



Co-Funded by the European Union
بتمويل مشترك من الاتحاد الأوروبي



EU Support to social accountability and Civil Society empowerment for better governance

EU and AECID co-funded project, implemented in partnership with Al-Hayat Center- RASED and Rasheed TI

Terms of Reference “ToR”

Consultancy assignment – **Design A Self-regulatory Scheme for CSOs/CBOs.**



Title:	Design A Self-Regulatory Scheme for CSOs/CBOs
Target	Consultant (s)/Firm
Project	“NAZAHA” EU support to social accountability and empowering Civil Society for better governance, EU and AECID co-funded project
Deadline of application	Applications to be sent by Thursday 11 th May 2023 @ 5:00 PM Jordan time.
Extension	Applications to be sent by Friday 14th Jul 2023 @ 5:00 PM Jordan time.

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 organisation. 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 programmes: Accountability, Local Governance and Participation (RASED; The Observer) programme and Tamasok Community Empowerment programme.

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 strengthening CSOs capacities and internal governance and empower them to hold the government accountable at the local and national levels. Under its first component to **Enhancing Social accountability based on developing a capacity-building scheme and standards of accountability addressing CSOs and CBOs**, Al-Hayat is required to establish an effective self-regulatory system for CSOs in Jordan through a mix of approaches of the following:

- 1. Codes of Conduct:** Developing codes of conduct can provide a set of ethical principles and standards that guide CSOs' behaviour and operations. The guidelines for good governance can serve as a foundation for developing a code of conduct that is tailored to the Jordanian context. The code of conduct can include standards, indicators, and guidelines to establish a comprehensive set of principles and practices that promote good governance and accountability.
- 2. Certification and Accreditation:** Certification and accreditation can provide a seal of approval that indicates an organisation has met a certain set of standards. To implement certification and accreditation, it is necessary to define the standards that organisations will be required to meet, develop the process for obtaining certification or accreditation, pilot test the program, launch and promote the program, conduct evaluations, and continuously improve the program based on stakeholder feedback.

Purpose of the consultancy:

Based on the results and recommendations from a previously conducted assessment on civil society’s current situation and overall capacity in Jordan and in line with similar cases and best practices of self-regulatory systems, the consultant(s) will be responsible for designing the different components of a self-regulatory scheme for CSOs/CBOs in Jordan, including a Code of Conduct, a certification and Accreditation. This will be in close consultation with the Core Team.

Deliverables

D 1. Inception report

The consultant(s) will submit an inception report detailing the methodology for all deliverables of this assignments, including the approach, methodology for the implementation taken into consideration participatory approach and engaging stakeholder in the design (e.g., through KII, and FGD) in cooperation with NAZAHA project team and the component's advisory board, and a detailed workplan and timeline.

D 2. Code of Conduct

The consultant shall design and produce a code of conduct as a self-regulatory scheme for civil society in Jordan. A Code of Conduct, as a self-regulatory scheme, is a set of standards defined and agreed on by a group of organizations as a guide to their behavior and practices. A Code usually attempts to regulate various aspects of CSOs' operations including governance, accountability, fundraising, etc.

D 3. Certification and Accreditation:

The Certification and Accreditation for CSOs/CBOs is a self-regulatory scheme that aims at assessing the compliance of the organizations with a set of good governance criteria. Through the self-assessment system, organizations will be able to assess their adherence to defined, established and validated standards, and then they will have the option to apply for a Certification where they provide evidence of their compliance to each standard.

The Certification and Accreditation will be based on the standards and principles detailed in the Code of Conduct and will evaluate applicants' governance, capacities, and practices against the criteria established beforehand. The Consultant(s) will be responsible for designing the methodology and guidelines of the Accreditation System, and the full cycle and process to be certified, which will be hosted and run by an online platform. This design is based on a previous study at Hayat that will be shared with the consultant (s). The Accreditation System for CSOs, which should cover (not limited to):

1. Build the scheme and criteria for accreditation evaluation.
2. Develop the assessment and auditing criteria (online application and field visits), including guidelines for the CSO to apply for the system.
3. Create the criteria, process, and content of the certification system platform that may contain an application form, information on assessment criteria, assessment committees, complaints mechanisms, etc.. This should be developed in coordination with the IT partner who would be contracted for designing and engineering the Online platform.
4. Build the criteria and ToR of the field assessment team for the different components of the system.
5. Build the criteria and ToR of establishing the accreditation board, which serves as the steering committee that award the accreditation for CSOs.
6. Build the format of the application of the CSOs, communication during the process, and final evaluation report. Additional templates maybe needed based on the system.

Upon submission of the final overview report, the consultant(s) will remain available for a briefing session with the project team and the expert in charge of developing the NAZAHA Portal.

D4: End of Mission Report

The selected consultant(s) commits to maintaining a frequent and transparent communication channel with Al-Hayat Center-RASED and will have a weekly check-in (online/offline) with the project team. The consultant(s) will also prepare a final brief 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.

Working Language

1. D1: Inception report shall be developed in English.
2. D2: The Code of Conduct shall be developed in both Arabic and English.
3. D3: the Certification and accreditation scheme shall be developed in both Arabic and English.

Time schedule Vs deliverables:

The estimate LoE for this assignment is 30 days. The time set for deliverables is:

1. D1: The inception report should be submitted to Hayat-RASED by 20th Jul 2023.
2. D 2 and 3 should be finalized by 31st Jul 2023.

Responsibilities of NAZAHA Team:

1. The NAZAHA team will provide the Consultant(s) with the main results of a current situation analysis of self-regulatory system and CSOs in Jordan, including CSOs capacity assessment to be integrated in the system.
2. The NAZAHA team will liaise the consultant(s) of this assignment will be in contact with the experts responsible for reviewing civil society capacity and developing the governance standards used in the CoC, Accreditation System and Award System (if needed)

Profile and qualifications of the contractor(s):

Interested candidates can either apply as individual(s) or as a company/consultancy. They should ideally meet the following conditions and qualifications:

1. Master's degree in development studies, Social Studies and/or other related fields .
2. At least five years' experience working in the international development sector, in the field of governance and CSO accountability.
3. Previous experience in developing and designing similar instruments (code of conduct, accreditation, certification cycles, award schemes, capacity building schemes, etc.) for local or international development projects within the fields mentioned above, as well as in developing content and structure for online portals.
4. Excellent research and analysis skills to understand audience preferences
5. Ability to network and connect with international, national and governmental stakeholders.
6. Fluent English and Arabic skills (written and verbal).
7. Familiarity with Jordanian context is essential.
8. International experience and staff are preferable

Criteria For Selection:

The evaluation of each response to this RFQ will be based on the vendor's demonstrated competence, compliance, format, and organisation. 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 vendor experience. All quotes will be evaluated and scored based on the following criteria:

- **Price – 30%**
- **Consultant(s) Experience – 40%**
- **Similar project(s) experience - 30%**

Application:

All applications should be in English and include:

- Letter of interest, detailing the candidate's qualifications, capacities, and relevant experiences, ideally with International Organizations, and explaining how these fit the desired criteria.
- A CV (maximum 3 pages) for each team member
- References from similar procurements, with a description of the work done and the dates performed.
- Cost proposal, including all costs 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 vendor's contact details and a brief outline on the vendor and its offered services. Applications without all components will not be considered.

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 “**Design and engineer Self-regulatory Scheme for CSOs/CBOs 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 “**Design A Self-Regulatory Scheme for CSOs/CBOs**”
- (Financial offer & Technical Proposal) should be submitted to:
 - hamza.h@hayatcenter.org

نازاهة

NAZAHHA