Terms of Reference (TORs)
Addressing the Digital Gender Divide among GBV Survivors and Women and Adolescent Girls at Risk
Under the project "Network of Local Governments"

1. BACKGROUND

Gender-based violence (GBV), including violence against girls and women, refers to harmful acts directed at a person based on their sex, gender identity, or perceived adherence to socially defined norms of masculinity and femininity. It is characterized by the use or threat of physical, sexual, psychological, and other forms of control or abuse, which can occur in public and private settings, such as digital and online spaces, schools, the home, workplaces, and transit.

The global fast-spreading coronavirus and the ensuing country lockdowns and curfews have started to undermine the efforts towards achieving the 2030 agenda, causing devastating effects on families, economies, and women in particular.[1] As people are required to spend more time at home, the chances increase to be exposed to GBV within the household. This is supported by evidence as emerging data shows that violence against women and girls has intensified since the outbreak of COVID-19[2].

During lockdowns and curfews, it has been especially difficult for women to reach gender-based violence (GBV) service providers as they face additional reporting barriers including: ability to move, limited access to mobile phones, and lack of privacy.[3] To ensure females are granted access to quality and timely GBV services, barriers to accessing services and information need to be reduced.[4]

2. CONTEXT AND SITUATION

In response to the COVID-19 crisis and the detectable increase in GBV, UNDP Jordan piloted an initiative, under the Rapid Response Facility Project[5], which managed to refer 112 of GBV women survivors within a month period and provided them with accessible and safe spaces to access the needed social and legal related services. **The design of the project is built around two tracks:**

1. **Communication and accessibility: innovative "phone booths" were established and operationalized to support GBV women survivors to seek help**. These booths provided women with safe and accessible physical spaces to access immediate social and legal protection services. In each phone booth, a phone and a computer/laptop existed to

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[1] UN WOMEN, RAPID ASSESSMENT OF THE IMPACT OF COVID-19 ON VULNERABLE WOMEN IN JORDAN

[2] From Insights to Action, Gender equality in the wake of COVID-19 report by UNDP and UN Women

[3] GBV-IMS Taskforce Jordan, "Preliminary Analysis of Gender Based Violence trends during COVID-19." (2020). https://reliefweb.int/sites/reliefweb.int/files/resources/75490.pdf

[4] Guidance Note on GBV Service Provision during COVID-19 in Jordan and a forward look to safe resume of services. (2020). https://reliefweb.int/sites/reliefweb.int/files/resources/76087.pdf

[5] Rukni Space phone booths offer a lifeline for women at risk, Article in The Jordan Times

facilitate access to the services in a speedy manner. To ensure that the services provided were suitable to each case, a social worker existed to provide credible and confidential guidance for women at risk.

2. **The digital gender divide in Jordan:** During the past years, Jordan has pursued important structural reforms, introducing e-governance and digital services aiming to transform from traditional service delivery to more effective and efficient service provision. With every new digitalized service, Jordanian citizens and residents are experiencing quality, speed, efficiency, transparency and inclusion. However, poverty, gender discrimination and digital illiteracy are preventing people living in Jordan from enjoying these benefits[6]. **The "digital divide" pushed a significant portion of the population, the majority of whom were women, to miss out on the advantage of making full utilization of digitalized public services[7].**

This initiative managed to partly bridge this gap through building online skills for 30 women and girls at risk and GBV survivors. These capacity building programmes enhanced their knowledge and skills in digital literacy, Curriculum Vitae (CV) write-up, professional interview skills and financial literacy and hence managed to reduce the gender digital divide. In addition, the initiative targeted enhancing women's and girls' awareness levels on GBV related socio-economic and health consequences and accessible pathways to Gender Based Violence referral applications to receive the needed social and legal protection services.

Building on the best practices and successes of this pilot initiative, UNDP Jordan decided to upscale it to reach wider population and geographical areas.

