



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Country: Jordan

Description of the assignment:

The Assessing the Digital Divide Consultant will work under the Governance and Peace pillar, UNDP Jordan Country Office to undertake a digital divide assessment amongst communities and vulnerable groups (including gender, persons with disabilities and youth). The assessment is meant to develop insights on how vulnerable groups:

- I. Access and connect to the internet in Jordan
- II. What devices are used to connect
- III. Frequency and type of online usage¹ and skills (for job search, establishing online businesses, leisure, etc.)
- IV. Access, usage and trust of e-government services

The aim is to gain a more in-depth understanding of the digital divide in Jordan, identify possible gaps in the ICT sector, especially amongst vulnerable groups, and formulate possible recommendations, solutions and ways forward to close the gap. As well, identify applicable measures to ensure vulnerable groups can contribute and be part of the digital transformation process in Jordan so no one is left behind.

Post Title:	Individual consultant –Assessing the Digital Divide Consultant.
Starting Date:	15 th of July 2021
Duration:	3 Months, from 15 th of July to 15 th of October
Location:	Amman, Jordan
Project:	Network of Local Governments NLG in Jordan

¹ Literature review depicts that men and women prefer to use ICT tools differently: Exploring gender digital divide in Jordan: [2015](#)

Instructions to Offerors for Job - Individual consultant –Assessing the Digital Divide Consultant.

To apply, kindly read the procurement notice, attach the following documents and submit through the following email: ic.jo@undp.org

Deadline: July 8, 2021.

1. Technical proposal (proposed methodology describing the actions to be taken for successfully completing the assignment)
2. Financial proposal in the prescribed format

Any request for clarification must be sent by electronic communication to michelle-eline.de-clercq@undp.org Ms. Michelle de Clercq will respond by electronic email and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

BACKGROUND

The world is at a critical point for accelerating the digital transformation process, made more urgent by the on-going COVID-19 pandemic. While the digital era has brought society many incredible benefits, it has also brought forth many challenges as growing digital divides, cyber threats, and online human rights violations. Digital transformation comes with the risk of increasing inequality, repression, and instability. Hence, it is important to increase efforts to better harness the potential of digital technologies in governance while mitigating the risks and the harm that they may cause.

For digital technologies to benefit everyone everywhere closing the remaining digital divide, especially in internet access is essential. Globally, there are 327 million fewer women than men with a smartphone and access to the mobile internet². This gender gap has been growing rather than narrowing, including in the Arab States³. Similar challenges affect migrants, refugees, internally displaced persons, older persons, young people, children, persons with disabilities, rural populations and indigenous peoples.

However, when exploring the digital divide, we must look beyond mere access to internet and digital tools. The digital divide is an economic and social inequality regarding access to, use of and/or impact of information and communication technologies. A recent study exploring the digital gender divide in Jordan for instance indicated that usage of technology in Jordan is very much influenced by social and cultural norms that shape men and women perceptions towards its usage⁴. Women consider entrenched conventional culture and gender discriminatory educational system as the two forces that hamper their equal access to ICT⁵.

Another vulnerable group is persons with disabilities (PWD). The exclusion and marginalization of persons with disabilities is a human rights issue as well as an economic one. An estimated 11 to 15 percent of Jordan's population suffers from a disability, amounting to over 1,100,000 people⁶. Research suggests that only three percent of children with disabilities receive proper education⁷ and a societal lack of awareness about disabled people results in their marginalization in the labour market. Data from 2014 suggests 82.2 percent of PWDs were not economically active, the employment rate of PWD in

² [Report](#) OECD: Bridging the gender digital Divide, INCLUDE, UPSKILL, INNOVATE 2018.

³ [ITU report](#): Measuring digital development Facts and figures 2019

⁴ Exploring gender digital divide in Jordan: [2015](#)

⁵ Exploring gender digital divide in Jordan: [2015](#)

⁶ Knowledge, evidence and learning for development, 2018

⁷ Knowledge, evidence and learning for development, 2018

Jordan was 16.1 percent, whereas 1.7 percent were unemployed⁸. This is where digital technologies can play a role, as they break traditional barriers to communication, interaction, and access to information for PWD.

Finally, when exploring the digital divide in Jordan youth cannot be left behind. With 63% of its population under the age of 30, Jordan has one of the youngest populations in the world⁹. As this large population of youth grows older and begins to enter the workforce, it is pivotal to address the mismatch present between the skills needed by the private sector and youth's skills of.

As a result, UNDP seeks to increase knowledge on how digital tools and interventions can support vulnerable groups to become more active and contribute to their societies through the use of ICT. By understanding how these groups connect and use the internet in Jordan, utilize (online) businesses or online platforms at their benefit, interventions and policies can become more specified and this targeted population, both in rural and urban areas.

Duties and Responsibility

Scope of Work

The Consultant assessing the digital divide will work under the Governance and Peace pillar, UNDP Jordan Country Office to undertake a digital divide assessment amongst communities and vulnerable groups (including gender, persons with disabilities and youth). He/she will identify possible gaps in the ICT sector, formulate possible recommendations, solutions and draw ways forward to close the gap and enhance vulnerable groups' contribution towards the digital transformation process in Jordan so no one is left behind.

