



Tender No. 6 / 2023

Employment Sustainability Consultancy Services





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Background:

The Amman Chamber of Industry (ACI) established an Employment Promotion Unit (EPU) in cooperation with Employment in Jordan 2030 (EJ2030) project implemented by The German International Cooperation (GIZ) to better address the challenges of the industrial sector in employing qualified and skilled labor.

The objectives of the ACI/EPU are mainly to provide quality employment services to employers of the industrial sector and job seekers, strengthen the relations and cooperation between ACI, potential employers and sustainability plan.

Employment sustainability services are a vital component of addressing the dynamic challenges and opportunities within the labor market. These services are designed to facilitate the creation of stable, rewarding, and resilient employment opportunities for individuals and communities alike. By focusing on the long-term viability of jobs, these services help to ensure that employees can thrive in their careers while organizations maintain a competitive edge in a rapidly changing landscape.

Services offered by the EPU will include: Targeted job matching and placement, career guidance, communication plan and gender transformation approach.

The EPU will target a diverse array of job seekers (male/female, skilled/unskilled) and a wide range of potential employers within the geographical areas covered by ACI. The current pilot phase will cover the areas of Amman, Sahab, Mowaqar, and Qastal, and will be expanded in the future into other areas such as Karak, Tafilah, Ma'an and Aqaba. This consultancy assignment aims to support ACI/EPU towards development of professional work methodologies and procedures in order to achieve target indicators and establish for sustainability.



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Main Areas and Tasks:

Area 1: Employment Services

- **EPU processes and procedures**
 - Analyse the applied EPU procedures and practices of match making processes between Job seekers and employers to explore opportunities for development, optimization and achieving the target indicators of ACI/EPU.
 - Desk research and analysis about match making processes applied by other ongoing employment projects either national projects or donor funded projects working in Jordan.
 - Develop a manual for the ACI/EPU of match making best practices and methodology including the rational of the methodology and the clear and sustainable role of the ACI/EPU.
 - Develop a SOP (Standard Operations Procedures) for the ACI/EPU covering each step of match making processes and relevant criteria in addition to the risk mitigation plan.
 - Conduct an orientation session at the ACI/EPU premises after approving the final version of the SOPs.
 - Develop golden list criteria for the industrial factories.
- **Career Guidance and Counseling:**
 - Develop career counseling manual and provide one-on-one counseling sessions to job seekers for career guidance, resume building, and interview preparation.
 - Offer advice on career advancement and professional development opportunities



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Area 2: Labor Market Needs Assessment

- **Address gaps and needs in the labor market**
 - Conduct rapid assessment of labor market to identify trends and demands in the local job market, particularly within the industrial sector.
 - Identify skills gaps between the outcome of the Vocational training system and labor market needs within the industrial sector.
 - Develop a mechanism for selecting a Customized Vocational Training (CVT) based on employer needs and requirements.

Area 3: Marketing and Communication Plan

- **Communication plan:**
 - Develop stakeholders' matrix to build cooperation and partnership in addition to a networking & promotion strategy for the ACI/EPU that enhance a sustainable approach for employment in the industrial sector.
 - Develop job fair and career days' SOPs list.
 - Develop marketing strategies to promote the unit's services and programs.
 - Utilize various channels, including social media, workshops, and partnerships to reach a wide audience.

Area 4: Enhance the Human Resources Practices

- **Develop an HR system within the targeted industrial sector**
 - Develop a mechanism to enhance the recruitment, on-boarding processes within the companies
 - Develop updated internal system for organizing work in companies
 - Develop an index clarifying the policies' compliance with the instructions of labor and workers' laws
 - Prepare a Standard Operating Procedure (SOP) manual



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- Develop annual training card and evaluation forms
- Develop a mechanism to identify the salary scale based on position, market needs and the benefits.