3. OBJECTIVES, Methodology AND EXPECTED OUTPUTS/ DELIVERABLES

In addressing lack of social connectivity and address the increase in domestic violence, UNDP will partner with a national organization to:

1) Target the digital gender divide among wider segments of women and girls survivors of gender-based violence; and

2) Expand the geographical coverage of the existing life-saving services "RUKNI Booths".

In line with recommendations of the SGBV's Sub-Working Group in Jordan and delivering on the pledge of "leaving no one behind", UNDP intends to focus on supporting GBV's survivors and women at risk in accessing jobs and livelihoods. Since digital literacy and accessibility to broadband internet reduce gender disparities and increases women's labor force participation[8], UNDP intends to continue working

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[6] Boran A. Al-Rababah, "E-Government and Gender Digital Divide: The Case of Jordan", https://thek.pw/21154606.pdf (2010)

[7] Nebal Al Jamal, "Exploring the Gender Digital Divide in Jordan", https://www.researchgate.net/publication/273633510_Exploring_the_Gender_Digital_Divide_in_Jordan, (2015)

[8] Mariana Viollaz, Hernan Winkler, World Bank, http://documents.worldbank.org/curated/en/282451584107082621/pdf/Does-the-Internet-Reduce-Gender-Gaps-The-Case-of-Jordan.pdf (2020)

with NGOs/CSOs to provide access to internet, develop digital skills and ICT capacities of women at risk and GBV survivors.

Under the contract, the applicant should address how best to:

- Provide laptops (up to 10) and software to CBO(s);
- Develop 60 GBV survivors' digital literacy and capacity to use government's e-services;
- Utilize the equipment and newly gained skills to enhance the probabilities of the women in finding employment
- Continue delivery of high-quality life-saving services through the establishment of 10 new RUKNI phone Booths.

Expected deliverables
- Establishment of 10 new RUKNI phone booths.
- 60 Capacity building trainings and 20 TOT training for GBV survivors and women at risk representatives of CBOs/ NGO (based on manuals already developed).
- Use and when necessary update the developed ToT e-training tools – such as but not limited to digital literacy courses, CV writing tutorial/ Step by step guide, thematic webinars, to ensure standardized capacity building trainings (in Arabic).
- Documentation for all training sessions for participants.
- Final Progress Reports on institutional capacity of CBO/NGO and progress/achievements of the project (in English).
- Financial and results-based report on delivery of life-saving services (in English).
- Coaching sessions' documentation to facilitate and support the job-seeking for project's participants liaising with relevant private sector companies and professional women associations.
- 5 Communication products in print, social and electronic media and high-quality pictures and videos of events produced together with UNDP.
- 3 Result Based Narrative Reports capturing human stories, results and evidence of advocacy and promotion of rights of marginalized groups (in Arabic and English).
- Develop a sustainability plan capturing element to ensure the continuation of activities (training, coaching and Rukni) beyond the current cycle of the project (in English).
- Develop the skills and capacities of the 10 CBOs and provide trainings and technical skills to refer cases to available social and legal protection services.
- Select at least 3 businesses projects for on the job trainings.
- Develop selection criterion for women selected for the trainings.
- Develop selection criterion for selected JONAF member CBOs.

1. **Timeframe**

The start date for the implementation of the above activities is July 29th, 2021 and the end date is November 1st, 2021 subject to mid-term review of progress and delivery of the required services/results.

3.1. Description of the Assignment:

The Responsible Partner should have a proven track record of conducting wide range of trainings and experience working with GBV survivors. The assignment is open to national NGOs, CBOs and other non-governmental agencies who are interested in providing ICT and government e-services training for GBV survivors and assistance in seeking employment opportunities. It is expected that the provided hardware will serve as a platform for women to develop their skills, have access to online information, utilize governmental e-services, etc.

The assignment will follow a two-fold approach:

- 1. **Innovative digital "phone booth" for women at risk and survivors of GBV to seek help**. Optimizes communication with local community organizations, providing an alternative yet discrete safe space, equipped with a laptop, phone and caseworker
- 2. **Reduce the digital gender divide** in Jordan among GBV survivors and women at risk by developing overall digital literacy skills and build capacity to use government e-services

3.2. Implementation Methodology:

Under the overall supervision of the UNDP's Governance and Peace Pillar and in close collaboration with the Programme Management Officer, the responsible partner is expected to implement the below activities the period from July 29th - November 1st 2021.

