



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 30 January 2017

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### Country: Jordan

**Description of the assignment:** A series of Human Centered Design workshops will be conducted in Lebanon, Turkey & Jordan to assess the existing interventions, develop them if needed as well as design innovative solutions to improve the access of refugees to employment services and livelihoods as well as alleviate the pressure posed by the crisis on national governments and local service providers. These workshops will build on existing research concerning assessments of value chains, labor markets and related analysis of the current situations in host countries. From each workshop will come out feasible proposals in the form of interventions that increase the employability of the Syrians and vulnerable members of host communities and connect them to increased employment opportunities.

Build a regional network of key main International, regional and local players in refugees and humanitarian support. At least two solutions generated from each workshop to be applied in the host country. These solutions once applied should benefit at least 100,000 refugees in each host country. At least one of the generated solutions should involve technology. Partners will include UNDP, public sector in Turkey, Lebanon & Jordan, Community Based Organizations (CBOs), livelihood partners, private sector associations and companies, and refugees/IDPs.

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<b>Post Title:</b>	International Consultant on Human Centered Design in Response to the Syria Crisis
<b>Starting Date:</b>	15 February
<b>Duration:</b>	Lump Sum (33 working days for over period of 3 months)
<b>Location:</b>	Home Based(with travel to Amman, Turkey, Lebanon)
<b>Project:</b>	Human Centered Design in Response to the Syria Crisis

## CONTEXT/BACKGROUND

### Background

As the Syria crisis prolongs and becomes more complex, development efforts in the region require a new outlook. Resilience means helping the most vulnerable communities to cope with the crisis by providing immediate life-saving responses, support to recover livelihoods, and helps sustain their return to a path of longer-term development. People affected by conflict need food, shelter, water, medicine and protection; but they also need support in rebuilding livelihoods, educating their children and rebuilding health services and social cohesion in fragmented communities.

Neighboring countries need strong support. Jordan and Lebanon are hosting the highest proportion of refugees in the world. And along with other host countries such as Iraq, Egypt, and Turkey, they are providing the largest share of resources to address the crisis. There are unprecedented social and economic impacts on host countries, affecting their stability and reversing years of hard-won development gains. Traditional humanitarian assistance is no longer enough. As countries with functioning institutions and services, support there must focus on enhancing and strengthening resilience through increased development investment. There is an urgent need to address these vulnerabilities from a development perspective.

As a result, it is becoming crucial to give a priority to address the issue of supporting the refugees to generate income for themselves through the available opportunities in their host countries, first through analyzing the current situation that currently exists there.

Providing sufficient economic opportunities has been one of the most pernicious issues facing the region even before the refugee crisis, with new labor market entrants facing persistent challenges in accessing economic opportunities. Job creation was characterized as the “most challenging issue facing the [Arab] region” on the eve of the refugee crisis. A central consequence of which has been surging unemployment rates among youth, which have grown to twice the global average and are projected to continue to grow. And while conditions have been somewhat better in Turkey, unemployment among Turkish youth has hovered around double the national average for decades. A primary consequence of this lack of economic opportunities has been high unemployment among youth, and among refugee and IDP populations.

The major challenge is the creation of economic opportunities in general and the access of these economic opportunities by the refugees in specific. Each country is influenced by socio-political and economic factors that presents different difficulties in each context. For example, in Jordan, access to credit, a small domestic market, quotas on foreign labor, and the requirement to have a Jordanian partner are all impediments for refugee entrepreneurs wanting to operate in Jordan. In Lebanon, difficulty accessing legal residency, high production and electricity costs, and political instability has resulted in skilled Syrians leaving the country rather than establishing businesses and investment. And, in Turkey, differences in language and work culture combined with a sense of temporariness limit opportunities for Syrians in Turkey. Additionally, across all countries, misperceptions and resentments fueling social tension multiplies the challenges Syrian face in these countries when seeking work or wanting to start businesses.

