UNHCR JORDAN
CALL FOR EXPRESSION OF INTEREST (CEoI) 2023-2025
Application Instructions

The purpose of the Call for Expression of Interest (CEoI) is to solicit interest from existing and/or prospective partners wishing to participate in implementing the United Nations High Commissioner for Refugees (UNHCR) Jordan 2023-2025 Strategy. The partners to be selected through this CEoI are expected to manage the daily operational project activities under UNHCR’s overall guidance and supervision.

UNHCR Jordan invites interested non-governmental and non-profit organizations to submit Concept Notes for the 2023-2025 program in Jordan.

Organizations that deem themselves eligible to perform the activities listed the CEoI and have unique attributes to complement UNHCR’s capacities and resources are invited to submit Concept Note(s) no later than 13 August 2022 at midnight. Submissions beyond this time/date will not be accepted for review.

Organizations may submit Concept Note(s) covering i) only one specific Outcome Area (OA) or multiple Outcome Areas; and ii) specific activities (or groups of activities) out of the many listed in a single Outcome Area. However, Organizations interested in more than one OA should submit one Concept Note per each Outcome Area. Should prospective partners decide to submit Concept Notes for multiple Outcome Areas, UNHCR strongly encourages to highlight the complementarity of the interventions across the multiple OAs with the view of maintaining the holistic approach.

Upon receipt of the Concept Note(s) and required documentation, UNHCR’s Implementing Partnership Management Committee (IPMC) will review the submissions in accordance with pre-defined criteria, listed in the section below. The applicant organizations will receive notification of the outcome of the selection/clearance process by 30 September 2022.

1- OBJECTIVE

UNHCR’s policy on selection and retention is to ensure that UNHCR establish partnerships with the most suitable organizations in a given operation for the implementation of projects, in order to provide quality protection and assistance to refugees and other people of concern.

2- MANDATORY PROCESS

The selection process is conducted with adequate due diligence, in an objective, consistent, transparent and timely manner. The process involves the following main steps:

a) Call for Expression of Interest is issued by UNHCR Office.
b) Submission of Concept Note(s) and additional mandatory documents by new and/or existing partners.
c) Review and scoring of the Concept Notes by Multi-Functional Team (MFT) and provision of recommendation to the IPMC.
d) Implementing Partnership Committee (IPMC)’s review and submission of final recommendations to the UNHCR Representative.

e) Acceptance (section or clearance) or rejection by UNHCR Representative

f) Communication to applicant organizations of the outcome of the selection process.

3- HOW SHOULD THE CONCEPT NOTE BE FORMULATED?

Interested prospective partners may submit Concept Note(s) in response to the Call for Expression of Interest. Concept Notes should be submitted exclusively through the Annex B uploaded in the UN Partner Portal (UNPP). In addition to the specific criteria indicated in the CEOI, a Concept Note should have the following characteristics:

- Articulate its objectives
- Briefly describe the implementation approach for realizing the desired outcomes
- Demonstrate the unique advantage it brings to the partnership
- Demonstrate its complementariness to UNHCR’s capacities and resource

The Concept Note is expected to detail the objectives and budget of the project for a three-years period, 2023-2025.

The budget of the Concept Note(s) should be submitted in USD currency and structured as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>2023 (USD)</th>
<th>2024 (USD)</th>
<th>2025 (USD)</th>
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<tbody>
<tr>
<td>Direct Project cost (lump sum)</td>
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<tr>
<td>Admin support costs (lump sum)</td>
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<tr>
<td>Overhead costs (4% for national and 7% for international organizations)</td>
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<tr>
<td><strong>Total budget UNHCR</strong></td>
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<td></td>
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<tr>
<td>Partner’s contribution</td>
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The Concept Note should not be a fully developed project proposal: it shall be concise, not exceeding 4 pages. Please carefully review the criteria of evaluation of the Call listed below and ensure sufficient information is provided for the IPMC to evaluate the application.

Once selected, the partners will participate in the design and detailed budgeting of the project and conclude the Partnership Agreement.

Prospective partners should be registered at UNHCR Partners portal: https://www.unpartnerportal.org/landing/

4- WHICH DOCUMENTS HAVE TO BE SUBMITTED?

For applying to the CEOI the applicant organization needs to submit the following documents:

- Annex A: Partner Declaration – to be completed by prospective partners that are not yet registered with UNHCR Headquarters, meaning that they have never worked before with UNHCR.
• Annex B: Concept Note Form – to be duly signed by the Country Director of the submitting organization.
• Annex C - Partner Self-Assessment Checklist for Application for Pre-Qualification Procurement (PQP) Status – to be duly filled attaching all the supporting documents.
• Annex D - Procurement Policy Self-Assessment checklist – to be duly filled attaching all the supporting documents.
• Annex E - PSEA Self-assessment form – to be duly filled and completed with all the supporting documents.¹
• Annex F - Data protection checklist – to be duly and completed with all the supporting documents.²
• Annex G - Proof of relevant registration with the Government of Jordan.³

Please note that applications failing to submit any of the above listed Annexes will be excluded from any further review. Also, please note that the mandatory documents must be shared as part of the package of the submission, irrespective of whether or not they are already uploaded in the partner specific profile page in UNPP.

Additional Information that are desirable:
• Information on established available frame agreements for bulk procurement related to the project. No specific template is required.
• Any required additional attachments as indicated in the CEol. No specific template is required for the additional attachments.
• The prospective partner may submit any other additional document deemed appropriate.