The partner will be responsible for undertaking the following activities:

A) **Establishing 10 new Rukni phone booths**

This component aims to establish 10 new RUKNI phone booths. To optimize communication with local community organizations 10 CBOs will be selected to provide a discrete safe space equipped with a laptop, phone and caseworker for women at risk and GBV survivors to seek help and social and legal protection services.

- Establishment of 10 new RUKNI phone booths.
- Develop selection criterion for selected JONAF member CBOs.
- Use the results of the initiative (in referred cases) for participating CBOs to identify the areas of improvement on projects implementation and monitoring skills.
- Final Progress Reports on institutional capacity of CBO/NGO and progress/achievements of the project
- Financial and results-based report on delivery of life-saving services
- 3 Result Based Narrative Reports capturing human stories, results and evidence of advocacy and promotion of rights of marginalized groups.
- Develop the skills and capacities of the 10 CBOs to refer cases to available social and legal protection services.

B) **Reduce the digital gender divide** among GBV survivors and women at risk by enhancing women's knowledge on how to use government e-services and develop digital skills.

This component will support women at risk and GBV survivors developing overall digital literacy skills and build capacity to use government e-services. A short focus group discussion will help identify the

training needs and topics but will include financial literacy courses, CV writing, developing interview skills, and on the job trainings in collaboration with BPWA.

To ensure sustainability and leaving no one behind as an end result, a clear selection criterion should be developed for the women that will receive the trainings. The report should also reflect a plan in collaboration with the CBO how to ensure sustainability beyond the project cycle fulfilling the following specific deliverables:

- 60 Capacity building trainings and 20 TOT training for GBV survivors and women at risk representatives of CBOs/ NGO
- Develop a sustainability plan capturing element to ensure the continuation of activities (training, coaching) beyond the current cycle of the project
- Develop selection criterion for women selected for the trainings
- Coaching sessions' documentation to facilitate and support the job-seeking for project's participants liaising with relevant private sector companies through BPWA.
- Design and develop ToT e-training tools – such as but not limited to digital literacy courses, CV writing tutorial/ Step by step guide, thematic webinars, to ensure standardized capacity building trainings.
- Select at least 3 business group projects for on the job trainings.

3.3. Expected Activities and Outputs:

The responsible partner is expected to implement the project according to the following stages and indicative activities:

Stage (I): Upscale Rukni phone booths method in select CBOs

- Set-up a dedicated team composed for this initiative

- Identify a team of qualified trainers, facilitators specialized in the required areas of support -**should be annexed to the technical offer**

- Develop a detailed implementation plan based on best practice examples with a clear timeline, milestones, and responsibilities – **should be annexed to the technical offer.**

- Develop a communication plan for the project. The communication plan should include the utilization of social media and online advertising, multimedia (high-quality photography and videos), media coverage for milestones, development human interest stories, event management if applicable and any other communications-related activities – **should be annexed to the technical offer.**

- Develop beneficiary eligibility and selection criteria that are based on both poverty, vulnerability, and unemployment criteria as well as skills and education **– should be included in the technical offer.**

- Utilize available social media outlets and online advertising to announce the project and invite women from the targeted 4 municipalities to express interest to participate in the project.

