



## **Request for consultancy service (Research expert)**

### **Terms of Reference**

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Al-Balqa Applied University – Jordan

April 2021

**Working title:** Mapping of the needs for digital skills across key economic sectors of ENI CBC MED territories.

#### **1. Background information**

Al-Balqa Applied University is implementing a thirty-month project funded by ENI CBC MED strategic calls: " Developing the INTERNISA network of synergies to increase the number of digitally skilled women employed in the ENI CBC MED territories via matching demand and supply in the labour market" under contract B\_A.3.1\_0064. The project objective is to bridge the digital gender gap and provide marketable digital skills in Mediterranean territories by developing a network and a portal that brings closer the demand and supply of the labour market, providing women with digital skills, and delivering professional training in the agri-food, financial, textile, and tourism sectors.

The project is being implemented in 7 countries with 9 partners in Greece, Tunis, Spain, Italy, Jordan, Lebanon, and Palestine. During the project, the INTERNISA network will foster the hiring of 400 women trained in digital skills through short-term crowdworking & traineeships and long-term full-time jobs. INTERNISA's impact is to provide an inexpensive and sustainable mechanism to ensure that businesspeople, women, and public authorities have access to training and know-how to develop their digital skills.

Two online surveys have been prepared by the project's partner SQLI Services/Tunisia One survey addressing to women NEETs and the other targeting businesses people and private sector actors. The data that will be collected will contribute to a report including a catalogue and analytic description of the digital skills women need to find employment in key economic sectors of ENI CBC MED territories, i.e., the tourism, agri-food, textiles, and financial sectors, thereby contributing to their digitalization.

#### **2. Purpose and rationale**

The purpose of this consultancy is to facilitate the data collection process, and instructed by BAU, with two specific target groups as per the two categories below:

- 1- Category A: Data collection on digital skills needed by managers/businesspeople of four sectors: financial services, textiles, tourism, and Agri-food in Jordan.
- 2- Category B: Data collection on digital skills needed/possessed by Women NEETS (Not in Education, Employment or Training) to be able to engage in the four sectors: financial services, textiles, tourism, and Agri-food. This survey will go hand in hand with the survey with businesspeople where the primary digital skills in the four sectors will be listed.
- 3- identify good practices and develop the good practice guide for the application of digitalized business models that is applicable in their own territories.

### **3. Key deliverables expected:**

#### **Category A: Businesspeople survey (in English)**

1. Map and identify manager/businesspeople by the sample size provided by BAU who are active in the four sectors (financial services, textiles, tourism, and Agri-food)
2. Conduct meetings (face to face or online) to help explaining the survey and the purpose from the data collection process.
  1. Assist businesspeople to create an account and password to access the online survey.
  2. Assist in translating the survey questions (which will be in English) and the response of businesspeople if they cannot fill information themselves in English.
3. Ensure that all companies surveys are filled according to the sample size provided by BAU, and data is verified by the survey developer.

#### **Category B: Women NEETs survey (in Arabic)**

3. Map women in NEETs in Al-Balqa governorate and other Jordanian governorate
4. Conduct meetings (face to face or online) to help explaining the survey and the purpose from the data collection process.
5. Ensure that all women surveys are filled, and data is verified by the survey developer.
6. This output consists of a good practice guide informing businesses in the agri-food, textiles, tourism, and financial sectors how to apply business models that utilize digital innovations thereby advancing their profitability and, ultimately, hiring. Identified innovative business models and guidelines for their application skills will serve as the basis for the development of tailor-made outputs in subsequent WPs that can lead to effective implementation of such models by ENI CBC MED businesses.

### **4. Roles and responsibilities:**

1. The research expert is expected to take lead on all required actions to identify, communicate, coach the target group/s and ensure all data required as per the survey is filled.
2. The researcher should liaise with BAU to report on progress and challenges and mutually identify the remedial action/s.
3. BAU focal person is in charge of ensuring that the process is well scheduled, filed level action by the expert is undertaken and report to SQLI of the progress.
4. BAU project team will provide context and needed information for the expert/s to begin their assignment, including the survey link and any needed clarifications.

5. BAU is responsible for introducing a letter communication for expert/s data collection, including having initial meetings with representatives of those sectors (such as union of mentioned sectors and other representative bodies) if needed.

**5. Expert/s are requested to report on the following:**

1. A List of all identified businesspeople and women NEETs who been contacted and accessed and coached for filling the online surveys provided in a form of accessible directory.
2. A letter of confirmation by the researcher that all required data is filled as instructed by BAU focal person.
3. A good practice guide informing businesses in the agri-food, textiles, tourism, and financial sectors how to apply business models that utilize digital innovations.
- 4.

**6. Methodology**

1. The researcher should provide **an overall work plan** as per the timeframe available for the execution of this assignment. Action plan should be approved by BAU.
2. Field action plan should be provided to BAU, and a regular check-in will be made by BAU focal person to verify the progress.

**7. Schedule**

The task must be completed 10<sup>th</sup> May 2021.

**8. Qualification of expert/s**

1. At least five-years of experience in research and data collection, M&E...etc
2. A proven track record of experience working in similar assignments.
3. Fluency in English and Arabic are required.
4. Strong communication skills and a well-networking ability to facilitate the execution of this assignment.

**9. Application process**

Research expert/s and consultancy firms that meet the requirements should submit an expression of interest to include the following:

1. A cover letter including the suitability of the candidate (individual or a firm) to the required task.
2. A curriculum vitae of expert/s to be working on the assignment.
3. A technical offer in response to the call for consultancy TOR, showing the consultant/s (researcher/s) understanding of the assignment and how this can be taken forward.
4. A financial offer: detailed budget breakdown based on expected daily rates in **EURO** and initial work plan for 15-17 working days for this task: 1 April -20 April 2021

**10. Prerequisites for accepting Consultants/firms' Financial offer:**

- Prices must be VAT exempted. Otherwise, 5% income tax deduction from the total cost for local individuals who are not registered at official quarters.
- The Consultancy firms have to provide a valid deduct from source certificate along with the offer.

- Prices must be in **Euros** valid for 30 days from the closing date of proposal submission.
- Prices must include all expenses related to this consultancy e.g., travel, stationary, per diems...etc

The expression of interest package must be submitted to Al-Balqa Applied University – Jordan [internisa@bau.edu.jo](mailto:internisa@bau.edu.jo) by indicating this title in the e mail subject [INTERNISA 1/2021- Data Collection] **no later than 3:00 p.m. on Wensady 21<sup>st</sup> of April 2021**. Interested applicants can request the **Terms of Reference** by sending an e-mail to [arabiat@bau.edu.jo](mailto:arabiat@bau.edu.jo) starting on Friday 16<sup>th</sup> April **until Wensday 21<sup>st</sup> April 2021 from 09:00-15:30**