5- HOW IS THE APPLICATION SUBMITTED?

All Concept Notes and annexes must be submitted in English and no later than midnight 13 August 2022 through the UN Partner Portal (UNPP) at: https://www.unpartnerportal.org/landing/

For any technical issue related to the portal please contact: https://unpartnerportalcoso.zendesk.com/hc/en-us/requests/new

Applicants can send their requests for clarification only through UNPP. The submitted questions and related answers from UNHCR will be published in the portal. The deadline to receive any request for clarification is 31 July 2022.

UNHCR will publish a document with Frequently Asked Questions (FAQ) listing the most asked questions as part of guidance for all prospective partners interested in applying to the CEol. Furthermore, UNHCR will conduct on-line Q&A sessions on 20 July (12:00PM-2:00PM) and 3 August 2022 (12:00PM-2:00PM).

To register for the sessions, please use the following – registration deadline is 18 July 2022: https://enkelo.unhcr.org/x/EDBSI8h7

¹ All potential partners are to complete and upload a PSEA self-assessment form and supporting documents to the UN Partner Portal, alternatively evidence of an assessment already undertaken by another UN entity would be sufficient

² This checklist aims to guide UNHCR offices in assessing and supporting the capacity of its partners in protecting personal data of persons of concern against the risk of accidental or unlawful/legitimate destruction, loss, alteration, and unauthorized disclosure or access. The checklist is for guidance and support only and is by no means exhaustive.

³ No format, applicant to provide a copy of their valid registration with the Government of Jordan
### 6- SELECTION CRITERIA:

<table>
<thead>
<tr>
<th>Criteria Description</th>
<th>Assigned Weighting</th>
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<tbody>
<tr>
<td><strong>Sector expertise and experience</strong>: the required specific skills, sector specialists, performance, knowledge, material and human resources. Knowledge of relevant protection, humanitarian principles and the approach to Age, Gender, Diversity (AGDM). Approach to the participation of People of Concern (POC) in the Programme Cycle.</td>
<td>25</td>
</tr>
<tr>
<td><strong>Project management</strong>: ability to effectively deliver project objectives with robust management systems/processes, and meet the expectations of all stakeholders, as well as provide accountability mechanisms and sound financial management, taking into account the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners’ financial statements and pending open audit recommendations (accounts receivables and internal control related recommendations) where applicable. Clear segregation of duties policy, as well as the integration of risk management; adequate control over assets and inventory (if applicable).</td>
<td>20</td>
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<tr>
<td><strong>Local experience and presence</strong>: ongoing programme in the area of operation; local knowledge; participation in inter-agency coordination fora, engaging refugees and other persons of concern in the programme cycle; trust from local communities; local presence; partner policy on community relations; feedback and complaint mechanisms for persons of concern; self-organized groups of persons of concern; and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties.</td>
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<tr>
<td><strong>Contribution of resources and cost effectiveness</strong>: evidenced and documented contribution of resources to the Project in cash or in-kind (e.g. human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) in order to supplement UNHCR resources. Evidence of a methodology for allocation of shared costs to project activities. Evidence of procedures/systems that ensure maximum resources are directed to project outcomes while also ensuring that resources are also directed to activities that ensure project risks are being appropriately managed.</td>
<td>10</td>
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<tr>
<td><strong>Experience working with UNHCR</strong>: global and/or local partnerships including knowledge of UNHCR policies, practices and programmes, including an understanding of and ability to work within UNHCR’s funding limitations and associated inherent risks. Partners that have three consecutive modified audit</td>
<td>5</td>
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opinions (qualified, adverse or disclaimer) for UNHCR-funded projects may not be considered.

| Partner’s capacity to undertake procurement: The prospective Partner demonstrates sufficient assessed capacity (actual or potential human and logistics resources for undertaking procurement at the required scale) and experience in undertaking effective and efficient procurement of similar size, specification and within the same or similar operating environment; and the prospective Partner established effective internal-controls and must have the Pre-qualification for Procurement (PQP) status (for existing partners) or initiate the PQP process (for prospective partners) (when procurement is US$100K and above), covering the country in which the Partnership Agreement is to be signed, unless the Partner falls under the exemptions of (paragraph 19) of the Implementing Partnership Management Guidance Note No. 4 (Revision 1) on Procurement by Partners under Partnership Agreement. | 10 |
| Data Protection capacity: Prior to sharing any personal data of POCs with its partner or third parties, or engaging these for the collection or processing of personal data, UNHCR is responsible for verifying that the processing of personal data by this partner/third party satisfies the minimum standards of the Data Protection Policy (DPP). This is required whether the partner is funded by UNHCR or not (see the DPP para 5.2 and 8.1 here) | 5 |
| Other considerations: Coordination capacity within sectors, Environmental sustainability | 10 |
CALL FOR EXPRESSION OF INTEREST

The purpose of the Call for Expression of Interest is to solicit interest from existing or prospective partners that wish to participate in UNHCR protection and assistance programs in Jordan throughout the 2023-2025 multi-year strategy implementation period, and contribute complementary resources (human resources, knowledge, funds, in-kind contributions, supplies and/or equipment) to achieving common objectives as agreed in a Partnership Agreement. Partners are required to submit their Concept Notes based on the background and activities provided below.