- Development and application of tailored and outcome-oriented training material. – examples **should be annexed to the technical offer.**

Key Deliverables

- Set-up a dedicated team composed for this initiative

- Establishment of 10 new RUKNI phone booths.
- 60 Capacity building trainings and 20 TOT training for GBV survivors and women at risk representatives of CBOs/ NGO (in English and Arabic).
- Update and design and develop ToT e-training tools – such as but not limited to digital literacy courses, CV writing tutorial/ Step by step guide, thematic webinars, to ensure standardized capacity building trainings (in Arabic).
- Documentation for all training sessions for participants.
- Final Progress Reports on institutional capacity of CBO/NGO and progress/achievements of the project (in English).
- Financial and results-based report on delivery of life-saving services (in English).
- Coaching sessions' documentation to facilitate and support the job-seeking for project's participants liaising with relevant private sector companies in collaboration with BPWA.
- 5 Communication products in print, social and electronic media and high-quality pictures and videos of events produced together with UNDP.
- Advocate 3 human stories, capturing the promotion of rights of marginalized groups (in Arabic and English).
- Develop a sustainability plan capturing element to ensure the continuation of activities (training, coaching and Rukni) beyond the current cycle of the project (in English).
- Develop the skills and capacities of the 10 CBOs and train technical skills to refer cases to available social and legal protection services.
- Select at least 3 business group projects for on the job trainings.
- Develop selection criterion for women selected for the trainings.
- Develop selection criterion for selected JONAF member CBOs.

Deliverables	Timeline
Implementation and action plan for the duration of the project	8th of August, 2021
Development of Selection Criterion for JONAF CBOs and businesses group projects in collaboration with BPWA and justification for selected targeted municipalities. Development of Selection Criterion for women selected for the digital skills trainings	22nd of August, 2021
Establishment of 10 new RUKNI phone booths and Development of a brief communication plan covering the Rukni initiative and provided trainings.	29th of August, 2021
Training 60 Capacity building trainings and 20 TOT's.	29th of August, 2021
Develop a sustainability plan capturing element to ensure the continuation of activities (training, coaching and Rukni) beyond the current cycle of the project (in English).	12th of September, 2021

5 Communication products in print, social and electronic media and high-quality pictures and videos of events produced together with UNDP and 3 Result Based Narrative Reports capturing human stories, results and evidence of advocacy and promotion of rights of marginalized groups.	19th of September, 2021
Final Progress Reports on institutional capacity of CBO/NGO and progress/achievements of the project and Financial and results-based report on delivery of life-saving services	3rd of October, 2021
Ensuring the sustainability of the initiative beyond the project cycle through continued use of hardware following the project cycle for the benefit of the target group - Result-based narrative report capturing change stories, results and evidence of the project and communication products such as photos and videos (videos produced in collaboration with UNDP).	31st of October 2021

4. QUALIFICATION OF THE RESPONSIBLE PARTNER

➢ Applying to this Call for Proposal is open for national CBOs, Non-Governmental Organizations (NGOs) and other non-governmental agencies who are interested in providing ICT and government e-services training for GBV survivors and assistance in seeking employment opportunities.

➢ Experience in implementing projects targeting GBV survivors, particularly women (at least 3 years).

➢ Successful track history with past/ongoing projects in the designated areas and targeted municipalities.

➢ Solid experience in women's economic empowerment sector.

➢ Proven results-based approach in designing and conducting GBV activities working with persons with disabilities and business development, SMEs, experience in capacity development, and community outreach (minimum of three years). Proven track record of at least three recent successful implementations of similar projects including references.

➢ Experience in implementing advocacy initiatives, awareness raising, community outreach and engaging with local Community-Based Organizations, Civil Society organizations, NGOs and local authorities (three years minimum).

➢ Proven previous experience implementing projects in partnership with UN agencies and International organizations.

5. Institutional Arrangements

5.1 Supervision & Reporting:

The responsible partner will be under the supervision of the UNDP' Governance and Peace Team.

The final technical and financial progress reports should be comprehensive and include the extent of achievements of results/progress in consistency with set KPI's and timelines. It will also include risk analysis, proposals for improvements, challenges, and lessons learned. The financial reports will contain a comparison of the planned budget with actual expenditures, an explanation of differences between budget and expenditures, and cumulative expenditures. The followings should be considered (narrative and financial progress reports):

- ⯀ Inception report.
- ⯀ Progress Report at end of each stage.
- ⯀ Progress & Financial Closure Report.

