Jordan, with a focus on their operational and organizational needs,
- An analysis of the gaps and needs of CSOs/CBOs, presenting good practices from Jordan and other countries, and formulating recommendations to improve the governance framework for Jordanian CSOs/CBOs.
- Updated evaluation sheet based on the findings of the assessment, with final criteria to assess whether CSOs/CBOs comply with the agreed standards and principles. This list of criteria would serve as the basis for the design of the self-regulatory scheme for CSOs/CBOs in Jordan, which will take the form of an accreditation system.

3. Overview report on self-regulatory schemes for CSOs/CBOs

Based on results from the capacity assessment review, the consultant(s) will:

- Map recent examples and good practices of CSO/CBO self-regulatory systems in Jordan and other countries, and detail the criteria and standards evaluated, as well as the overall methodology (including the cycles, evaluation methodology, and compliance with integrity and transparency standards);
- Identify common operational and governance standards and principles for CSOs/CBOs in Jordan, with a particular focus on integrity and social accountability, based on needs identified in the capacity assessment and expressed by relevant stakeholders.

Upon submission of the final overview report, the consultant(s) will remain available for a briefing session with the project team and an expert to facilitate the development of the full accreditation system. This expert will be contracted for the project, and will build on the recommended standards and findings from this ToR to develop the content and methodology of an accreditation system (self-regulatory cycle) for CSOs/CBOs in Jordan.



4. Review on the legal and regulatory implication of an accreditation system for CSOs/CBOs in Jordan

In order to facilitate the creation of an accreditation system for CSOs/CBOs in Jordan, the consultant(s) will provide a legal review of the legal and regulatory implications of a potential accreditation system, including:

- A detailed overview of the legal and regulatory framework for CSOs/CBOs in Jordan. This may notably include the taxation and AML- Anti Money laundering (AML) / Terrorist Financing (TF) regulations relevant to CSOs/CBO
- An analysis of potential legal risks and provisions related to the establishment of a self-regulatory scheme
- Recommendations and proposition of mitigating measures and alignment plan.

5. Capacity-building modules

Based on the needs and challenges identified in the capacity assessment and consultations with relevant stakeholders, the consultant(s) will design training materials and modules that will constitute the basis for an online and offline capacity-building scheme, with the objective to help CSOs/CBOs meet the criteria for the accreditation. The capacity building program will consist of:

- **Training Modules:**
 - This program should include tools, policy and procedures (P&P) that are sustainable and easy to integrate into the CSOs\CBOs internal governance.
 - Potential topics may include but not limited to: i) project management and delivery, ii) financial management, iii) internal governance and strategic planning, iv) communication and outreach, and v) human resource management.
- **Technical coaching Material for CSOs** to become “governance champions” and provide mentoring and coaching for the CBOs. This coaching will aim at strengthening the selected CSOs’ capacities to conduct coaching and mentorship programs to support CBOs to improve their organizational and operational capacities.
- **Adaptation of the training material** in later stages of the projects according to additional needs and uptakes from the evaluation of CSO/CBO applications in the Nazaha portal. The consultant(s) will participate in a workshop with the project team to discuss lessons learned and potential adaptation measures and will update the final training materials accordingly.
- **Support the development of online content:** coordinate with consultants responsible for translating modules and materials into online visuals and infographics. This would include attending coordination and follow-up meetings and providing feedback and context on the developed materials, for an approximate total of 3 working days.

Specifications

With the exception of Deliverable 5, all deliverables of the project will be developed in English. For each deliverable, the consultant(s) will share a skeleton and a preliminary version, which will be discussed and validated by the project team. Upon validation of each deliverable, the selected consultant(s) will be responsible for preparing a final version in both English and Arabic.

With regards to Deliverable 1, the evaluation sheet shall be developed in both English and Arabic.



With regards to Deliverable 5, the consultant(s) will develop the training modules and materials in Arabic only, and will prepare a summary document in English presenting the main objectives and the overall methodology of the modules once the final version will be approved.

The outputs of this assignment will inform the development of a detailed methodology for an accreditation system in later stages of the project. The selected consultant(s) will remain available to participate in briefing sessions and maintain regular communication with the expert(s) in charge of designing the accreditation system.

With the exception of the adaptation of the training materials (Deliverable 5), all deliverables should be finalized by 20th of March 2023, according to the tentative schedule below. The timing of the sub-activities will be agreed with the contracted consultancy team/ individual in a dialogue with the main stakeholders of this assignment.