**CALL FOR EXPRESSION OF INTEREST**

**No. EOI/JOR/02/2022**

<table>
<thead>
<tr>
<th>Project title and Identification:</th>
<th>Project Location:</th>
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<tbody>
<tr>
<td>2023-2025 UNHCR Protection and Assistance Programme in Jordan</td>
<td>Jordan (camps and urban settings in Jordan)</td>
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**Brief Background of the Project:**

Jordan hosts over 760,000 refugees for the last decade. It has been a regional anchor of stability but currently facing challenges such as unemployment, dependence on fossil fuel imports and lack of water resources. While some refugee families have found ways to generate income and become self-reliant, but most live below poverty line and humanitarian needs remain. The results of 2021 Vulnerability Assessment Framework, conducted by UNHCR in collaboration with other actors, indicate the growing destitution faced by refugees and challenges in the domains of health, shelter, food security, debt levels, income, child labour and gender inequities.

Since the beginning of the refugee response, Jordan has allowed for refugee inclusion in critical areas, including education, health care and lately universal access to the national COVID-19 health response and vaccination programme. The latest 2021 survey showed that while by and large the government’s response to the refugee crises is seen positively, 78.4% of the respondents believe that refugees affected their economic situation negatively. Public services are also stretched to meet the increasing demands of both local and refugee populations.

Below are the key highlights from the Strategy which UNHCR intends to pursue and are guiding this CEol. It is expected that Concept Notes from perspective partners are geared towards the realization of these objectives.

Overall, UNHCR's interventions in Jordan will be consistently guided by the Global Compact on Refugees (GCR) and the imperative to broaden solutions for refugees. In line with the GCR, UNHCR work in Jordan is premised on meaningful refugee participation, multi-stakeholder approaches including with the Government of Jordan, civil society, as well as humanitarian and development actors. To support this vision, UNHCR will be guided by the One Refugee approach, and Jordan’s development priorities, of which refugees are a critical part, as well as the Jordan Response Plan. The challenges posed by the protracted situation and by COVID-19 represent an opportunity for UNHCR
and partners to further responsible innovation while discharging protection and solutions mandate. This shall ultimately contribute to both refugees’ wellbeing and the pursuit of Jordan strategic priorities.

In line with its protection mandate, UNHCR will harmonize registration and documentation for all people of concern to ensure that refugees are able to access essential services. A core component of UNHCR’s advocacy will be the promotion of inclusion of refugees in national systems, especially financial inclusion. Targeting and prioritization of assistance and services will also be key to increase programme effectiveness and to gradually reduce use of parallel assistance systems. Furthermore, efforts will be made to promote environmentally friendly practices to decrease the environmental footprint in the offices and in the camps. In its shelter interventions, UNHCR will further develop innovative and sustainable solutions to increase resilience to climate risks.

For its 2023-2025 multi-year strategy Jordan will pursue the following impact statements:

- People of concern will enjoy access to asylum in line with international protection standards and enjoy protection from refoulement.
- Refugees shall have access to integrated services to meet their basic needs, including through national systems, as a result of continued advocacy with the Government of Jordan strengthened engagement of development partners and with effective safety nets for people with vulnerabilities
- Refugees are engaged and empowered in attaining protection and solutions, with a focus on education, livelihoods and gender equality; needs of most vulnerable, including people with specific needs, are addressed.
- Refugees are informed decision makers with increased access to protection sensitive solutions, which in turn demonstrates responsibility sharing with the Government of Jordan.

Main activities mentioned under each Outcome Area are of indicative nature only and partners are welcome to elaborate and propose new approaches/interventions.

<table>
<thead>
<tr>
<th>Outcome Area / Expected Outcome or Output and Main Activities</th>
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<tbody>
<tr>
<td><strong>Outcome Area 3: Protection Policy and Law</strong></td>
</tr>
<tr>
<td>Outcome: Legislation and administrative practices related to aspects impacting on refugees’ rights and access to services are more inclusive and aligned with international standards.</td>
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<td><strong>Main activities:</strong></td>
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<tr>
<td>- Conduct a series of training and capacity development interventions for key stakeholders such as members of civil society, legal practitioners and other non-governmental stakeholders, as well as impact assessments based on UNHCR’s methodology and tools.</td>
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<td>- Carry out geo-political or socio-demographic-economic research, inclusive of collection of relevant evidence (inclusive of data as available) and analysis to</td>
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support advocacy for law/policy reforms and for the adherence of administrative institutions acts and behaviors to international standards on areas identified in consultation with UNHCR.

**Outcome Area Expected results:**
- National laws and policies, as well as administrative institutions’ processes and actions affecting refugees are aligned with relevant international standards

### Outcome Area 4: Gender-based Violence

**Outcome:** Populations of concern have access to strengthened GBV prevention and response, ensuring a principled approach to the provision of accessible, prompt, confidential and appropriate services to GBV survivors

**Main activities:**
- Strengthen the identification of GBV survivors while working on prevention, mitigation, and response to GBV and to provide referrals to government structures such as health assistance, shelter, legal assistance, etc.
- Provide psycho-social support to GBV survivors through case management approach as well as other multi-sectoral services.
- Provide counseling and support to GBV survivors who are seeking help through hotlines, online channels or other means of communication.
- Provide women empowerment activities, empowerment activities for marginalized groups at heightened risks of GBV, outreach through refugee volunteers, engaging men through accountable practices, gender discussion groups, adolescent girl focused activities, prevention activities for girls and boys, gender transformative approaches. All prevention activities to be based on a community-based approach.
- Ensure all-encompassing alignment with the national structure and systems

**Outcome Area Expected results:**
- Gender-Based Violence (GBV) prevention and mitigation programming
- Access to specialized GBV services
- Capacity development of national entities - support national stakeholders to develop capacities to ensure quality GBV response

### Outcome Area 5: Child Protection

**Outcome:** People of concern access strengthened and harmonized emergency and national child protection (CP) interventions, prevention and response services.