**Identified challenge:**

The challenge is to utilize an innovation methodology, such as Human Centered Design, to generate “collaborative, empowered, survival solutions” so refugees in Jordan, Lebanon, and Turkey can generate practical, feasible and desired solutions which enable and empower them to survive as well as generate income for themselves in their host countries, while also becoming a positive impact on the economy they will become part of. These solutions will be the result of collaborative efforts from the major stakeholders involved in the Refugee Crisis in each host country.

A series of Human Centered Design workshops will be conducted in Lebanon, Turkey & Jordan to assess the existing interventions, develop them if needed as well as design innovative solutions to improve the access of refugees to employment services and livelihoods as well as alleviate the pressure posed by the crisis on national governments and local service providers. These workshops will build on existing research concerning assessments of value chains, labor markets and related analysis of the current situations in host countries.

**FUNCTIONS****Scope of work:**

A series of Human Centered Design workshops will be conducted in Lebanon, Turkey & Jordan to assess the existing interventions, develop them if needed as well as design innovative solutions to improve the access of refugees to employment services and livelihoods as well as alleviate the pressure posed by the crisis on national governments and local service providers. These workshops will build on existing research concerning assessments of value chains, labor markets and related analysis of the current situations in host countries. From each workshop will come out feasible proposals in the form of interventions that increase the employability of the Syrians and vulnerable members of host communities and connect them to increased employment opportunities.

Build a regional network of key main International, regional and local players in refugees and humanitarian support. At least two solutions generated from each workshop to be applied in the host country. These solutions once applied should benefit at least 100,000 refugees in each host country. At least one of the generated solutions should involve technology. Partners will include UNDP, public sector in Turkey, Lebanon & Jordan, Community Based Organizations (CBOs), livelihood partners, private sector associations and companies, and refugees/IDPs.

**Deliverable**

- Week two: Methodology including Human Centered Workshop Design and building a network of regional and local actors. Desk review and research if necessary of livelihoods activities across the region. Submit proposal to the design committee for feedback and approval.
- Week five: Design, manage and lead a Human Centered Design workshop in Jordan with 25 key stakeholders to arrive at a minimum of four solutions as described above.
- Week eight: Design, manage and lead a Human Centered Design workshop in Lebanon with 25 key stakeholders to arrive at a minimum of four solutions as described above.

- Week eleven: Design, manage and lead a Human Centered Design workshop in Turkey with 25 key stakeholders to arrive at a minimum of four solutions as described above.
- Week thirteen: Final report submitted outlining the accomplishments of the project and describing in detail the network created, next steps, and action plans of initiatives.

<b>Deliverables/ Outputs</b>	<b>Estimated Duration to Complete</b>	<b>Target Due Dates</b>	<b>Review and Approvals Required</b> <i>(Indicate designation of person who will review output and confirm acceptance)</i>
Methodology including Human Centered Workshop Design and building a network of regional and local actors. Desk review and research if necessary of livelihoods activities across the region. Submit proposal to the design committee for feedback and approval	3 days	22 February	Jason Pronyk,  Development coordinator
Design, manage and lead a Human Centered Design workshop in Jordan with 25 key stakeholders to arrive at a minimum of four solutions as described above.	8 days	22 March	Jason Pronyk,  Development coordinator
Design, manage and lead a Human Centered Design workshop in Lebanon with 25 key stakeholders to arrive at a minimum of four solutions as described above.	8 days	12 April	Jason Pronyk,  Development coordinator
Design, manage and lead a Human Centered Design workshop in Turkey with 25 key stakeholders to arrive at a	8 days	3 May	Jason Pronyk,  Development coordinator

minimum of four solutions as described above.			
Final report submitted outlining the accomplishments of the project and describing in detail the network created, next steps, and action plans of initiatives.	6 days	17 May	Jason Pronyk,  Development coordinator

#### Travel Plan:

3 days travel for the following locations (Jordan, Lebanon and Turkey)

### REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

#### Education:

- Master's Degree in ICT, Information Management or related field. Or: Master's degree in Development Studies, International Relations or related field with relevant experience in the area of ICT for development and in crisis situations.