Timeline

The following is an **indicative timeline** of the proposed major milestones of the assignment:

	Milestone	Date
Deliverable 1: Methodology	Preliminary version	14 th December 2022
	Final version (in English)	19 th December 2022
	Arabic version of the evaluation sheet	26 th December 2022
Deliverable 2: Civil Society Capacity Assessment	Skeleton of the assessment report	2 nd January 2023
	Preliminary version	30 th January 2023
	Final version	10 th February 2023
Deliverable 3: Overview report on self- regulatory schemes	3.1. Mapping of self-regulatory schemes	
	Preliminary version	5 th January 2023
	Final version	15 th January 2023
	3.2. Common operational and organizational standards and principles for CSOs/CBOs in Jordan	
	Submission of the standards and principles	20 th January 2023
	Validation of the standards and principles	25 th January 2023
	Arabic Version	30 th January 2023
3.3. Briefing sessions with the expert on the design of an accreditation system	First week of February 2023	
Deliverable 4: Legal and	4.1 Detailed overview of the legal and regulatory framework of CSOs/CBOs in Jordan (in parallel with Deliverable 2)	



regulatory review	Preliminary version	5 th February 2023
	Final version	15 th February 2023
	4.2. Legal analysis & alignment plan 4.3. Recommendations	
	Preliminary version	5 th February 2023
	Final version	15 th February 2023
Deliverable 5: Capacity- building material	5.1. Training modules	
	Preliminary version	20 th February 2023
	Final version	28 th February 2023
	5.2. Technical coaching Material for CSOs	
	Preliminary version	20 th February 2023
	Final version	28 th February 2023
	5.3. Adaptation of the capacity-building material	
	Learning workshop on the lessons learned from the evaluation of applications	15 th August 2023
Final training package	30 th August 2023	
	5.4. Support the development of online content	March-May 2023
Reporting	Final Narrative and Financial Reports	20 th March 2023

Reporting

The selected consultant(s) commits to maintain a frequent and transparent communication channel with Al-Hayat Center-RASED and will share weekly progress updates in addition to a weekly meeting (online/offline) with the project team. The consultant(s) will also prepare a final narrative report, summarizing all aspects of the assignment, detailing lessons learned and formulating recommendations for the next steps of the project.

Any suggested change to the above list of deliverables and tasks will have to previously be agreed upon with the project team.

Selection criteria

The evaluation of each response to this RFQ will be based on the consultant's demonstrated competence, compliance, format, and organization. The purpose of this ToR is to identify service providers that have the interest, capability, and financial strength to supply Hayat Center - RASED with the service requested. Selection will be based on price, quality of service, and consultant(s) experience. All quotes will be evaluated and scored based on the following criteria:

- Price – 20%



- Delivery Time – 20%
- Consultant(s) Experience – 40%
- Similar project(s) experience (20%)

Desired profile and qualifications of the consultant(s):

- Master's degree in development studies, Social Studies and/or other related fields
- At least 15 years' experience working in the sector of international development, in the field of governance and CSO accountability.
- Previous experience in conducting baseline assessments, CSOs mapping & analysis.
- Previous experience in designing capacity-building materials and modules for CSOs and CBOs on the fields mentioned above.
- Fluent English and Arabic skills
- Familiarity with Jordanian context is essential.
- Strong computer skills required
- International experience and staff are preferable

Applications:

All applications should be in English and include:

- Letter of interest, detailing the candidate's qualifications, capacities and relevant experiences, including samples of similar work, ideally with International Organizations, and explaining how these fit the desired criteria.
- A CV (maximum 3 pages) for each team member
- At least 3 references from similar assignments (ideally for International Organizations), with a description of the work done and the dates performed, as well as an expression of interest detailing how skills and experience fit the criteria.
- Cost proposal including all costs (in JOD) necessary to complete the assignment, and distinguishing (at a minimum) between:
 - Individual consultants' number of days and daily professional fee rates.
 - Other costs to be specified.
- Confirmation of availability for this assignment duration, including consultant's contact details and a brief outline on the consultant(s) and its offered services.

Procurement Policy

- Interested parties should submit Financial & technical Offers in two separate envelopes either manually or by email as follows:
 1. **Manually:**
 - Each envelope should be labeled by the ToR title "**Consultancy assignment – Baseline/inception for "Nazaha" EU support to social accountability and empowering Civil Society for better governance project Terms of Reference (ToR)**"
 - The two envelopes (Financial offer & Technical Proposal) should be submitted in one sealed envelope, also including a USB device containing soft copies of the offer
 - Envelopes should be submitted by hand to Al-Hayat – RASED offices or by post at the following address:
 - Amman- Jordan
 - King Abdullah II Street, Al-Barak II Complex, Second floor
 - Attention to Mr. Hamza Al Husban.
 - Office number: +96265826868



2. **Electronically by email**

- Email Subject “**Consultancy assignment – Baseline/inception for “Nazaha” EU support to social accountability and empowering Civil Society for better governance project Terms of Reference (ToR)**”
- The two Emails (Financial offer & Technical Proposal) should be submitted to:
 - Financial offer: hamza.h@hayatcenter.org
 - Technical Proposal: nada.kh@hayatcenter.org
- Applications to be sent by COB Saturday December 10th , 2022 @ 5:00 PM.