**Main activities:**
- Provide refugee children exposed to violence, abuse or neglect with age and gender sensitive service.
Provide children at risk with effective protection case management services while cooperating with national service providers as well as providing referrals for those who need cash and non-cash assistance.

Provide awareness activities to children, parents/care givers as well as other community members, including on safety, parenting skills, hygiene, child development and education, separation, child marriage, child labour, etc.

Establish youth and child development activities accessible to refugee youth and host community children alike to strengthen social inclusion and provide children with a skill set to develop their capacities.

Deliver psychosocial support as well as recreational, awareness and skills enhancement activities to children at risk (individual or group activities).

Strengthen capacities of national and international partners through specific trainings on Child Protection Case Management (ToT). Interviewing techniques within Child Protection, Safe referrals to Child Protection actors, Alternative Care and specific needs of UASCs, other relevant Child Protection trainings (including on child survivors);

Identify and develop a pool of foster families to cater for placement of unaccompanied children or certain other children at particular risk in alternative care arrangements through community-based foster families.

Ensure all-encompassing alignment with the national structure and systems.

**Outcome Area Expected results:**

- Children at risk of or exposed to violence, neglect and abuse (including those with disabilities) are supported through addressing root causes of child protection risks, strengthened community networks and enhanced national chile protection mechanisms.

- Children at risk (including those with disabilities) are empowered through awareness, skill enhancement, prevention activities and specialized services.

**Outcome Area 6: Safety and Access to Justice**

Outcome: Government’s actions relating to freedom of movement and respect of principle of non-refoulment are more aligned with international standards.

**Main activities:**

- Provide detailed and comprehensive legal counselling and legal representation services to beneficiaries, including legal consultancy and preparations of petitions to address various protection issues, civil registration/documentation, protection against abuse and exploitation and access to rights.

- Carry out awareness raising sessions by reaching out to refugee communities across the country, on selected themes depending on the specific area and community targeted by the intervention, and by actively facilitating actual participation and provision of feedback from refugees.

- Follow up on legal process at Ministries, Embassies, Detention Centres, Police Stations, Courts, and accompany refugees to complete their legal process.
Provide updates on issuance or modification of relevant laws and policies in Jordan, as well as on relevant trends in terms of actual implementation.

Prepare legal analyses, studies and research on areas identified in consultation with UNHCR; collect and share (in English) relevant legal documents and compilations of legal provisions in the area of refugee law.

Provide services for refugees in detention and advocate before relevant institutions for the release of refugees and/or for pursuing alternatives to detention based on their legal status and humanitarian grounds.

Provide legal assistance and representation in court, including contesting deportation orders in line with national and international laws.

Provision of legal assistance/counselling should focus on the most relevant topics in the Jordanian context, i.e., but not limited to:

- Jordanian Personal Status Law inclusive of marriage, divorce, birth certificate procedures, kinship and custody issues.
- Labour Law and laws and regulations relating to access to work and treatment in the workplace; Residency and Foreign Affairs Law; Crime Prevention Law; Penal Code and other provisions.
- Current policies adopted by the Government of Jordan in relation to POCs' enjoyment of rights and access to services.

**Outcome Area Expected results:**
Safeguards and predictability of processes impacting on refugees' freedom of movement and the principle of non-refoulement are maintained and further enhanced in line with international standards.

**Outcome Area 7: Community Engagement and Participation**

Outcome: Refugees' community engagement and participation and women empowerment strengthened.

**Main activities:**

- Expand digital and in-person two-way communication with communities (CwC) and community outreach.
- Engage with community leaders through an Age, Gender and Diversity approach and conduct focus group discussions, town hall meetings, community meetings, satisfaction surveys, as well as digital forms of CwC engagement.
- Support existing and emerging community leaders and committees in urban and camps in engaging with UNHCR and relevant stakeholders.
- Enhance community empowerment through provision of safe spaces for community dialogue and community-based activities led by refugees and members of the host community.
- Support community-based innovative solutions and enhance empowerment of community leadership and their engagement in the refugee response in camps and out of camps.
- Provide community-based mental health and psycho-social services.
Increase digital inclusion, digital innovation and connectivity.

**Outcome Area Expected results:**
- Community engagement will be strengthened and communities’ representation in decision-making and community-led structures will be enhanced. Women networks and committees are supported and women empowerment advanced.

**Outcome Area 8: Well-Being and Basic Needs**

Outcome statement: Most vulnerable people of concern have access to cash assistance to cover their basic, seasonal, and emergency needs.