5.2 Communication & Visibility:

The responsible partner will be required to ensure clear beneficiary and public communication to ensure UNDP and the Norwegian donor as well as partner visibility. The Communication Officer of the responsible partner will work closely with the UNDP communication team throughout the implementation period. The following are the key expected communication and visibility deliverables:

Deliverables	Comments
Communication plan	The communication plan should include the utilization of social media and online advertising, multimedia (high-quality photography and videos), media coverage for milestones, development of human-interest stories, event management if applicable, and any other communications-related activities. It should be elaborate and highlights visibility and exposure action points for the project, donors, and UNDP with a clear timeframe. This plan should be approved by the communications department at UNDP Jordan.
Social media updates	A comprehensive social media plan highlighting channels of distribution, audience, objectives, and key messages should be developed and approved by the UNDP communication team.
Professional photography for major events and milestones.	All photos and videos should be submitted to UNDP monthly. Copyrights belong to UNDP.
Roll-Ups	Design and produce enough roll-ups with UNDP, donor, and partner's logos should. They should be placed at every meeting, training sessions, and other gatherings in the scope of this project.
Testimonials	Testimonials from the beneficiaries should be collected.

A closing event is also expected to be held. All relevant preparations and arrangements should be closely coordinated with UNDP Governance and Peace Team and the Communication Teams.

5.3 Progress & Follow-up Meetings:

Regular meetings between the responsible partner and UNDP's Governance and Peace Team will be held throughout the implementation period to discuss the progress achieved and other emerging issues. All correspondences/reports between UNDP and the responsible partner must be in English unless otherwise agreed.

5.4 Schedule of payments

The payments will be effective to the responsible partner upon the achievement of the corresponding milestones and for the following amounts:

Percentage	Description
20%	Upon satisfactory completion of the first 2 deliverables
20%	Upon satisfactory completion of deliverable 3&4
20%	Upon satisfactory completion of deliverable 5&6
20%	Upon satisfactory completion of deliverable 7
20%	Upon satisfactory completion of deliverable 8

Annex (3): Technical Evaluation Criteria:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	The expertise of the organization based on provision of evidenced track records.	30%	300
2.	Proposed Methodology, Approach, and Implementation Plan based on previous relevant experience. Effective Budget breakdown.	40%	400
3.	Management Structure, Key Personnel, and Trainers related to this assignment. effective budget breakdown /allocations. And budget efficiency in transferring value to beneficiaries.	30%	300
Total			**1000**

Evaluation forms for technical proposals follow on the next two pages are based on Section: Proposal Submission Form Information. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form (1): Expertise of Institutions/Organization
Form (2): Proposed Methodology, Approach, and Implementation Plan
Form (3): Management Structure, Key Personnel, and Trainers related to this assignment.

Technical Proposal Evaluation - Form (1)		Points Obtainable
The expertise of the NGO/CSO		
1.1	Profile and Reputation of the INGO/NGO in details	60
1.2	General Institution/Organization Capability which is likely to affect implementation: - Financial stability. - Age/size of the institution/organization. - Availability of the facilities to conduct the required training (classes, workshops, materials, tools).	70

- Experience in implementing projects targeting GBV, particularly women (at least 3 years).

- Successful track history with past/ongoing projects in the designated areas and targeted municipalities.

- Solid experience in women's economic empowerment sector.

- Proven results-based approach in designing and conducting GBV activities working with persons with disabilities and business development, SMEs, experience in capacity development, and community outreach (minimum of three years). Proven track record of at least three recent successful implementations of similar projects including references.

- Experience in implementing advocacy initiatives, awareness raising, community outreach and engaging with local Community-Based Organizations, Civil Society organizations, NGOs and local authorities (three years minimum).

- Proven previous experience implementing projects in partnership with UN agencies and International organizations.