#### Professional Experience:

- A minimum of 5 years of relevant experience at international level in the development and/or humanitarian field
- 3 years of proven experience in leading and coordinating results-oriented innovation workshops and building networks of innovators
- 2 years of experience in supporting Development/Resilience programming in emergency situation
- Familiarity with trends in innovation (processes, products and services) and livelihood activities in the region
- Previous experience in Human Centered Design or Design Thinking

#### Language Skills:

- Fluency in English required, Arabic an asset

### COMPETENCIES

#### Corporate competencies

- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of the United Nations

- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism

### **Functional Competencies**

- In-depth knowledge on development and humanitarian issues;
- Ability to advocate and provide policy advice;
- Ability to work independently and with limited guidance
- Capable of working in a high pressure work environment with frequent urgent deadlines;
- Ability to handle confidential and politically sensitive issues in a responsible and mature manner;
- High level logical and methodical organizational skills;
- Ability to lead strategic planning, results-based management and reporting
- Ability to lead formulation, implementation, monitoring and evaluation of joint development programmes and projects, mobilize resources

### **Technical Expertise:**

- Ability to manage and lead a Human Centered Design approach.
- Proven capacity to lead a Human Centered Design workshop
- Facilitation skills and ability to manage large groups.

### **Management and Leadership**

- Focuses on impact and result for the client
- Interacts effectively with all levels of the organization
- Consistently approaches work with energy and a positive, constructive attitude
- Builds strong relationships with clients and external actors
- Demonstrates exceptional ability to remain calm, in control and good humoured even under pressure and tight deadlines
- Demonstrates openness to change
- Responds positively to critical feedback and differing points of

### **DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.**

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Candidates that fail to submit the required information will not be considered.

- a) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
- b) **Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references;
- c) Cover Letter: Brief description of why the applicant considers him/herself the most suitable candidate for the job.
- d) **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per the table given in section D. template provided.

All necessary information including: Complete Procurement Notice, The Selection Criteria, and Annexes are found on the following link under Procurement <http://procurement-notice.undp.org/>

**Interested candidate shall apply the CV/P11 to Job advertisement website, hence consultant should submit all documents mentioned above to website: [Proc.contract.rscjo@undp.org](mailto:Proc.contract.rscjo@undp.org) : not later than 09<sup>th</sup> February, 2017**

#### **FINANCIAL PROPOSAL**

Interested candidates should provide lump sum fees for requested services with detailed breakdown (consultancy fees, travel, living allowances, tickets, etc.)

#### **EVALUATION**

Individual consultants will be evaluated based on the following methodologies:

##### **Step I: Screening and desk review:**

Individual consultants will be evaluated based on the following methodology.

Applications will be first screened and only candidates meeting the following minimum criteria will progress to the pool for shortlisting:

- Master's Degree in ICT, Information Management or related field. Or: Master's degree in Development Studies, International Relations or related field with relevant experience in the area of ICT for development and in crisis situations.
- A minimum of 5 years of relevant experience at international level in the development and/or humanitarian field
- **Brief description** of why he/she considers him/herself as the most suitable for the assignment

Shortlisted Candidates will be then assessed and scored against the following evaluation criteria.

Evaluation of Candidates (max 100 points):

- Master's Degree in ICT, Information Management or related field. Or: Master's degree in Development Studies, International Relations or related field with relevant experience in the area of ICT for development and in crisis situations. 10%
- A minimum of 5 years of relevant experience at international level in the development and/or humanitarian field 20%
- 3 years of proven experience in leading and coordinating results-oriented innovation workshops and building networks of innovators 20%
- Previous experience with UN system. 10%
- 2 years of experience in supporting Development/Resilience programming in emergency situation 15%
- Familiarity with trends in innovation (processes, products and services) and livelihood activities in the region 10%
- Previous experience in Human Centered Design or Design Thinking 15%

## Step II: Final evaluation

The final evaluation will combine the scores of desk review and financial proposal with the following weights assigned to each:

- Shortlisting: 70%;
- Financial proposal: 30%