**Main activities:**
- Conduct outreach to, and sensitization among, camp target populations (those of 18 years of age) about the expansion of mobile wallets.
- Support UNHCR to coordinate, organize, and deliver mobile wallet training and on-boarding services.
- Organize and manage the camp cash assistance delivery in close coordination with UNHCR and other actors providing cash assistance within the camps.
- Verify/authenticate the identity of designated household cash collector.
- Manage referrals to UNHCR as appropriate and directed.
- Develop a new concept on refugee participation in provision of camp-based service delivery as an alternative to existing incentive-based volunteer programmes.
- Manage help-desk in the camps to provide information on cash-based assistance, mobile money transfer timing, troubleshooting on mobile wallets, receiving feedback on the modality, etc.
- Manage the Camp reception centre to facilitate new admissions, provide accommodation, quarantining services for camp residents as needed (as contingency plan for disease outbreak), ensure referrals as appropriate for specific assistance, etc.
- Manage camp distribution of both cash and non-food items.
- Design post-distribution monitoring (PDMs) surveys of cash assistance delivered via mobile money.
- Design and undertake periodic market assessments and camp-level price monitoring of goods and services to inform UNHCR decision-making on cash assistance values.
- Design and deliver learning-oriented sessions with camp actors on specific topics to encourage sharing of best practices and learning from delivering assistance and support to Syrians in refugee camp settings.
- In addition, UNHCR may require the assistance of a partner to serve as a point of contact and referral entity for UNHCR on all research-related requests for primary data collection in the camps.
Outcome Area 9: Sustainable Housing and Settlements

Outcome statement: Communities including vulnerable People of Concern are more empowered, committed to and own the process of enhancing the sustainability, safety, and security of the physical and social infrastructures within the settlements that they live in.

Main activities:

- Empower communities and vulnerable people of concern to participate in planning and design of key shelter and infrastructure interventions through small scale corporative, hand-on training, material dispensary, DIY skill share and cash for work (where possible). This aims to increase the number of household families and individuals alike empowered to undertake shelter maintenance. And to transfer (to a greater scope) some elements of the housing and local settlements interventions and ownership to the beneficiaries.
- Conduct construction, rehabilitation and repair of shelter and infrastructures within the camps in an inclusive manner;
- Support UNHCR in establishing linkages of camp infrastructures to the national and local grid systems. These linkages shall target services such as electricity, water, roads, and sewage. The aim is to create/launch and maintain camp infrastructure in line with the national/local grid systems codes through territorial planning, municipalities linkages, systems alignment and configurations with utilities coy services providers etc.
- Explore and support opportunities identified in the energy sector to improve energy efficiency & reduce electricity consumption and bills, and address sustainability concerns. Additionally, advocate through available forums and support in the implementation of ‘green home retrofits or other housing options aimed at improving the quality of life, reducing energy consumption, in addition to creating local employment and economic opportunities targeting refugee hosting localities concentrating on Zarqa, Al-Mafraq, Irbid; Al-Balqa, Madaba and Amman Governorates.
- Improve access to services and socioeconomic opportunities for displaced populations as well as local people in vulnerable situations in camp environment through supporting local linkages with municipalities as a long-term strategic approach in connecting refugees and displacement affected neighborhoods with access to public services through bankable infrastructure investments. The same initiative will support municipalities to mainstream refugee displacement challenges into spatial urban analytics and urban infrastructure investment planning as part of local integration and reintegration
- Provide renovations, generator maintenance, disinfection/fumigation and other facilities and infrastructure services in the camps.
Outcome Area 10: Healthy Lives

Outcome statement: People of concern have optimal access to standard essential health care services

Primary health care services

Camps Setting:
➢ Provide primary health care services through management of the comprehensive primary health care centre; running of a secondary level hospital (Azraq only); provision of mental health/psychosocial support services and basic Emergency Health services; screening for nutritional conditions among children and PLWs and anemia; expanded program of Immunization (EPI); provision of laboratory investigations.
➢ Manage pharmacy/dispensary of the prescriptions from different departments.
➢ Conduct maternal, neonatal and stillbirth audits in camps to establish the direct and indirect causes of maternal and neonatal deaths and still births occurring in the refugee camps. Adequate technical capacities for conducting death audits will be an essential prerequisite for selecting partners for this function.
➢ Provide community-based health services in camps through household visits by trained volunteers’ staff, provision of health information to the population, identify POCs with medical conditions and refer those cases to the relevant health care providers in the camps. Ensure screening for malnutrition, non-communicable diseases, reproductive health conditions, POCs with certain disabilities, and other health conditions.
➢ Conduct community-based surveillance and early warning of diseases of epidemic potential and for diseases of public health importance.
➢ Perform and/or participate in health campaigns including vaccination campaigns, community mobilization and health promotion during outbreaks of diseases.
➢ Seek further alignment with national systems.

Activities that should not be included in the proposal includes:
➢ Tuberculosis program (Zaatari and Azraq)
➢ Management of Moderate Acute Malnutrition (MAM) (Zaatari and Azraq)
➢ Primary reproductive health services, including Antenatal care/Postnatal care/Family planning and management of obstetric complications (Zaatari and Azraq)

Urban Settings
➢ Provide primary health care including medical consultations, laboratory investigations, health counseling and provision of essential medicines
➢ Provide specialized health care to chronic conditions
➢ Provide essential dental care services including preventive and curative services
➢ Screen children and pregnant lactating women (PLW) for malnutrition
➢ Provide Community based management acute malnutrition health services in selected urban center
- Facilitate of referrals, cash for health case load, and in selected urban centers
- Seek further alignment with national systems

**All Settings**
- Procure and store medicines, consumable medical supplies, and medical equipment. Adequate capacities in medical warehousing, logistic arrangements, and drug management systems are a prerequisite and one of the key criteria for the selection of partners for this function. Distribute the procured medicines/equipment among the UNHCR implementing partners. For the urban partners selected for implementing health projects, there is a system in place for the procurement of exceptionally approved medicines: exceptional approvals for procurement will be granted by the UNHCR focal point to the urban partners upon request.