1.3	Quality assurance procedures, warranty - Adequate training assessment tools. - Effective reporting skills.	60
1.4	Relevance of: - Specialized Knowledge. - Experience on Similar Programme/Projects.	50
1.5	Management Structure of the NGO/CBO	60
Sub-Total		**300**

Technical Proposal Evaluation Form (2)	**Points Obtainable**
Proposed Methodology, Approach, and Implementation Plan	

2.1	To what degree does the proposer understand the task?	90
2.2	Have the important aspects of the task been addressed in enough detail?	70
2.3	Is the scope of the tasks well defined and does it correspond to the TORs?	60
2.4	Is the presentation clear and are the sequence of activities and the planning logic, realistic, promise efficient implementation to the assignment?	60
2.5	Is the proposed methodology suitable to implement the project and all stages?	60
2.6	The degree of maximizing transfer of value to the beneficiary user within a given budget.	60

Sub-total	400

Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure, Key Personnel, and Trainers related to this assignment.		
3.1	**Project Manager**	100
	o Bachelor's degree in Gender Studies, business development, social development, and/or a related field. o Preferably 5 years of previous managerial level experience in project management on GBV issues, employment opportunities or a related field. o Previous experience managing budgets is a requirement. o Previous experience in working with local communities especially in the targeted municipalities. o Previous experience in projects targeting women and youth is an asset. o Experience in drafting reports and developing M&E frameworks o Excellent command of Arabic, English written, and verbal communication skills. o Excellent command of Arabic, and good English language. Written, and verbal communication skills.	
3.3	**Finance Officer**	100
	o Bachelor's degree in any field of knowledge preferably in accountancy or finance o A minimum of three years of experience in managing budgets, ensuring spending is in line with proposed budgets.	
3.4	**Project assistant**	50
	o Bachelor's degree in business administration, Gender Studies or a related field. o 2 years of experience supporting in project implementation, coordination or reporting	
3.5	**Communication Officer**	50
	o Experience in developing products for print, social and electronic media and high-quality pictures and videos of events. o Excellent writing skills in English and Arabic.	
Sub-total		300

Annex (4): Financial Proposal Form

The responsible partner is required to prepare the Financial Proposal. It must provide a detailed cost breakdown. Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The template below is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Part (2): Financial Proposal Form

The responsible partner is required to prepare the Financial Proposal. It must provide a detailed cost breakdown. Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The template below is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

a) Price Schedule and Cost Breakdown

Detailed Budget Breakdown										
Category	Ref.	Subcategory / Account Description	Quantity	Percentage	Duration	Unit	Unit Price in USD	Total Price in USD	UNDP USD	NGO/CSO Cost Share USD
Programme Support Unit Staff	**1.1**	**Staff Salaries**								
	1.1.1	Project Manager								
	1.1.2	Project Assistant								
	1.1.3	Finance Officer								
	1.1.4	Communication Assistant								
	1.2	**Staff Benefit costs**								
	1.2.1									
Total Human Resources										
Travel	**2.1**	**Vehicle costs**								
	2.1.1	Vehicle running cost: Fuel, maintenance, insurance								
Total Travel										

	3.1	Office Administrative cost									
Office Administrative cost	3.1.1	Office Rent									
	3.1.2	Office Utilities									
	3.1.3	Office Communication									
	3.1.3	Office Supplies									
Total Supplies and Services											
Communications / Publication	**4.1**	**Communications/Publication**									
	4.1.1	Materials & Printouts									
Total Communications/Publication											
	5.1	**Project Activities**									
Project Activities	**5.1.1**	**Outcome 1: Expand digital Phone Booth in 10 Municipalities to provide access to social anti legal protection services**									
	5.1.1.1										
	5.1.1.2										
	5.1.1.3										
	5.1.1.4										
	5.1.2	**Outcome 2: Provide digital to reduce the digital gender divide**									
	5.1.2.1										
	5.1.2.2										
	5.1.2.3										
Total Project Activities											
Total Project Costs											

1) Schedule I (detailed Action plan with time frame)

#	Activity / Description	Duration (Weeks)	Dates		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
			Start	Finish																
1.																					
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Approved by:
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Sally Elmahdy

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Majida Alassaf