Responsibilities include, but not limited to:

1. **Conduct desk-top research** to gather and cluster all available information/data regarding the digital divide in Jordan, focusing on vulnerable groups.
2. **Conduct focus group discussions** to:
 - A) Explore means of connection to the internet and devices used
 - B) Identify types of internet usages (for job search, business, leisure, etc.)
 - C) Assess access, frequency and level of trust in e-government services
 - D) determine social and cultural norms' influence on online usage
3. **Develop Survey/Questionnaire and stakeholder list**
4. **Develop in-depth interviews' guiding questions and carryout surveys** with:
 - Relevant NGOs, CBOs, CSOs and other relevant stakeholders working on gender, youth and with persons with disabilities.
 - Relevant stakeholders in the ICT sector and universities to provide insights to how digital skills and tools can support in establishing businesses.
5. **Development of report:** develop an analytical report based on the data/information from secondary sources(desk-top research) and primary sources (survey and in-depth interviews). The report should articulate possible recommendations, solutions, and ways forward to close the gap and draw applicable measures to ensure vulnerable groups' contribution towards the digital transformation process in Jordan.
6. **PowerPoint presentation:** capturing main findings, significant correlations, recommendations and ways forward.

⁸ Knowledge, evidence and learning for development, 2018

⁹ [UNICEF](#): A successful transition to adulthood for every child

Documentation

The consultant should ensure proper handover of the following: -

- 1- **Desk-top review outcomes' summary**
- 2- **Stakeholders' List and contact information**
- 3- **Questionnaires/ surveys and in-depth interviews and focus group discussions raw data filled by stakeholders.**
- 4- **Analysis of the Questionnaires/ surveys.**
- 5- **All presentations used at the meetings.**
- 6- **Final report.**

OBJECTIVES AND EXPECTED OUTPUTS/ DELIVERABLES

	Deliverables/ Outputs	Expected Date
1.	Develop the methodology for the Digital Divide Assessment with clear justification of the structure and stakeholder list.	20 th of July
2.	Provide brief outcome of the Desk-top Research, sampling frames and vulnerable groups' targeted populations for the quantitative and qualitative research (taking into consideration both Urban and Rural perspectives).	25 nd of July
3.	Conduct fieldwork execution and reach out to all different stakeholders, for interviews/Questionnaires/Surveys and focus group discussions.	5 th of August
4.	Provide raw data of the in-depth interviews, focus group discussions, field visits and in-depth interviews.	12 th of September
5.	Develop an analytical report based on the data/information from secondary sources(desk-top research) and primary sources (survey and in-depth interviews). The report should articulate possible recommendations, solutions, and ways forward to close the gap and draw applicable measures to ensure vulnerable groups' contribution towards the digital transformation process in Jordan.	19 th of September
6.	Present findings to UNDP and other important stakeholders identified by UNDP.	26 th of September

Duration

The duration of the Consultancy is 3 Months covering the period from 15th of July 2021 to 15th of October 2021.

MINIMUM QUALIFICATIONS AND EXPERIENCE

1) Education:

- a) Bachelor's degree or equivalent in gender studies, Management Information System, social sciences, international development, economics, Business Administration or a related field is required.

2) Experience

- At least seven years of experience (with Bachelor's degree) or five years of experience (with Master's degree) in gender inequalities, local service delivery and experience in conducting assessments in a deadline driven context.
- Experience working with the UN is an asset.
- Proven ability to work with diverse stakeholders including government officials, NGOs, CBOs, Civil Society Organizations and vulnerable groups.
- Strong assessment and research skills
- Proven ability to produce quality analytical work.
- Proven experience working with vulnerable groups.
- Openness to change and ability to receive and integrate feedback.
- Experience in the use of computers applications and software packages (MS Power Business Intelligence, Word, Excel, etc.) as well as web-based management systems.

Application: All bidders should submit technical and financial offers, along with a CV. Submission without these documents will be not be considered.

SCHEDULE OF PAYMENTS

Payments are effective upon the achievement of the corresponding milestones and for the following amounts:

10%	Upon submission of the first delivery
20%	Upon submission of the second delivery
20%	Upon submission of the third delivery
20%	Upon submission of the fourth delivery
10%	Upon submission of the fifth delivery
20%	Upon submission of the sixth delivery

EVALUATION

Individual consultants will be evaluated based on the following methodologies:

Cumulative analysis:

- When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:
 - a) Responsive/compliant/acceptable, and
 - b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. The technical evaluation will include an interview.
- Technical Criteria weight; 70%
- Financial Criteria weight; 30%

Only candidates obtaining a minimum of 50 out of 70 in the technical evaluation would be considered for the Financial Evaluation.

Criteria	Weight	Max. Point
<u>Technical</u>	70%	
Bachelor's degree or equivalent in gender studies, Management Information System, social sciences, international development, economics, Business Administration or a related field (15 points)		15 points
Master's degree or equivalent in gender studies, social sciences, administrative law, international development, economics, or a related field is required (20 points)		5 points
At least seven years of experience (with Bachelor's degree) or five years of experience (with Master's degree) in gender inequalities, local service delivery and experience in conducting assessments in a deadline driven context.		10 points
Methodology and timeline		10
Proven ability to work with diverse stakeholders including government officials, NGOs, CBOs, Civil Society Organizations and vulnerable groups.		10 points
Strong assessment skills in gender studies, local economic development and proven ability to produce quality analytical work.		10 points
Openness to change and ability to receive and integrate feedback.		10 points
<u>Financial</u>	30%	



Financial Proposal		30 points
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IX. DOCUMENTS TO BE SUBMITTED

Interested persons are invited submit the following documents/information to be considered:

1. Offeror's letter, as per the attached form
2. Personal History Form (P-11), including 3 references
3. Technical proposal
 - i. Explaining why they are the most suitable for the work
 - ii. Providing a brief methodology (not more than 3 pages) on how they would approach and conduct the work.
4. Financial proposal in accordance with the attached schedule

Please submit above information no later than 8th of July 2021, at 18:00 hrs (Jordan time) by email to: ic.jo@undp.org with subject: "Individual assessing the digital divide".

Incumbent (if applicable)		
Name	Signature	Date
Supervisor		
Name: Sally Elmahdy	 Signature	Date
Chief Division/Section		
Name: Majida ALAssaf	 Signature	Date