**Secondary and lifesaving tertiary health care**

**All locations (out-of-camps settings, Zaatari and Azraq camps):**
- Manage referral network to conduct referrals to MoH hospitals, Jordan University Hospital (JUH), King Hussein Cancer Center (KHCC) and Royal Medical Services (RMS) and selected good quality private hospitals in different geographical areas
- Facilitate the provision of outpatient and inpatient services including the provision of specialized medical services, advance diagnostic procedures, and emergency/lifesaving services. This includes the uptake of cases granted access to emergency lifesaving hospital admissions at the non-insured Jordanian rate for Urban refugees.
- Manage referral hub with deployment of technical and admin staff working 24/7 to track and manage all the medical referrals for all UNHCR persons of concern and processing the submissions and approvals for cases under cash for health
- Manage integrated data management system with data management standards, meeting the data security and data protection standards defined by national regulations. The clinical data management system should be online database with the aim to link partners central Hub with all UNHCR supported clinics, camps sub hubs and focal persons in the affiliated hospitals
- Conduct enhanced monitoring throughout project implementation stages, including hospital selection stage, case processing stage, post case management stage, financial auditing, and post distribution monitoring for the cases submitted under cash for health project.

**Camp settings**
- Provide of 24-hour emergency health services through the Emergency Department 7 days a week. The ER services should include specialized family medicine and paediatric services
- Manage ER referrals from the PHC facilities inside the camp and serve the patients with the immediate treatment needed, assess the condition of the patients, and refer them to the hospitals outside the camp using the referral hub if higher level of health care is needed.
Provide essential diagnostic facilities and procedures including laboratory tests and X-Rays
Coordinate ER activities with the referral hub and the affiliated hospitals for all referred cases and coordination with SRAD for permissions for movements outside the camp

Azraq Camp only:
- Manage the secondary level hospital to provide specialized secondary health care services to the population residing in Azraq camp
- Provide specialized medical services, advanced diagnostic procedures, emergency and lifesaving services, surgical intervention, emergency obstetric and neonatal care, secondary mental health services, management of SAM children, and services needed for Gender Based violence (GBV) survivors
- Ensure provision of 24-hour emergency health services 7 days a week
- Provide ambulance services for cases referred to the hospitals outside the camp within the same or different governorates
- Manage referrals to affiliated hospitals

Outcome Area Expected results:
- Access to primary health care services together with vaccination services is in place, including inter alia through services offered by national systems
- Access to secondary and basic tertiary health care services including BEmONC supported

Outcome Area 11: Education

Outcome: By 2025 refugees will have access to inclusive and quality education under the national education systems as well as the completion of education with relevant skills locally and through enhanced use of complementary pathways.

Main activities:
- Manage tertiary education programme - scholarships including DAFI, Upskilling, Micro-degrees (2-3 year) and TVET programs - conduct student selection and enrollment process, payment of fees and administration of students;
- Involve the private sector to facilitate students' apprenticeship and/or internship opportunities eventually leading to employment.
- Facilitate access to public schools for non-Syrian refugee children – 6-18 age group.
- Provide psychosocial support and awareness raising sessions about prevalent forms of violence, including school-based violence.
- Identify challenges and propose solutions for out-of-school children, assessing and mapping children’s needs to inform program development and strengthen access and retention initiatives throughout the community and various stakeholders.
- Manage Connected Learning Hubs (CLHs) countrywide, providing beneficiaries with learning spaces and adequate learning tools.
Conduct capacity building for coaches, facilitators and coordinators of CLHs and conduct assessment of learning platforms to meet learning needs.
Organise various courses: language, computer, artwork (digital/non-digital) and recreational/outdoor activities.

Outcome Area Expected results:
- Children and youth complete education with relevant skills, knowledge, and competencies.
- Introduction of new employability-based degrees in tertiary and higher education and decrease unemployment rates among refugees with high education degrees.
- Equitable access to quality inclusive education for refugee children.

Outcome Area 13: Self Reliance, Economic Inclusion and Livelihoods

Outcome: Legal and regulatory frameworks governing employment and financial inclusion are inclusive of People of Concern.

Main activities:
- Provide Cash for Work opportunities to collect data from targeted groups (e.g. through phone surveys) in refugee hosting communities across urban areas in Jordan to better inform needs and response on an ongoing basis.
- Support/formalisation of Home-Based Businesses in refugee hosting communities across Jordan urban areas, as well as supporting HBBs in camps which contributes to families’ self-reliance. Improve access to Home-Based Businesses registration and licensing, financial service, markets, etc. Build self-reliance and socio-economic inclusion. Address training needs related to financial literacy, business development, and/or technical training. Establish market driven Home-Based Businesses whilst integrating case-based approach.
- Support refugees living in urban areas in developing or maintaining self-reliance through demand driven Vocational Training activities including those ending with (self)-employment.
- Provide or link with existing bridging, language, or catch-up courses to enable entry to Vocational Training programs.
- Support provision of skills recognition certificate from national entities.
- Provide career guidance to beneficiaries as they make decisions, during, and after enrolment.
- Refer to existing opportunities in training, employment services, business development, and financial services.
- Support job matching and placement services to increase access to formal wage employment. This necessitates collaboration and linkages with private sector actors, and potentially with the Global Compact Local Network in Jordan to enhance advocacy. Conduct: demand-driven market-based assessment; socio-economic profiling of refugees that could be potentially targeted; identify needs and aspirations; define targeting criteria; match the beneficiaries with the available job opportunities; follow up on work permit issuance for the beneficiaries; collaborate and link with private sector and merchants.
Outcome Area 14: Voluntary Return

Outcome statement: Refugee returns from Jordan are voluntary, and those choosing to return are well-informed and prepared.

Main Activities:

- Conduct research and analysis related to voluntary return to Syria. In coordination with UNHCR, and informed by refugee needs and perceptions, this activity should identify key research priorities to explore challenges and opportunities for voluntary return to Syria in safety and dignity. Such research will build on and complement existing information and engage refugee communities in meaningful ways through confidential informant interviews and focus group discussions.

- Collect data and conduct surveys related to refugees' perceptions and intentions regarding return.

- Provide counselling and legal support to refugees choosing to return to Syria to ensure that refugees can obtain and ratify documentation to meet their needs upon return. Counselling and legal assistance for return should include legal and civil documentation, particularly around birth, death, marriage, divorce, ratification of educational documents, documents related to housing, land, and property in Syria, and travel documents. Assist with the clearing of legal status in Jordan to facilitate departure. Throughout the three-year partnership, there is a potential that these activities could be expanded to non-Syrian refugees.

- Develop information materials and guidance for refugees returning to Syria to ensure refugees have sufficient information to make decisions on their potential return and have an understanding on the returns process and documentation requirements.

- Support targeted outreach and sensitization among the Syrian refugee population on voluntary repatriation procedures. Utilizing existing community networks and structures, support outreach activities and information sessions for refugees...
throughout Jordan to ensure adequate understanding of the voluntary return process, required documentation, and other legal issues.

**Outcome Area Expected results:**
Refugee returns from Jordan are voluntary, and those choosing to return are well-informed and prepared.

**Outcome Area 15: Resettlement and Complementary Pathways**

Outcome statement: Resettlement and complementary pathways programs grow in scale, are efficient and protection focused.

**Main Activities:**

- Conduct research and analysis to support refugees in Jordan access to complementary pathways. In coordination with UNHCR, and informed by refugee needs, this activity should identify key research priorities to explore challenges, barriers, and opportunities to strengthen access to complementary pathways in third countries for refugees in Jordan. Such research will build on and complement available data and information and engage refugee communities in meaningful ways through confidential informant interviews and focus group discussions.

- Provide basic counselling, assistance to refugees seeking to access complementary pathways from Jordan, including for private sponsorship, humanitarian visas, education and employment pathways, and family reunification.

- Support the development of public information and outreach materials related to complementary pathways, including for education and employment pathways, and family reunification.

- Support outreach activities and information sessions for refugees throughout Jordan to ensure greater awareness of complementary pathways, how to avoid fraud, and procedures. Due to the limited nature of such pathways, outreach should be targeted to key groups (skilled refugees, students, refugees with family links in third countries, etc.).

- Provide career support for potential candidates seeking to access third-country employment and education pathways who are facing barriers or challenges.

- Provide services or link with service providers that can address the barriers refugees face in accessing third country employment opportunities.

- Support refugees to obtain and validate required documentation to meet the requirements for education and employment pathways and visa processing, including personal documentation, education, and proof of work experience.

- Provide advice and guidance to individuals to help navigate the international recruitment/application processes: development of a CV, guidance and practice on interviewing preparation. Assist and/or link the candidate with required advice on visa processes to avoid any confusions and unnecessary delays. Coordinate advocacy efforts to grant concessions within the visa processes if there are gaps due to the refugee situation.
**Outcome Area Expected results:**
Refugee access to protection sensitive complementary pathways is increased through partnerships, information sharing, and data on refugee profiles.

The budget of the Concept Note(s) should be submitted in USD currency and structured as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>2023 (USD)</th>
<th>2024 (USD)</th>
<th>2025 (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Project cost (lump sum)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Admin support costs (lump sum)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overhead costs (4% for national and 7% for international organizations)</td>
<td></td>
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<tr>
<td><strong>Total budget UNHCR</strong></td>
<td></td>
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<tr>
<td>Partner’s contribution</td>
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</table>

**Intended Population Coverage:**

<table>
<thead>
<tr>
<th>Refugees and Asylum seekers:</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong></td>
<td>SYR</td>
<td>NON-SYR</td>
<td>SYR</td>
</tr>
<tr>
<td>Urban</td>
<td>401,224</td>
<td>34,745</td>
<td>400,247</td>
</tr>
<tr>
<td>Zatari Camp</td>
<td>77,644</td>
<td>0</td>
<td>73,603</td>
</tr>
<tr>
<td>Azraq Camp</td>
<td>41,943</td>
<td>0</td>
<td>39,760</td>
</tr>
<tr>
<td>EJ Camp</td>
<td>6,424</td>
<td>0</td>
<td>6,089</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>527,235</td>
<td>34,745</td>
<td>519,700</td>
</tr>
</tbody>
</table>

**Partnership Period: 2023 - 2025**
Partnership selection is valid for the 2023-2025 Multi-Year Strategy duration; however, Partnership Agreements will be established on yearly basis as of 1 January 2023. The selection process will be linked with the 2023 – 2025 Multi-year Strategy of UNHCR Jordan, however, the decision to engage in Multi-year Partnership Agreements with the selected organizations will be under the discretion of UNHCR Jordan.

**Submission Deadline:**
13 August 2022

**Date Decision Results to be Communicated to Applicants:**
30 September 2022.
<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Criteria Description</th>
<th>Assigned Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sector expertise and experience</strong>:</td>
<td>the required specific skills, sector specialists, performance, knowledge, material and human resources. Knowledge of relevant protection, humanitarian principles and the approach to Age, Gender, Diversity (AGDM). Approach to the participation of People of Concern (POC) in the Programme Cycle</td>
<td>25</td>
</tr>
<tr>
<td><strong>Project management</strong>:</td>
<td>ability to effectively deliver project objectives with robust management systems/processes, and meet the expectations of all stakeholders, as well as provide accountability mechanisms and sound financial management, taking into account the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners’ financial statements and pending open audit recommendations (accounts receivables and internal control related recommendations) where applicable. Clear segregation of duties policy, as well as the integration of risk management; adequate control over assets and inventory (if applicable).</td>
<td>20</td>
</tr>
<tr>
<td><strong>Local experience and presence</strong>:</td>
<td>ongoing programme in the area of operation; local knowledge; participation in inter-agency coordination fora, engaging refugees and other persons of concern in the programme cycle; trust from local communities; local presence; partner policy on community relations; feedback and complaint mechanisms for persons of concern; self-organized groups of persons of concern; and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties</td>
<td>15</td>
</tr>
<tr>
<td><strong>Contribution of resources and cost effectiveness</strong>:</td>
<td>evidenced and documented contribution of resources to the Project in cash or in-kind (e.g. human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) in order to supplement UNHCR resources. Evidence of a methodology for allocation of shared costs to project activities. Evidence of procedures/systems that ensure maximum resources are directed to project outcomes while also ensuring that resources are also directed to activities that ensure project risks are being appropriately managed.</td>
<td>10</td>
</tr>
<tr>
<td><strong>Experience working with UNHCR</strong>:</td>
<td>global and/or local partnerships including knowledge of UNHCR policies, practices and programmes, including an understanding of and ability to work within UNHCR’s funding limitations and associated inherent risks. Partners that have three consecutive modified audit opinions (qualified, adverse or disclaimer) for UNHCR-funded projects may not be considered.</td>
<td>5</td>
</tr>
<tr>
<td><strong>Partner's capacity to undertake procurement:</strong> The prospective Partner demonstrates sufficient assessed capacity (actual or potential human and logistics resources for undertaking procurement at the required scale) and experience in undertaking effective and efficient procurement of similar size, specification and within the same or similar operating environment; and the prospective Partner established effective internal-controls and must have current PQP status (when procurement is US$100K and above), covering the country in which the Partnership Agreement is to be signed, unless the Partner falls under the exemptions of (paragraph 19) of the Implementing Partnership Management Guidance Note No. 4 (Revision 1) on Procurement by Partners under Partnership Agreement.</td>
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<tr>
<td><strong>Data Protection capacity:</strong> Prior to sharing any personal data of POCs with its partner or third parties, or engaging these for the collection or processing of personal data, UNHCR is responsible for verifying that the processing of personal data by this partner/third party satisfies the minimum standards of the Data Protection Policy (DPP). This is required whether the partner is funded by UNHCR or not (see the DPP para 5.2 and 6.1 here).</td>
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<tr>
<td><strong>Other considerations</strong></td>
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<td>Coordination capacity within sectors.</td>
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<td>Environmental sustainability.</td>
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<tr>
<td><strong>Partner's capacity to mitigate, respond and prevent Sexual Exploitation and Abuse:</strong> all potential partners are reminded to submit (via the UN Partner Portal) their PSEA self-assessment, ahead of a concept note submission, unless already assessed by a UN entity1. If your organization has already been assessed on PSEA capacity by UNHCR or another UN entity in Jordan, please upload the latest self-assessment form in your partner profile on the UN Partner Portal.</td>
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<tr>
<td><strong>Procurement capacity:</strong> The prospective Partner demonstrates sufficient assessed capacity (actual or potential human and logistics resources for undertaking procurement at the required scale) and experience in undertaking effective and efficient procurement of similar size, specification and within the same or similar operating environment; and the prospective Partner established effective internal-controls and must have the Pre-qualification for Procurement (PQP) status (for existing partners) or initiate the PQP process (for prospective partners) (when procurement is US$100K and above), covering the country in which the Partnership Agreement is to be signed, unless the Partner falls under the exemptions of (paragraph 19) of the Implementing Partnership Management Guidance Note No. 4 (Revision 1) on Procurement by Partners under Partnership Agreement.</td>
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1 See Factsheet – PSEA Partner Assessments
**Indicative budget:** Prospective partners are also requested to identify the key cost-drivers of the project and provide an indicative budget with a distinction between operational and administrative costs. The final budget will depend on further discussions between UNHCR and the prospective partner and availability of funds.

**Data protection check-list:** This checklist aims to guide UNHCR offices in assessing and supporting the capacity of its partners in protecting personal data of persons of concern against the risk of accidental or unlawful/illegitimate destruction, loss, alteration, and unauthorized disclosure or access. The checklist is for guidance and support only and is by no means exhaustive.

<table>
<thead>
<tr>
<th>Issuing UNHCR Office</th>
<th>UNHCR Representation in Jordan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Address</td>
<td>Khalda, 319 Wasfi Al-Tal St. corner George Musa Fram St, Amman, Jordan</td>
</tr>
<tr>
<td>Signature, Head of Office</td>
<td>Dominik Bartsch, Representative</td>
</tr>
<tr>
<td>Full name and title, Head of Office</td>
<td></td>
</tr>
<tr>
<td>Name of UNHCR Office</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>July 7, 2022</td>
</tr>
</tbody>
</table>