Area 5: Gender Transformation Approach (GTA)

- **Gender inclusivity and diversity initiatives:**
 - Create a formal policy that outlines the unit's commitment to diversity and inclusion, along with specific strategies for implementation.
 - Provide programs to promote gender diversity and inclusivity within the industrial workforce.
 - Encouraging and supporting women's participation in the sector through targeted sectors.

Area 6: EPU Monitoring & Evaluation (M&E)

- **Recommendation on increasing and rectifying the dropouts and the female participation rates:**
 - Provide a plan and recommendation to decrease the dropout rates within the employment cycle.
 - Provide a plan on how to increase the participation rate within the industrial sector through enhancing the employers' engagement in the recruitment process.
 - Tracking the unit's performance and impact through key performance indicators (KPIs) and regular reporting.



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Area 7: Sustainability Plan

- **Develop a sustainability plan on how to secure a fund from other donors.**
 - Compile a list of potential donors who have a history of supporting initiatives related to employment, vocational training, and sustainable development.
 - Develop a strategy to secure funds from various sources, such as government grants, international organizations, private sector partnerships, and philanthropic foundations.
 - Showcase the positive outcomes of employment promotion unit through success stories, case studies, and data.



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Deliverables:

Based on the above-mentioned scope of work and main tasks, the following deliverables are required as per the indicated foreseen number of man days and deadline per deliverable:

Main Deliverable
<p>Area 1:</p> <ul style="list-style-type: none"> • Manual for the ACI/EPU of match-making best practices and methodology developed • SOPs (Standard Operations Procedures) for the ACI/EPU developed • career counselling manual developed • Orientation session on SOPs conducted
<p>Area 2:</p> <ul style="list-style-type: none"> • Rapid Assessment of the Labour Market conducted • Customized Vocational Training selection criteria developed
<p>Area 3:</p> <ul style="list-style-type: none"> • Stakeholders' matrix list • Stakeholders communication plan • Job fair and career days SOPs developed • Marketing strategy to promote the unit's services and programs in place
<p>Area 4:</p> <ul style="list-style-type: none"> • Internal system for organizing work in companies • An index clarifying the policies' compliance with the instructions of labour and workers' laws • Standard Operating Procedure (SOP) manual • Annual training card form and evaluation form developed • Salary scale criteria developed



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Area 5:

- A formal policy that outlines the unit's commitment to diversity and inclusion

Area 6:

- Recommendation to decrease the dropout rates within the employment cycle.
- Plan to increase the participation rate within the industrial sector

Area 7:

- List of potential donors who have a history of supporting initiatives related to employment, vocational training, and sustainable development.
- A strategy to secure funds from various sources



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Assignment Main Time Frame:

The assignment is expected to be within the period: 9 December 2023 – 15 January 2024.

Consultant Profile:

- The team leader and the teams have a minimum of (10) years of professional experience in consultancy.
- Have a good experience in human resources, employment, labour market analysis, labour policies and women empowerment.
- Have a good experience in employment promotion and match making processes.
- Have a good experience in developing professional SOPs and other professional documents.
- Strong interpersonal and analytical skills, ability to understand the root causes of challenges and the ability to link with workable solutions and recommend best efficient practices.
- Experience working with public and private organization
- Experience working with donors and NGOs projects.
- A professional communicator who listen actively and reply accordingly to the targeted stakeholders.
- Ability to deal with different backgrounds and different qualification levels.
- Flexible and adaptable to the ACI/EPU staff needs.



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Offer Contents:

Qualified companies are required to submit the offer as follows:

1. Technical offer showing the following:

- **Certificate of company registration**
- Detailed resume of the project team members who will be assigned to conduct the tasks and submit the deliverables.
- A description of methodology used, main milestones and implementation steps of the tasks and deliverables, as well as estimate of time that will be spent on each task.
- References of similar works and assignments conducted.
- Any other relevant information that showcase the capacity of the company.

2. Financial Offer:

Best financial offer showing number of man days and cost in man days.



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Payment:

The contract value will be transacted in (2) payments as follows:

1. First Payment: 30% of the contract value will be paid after signing the contract.
2. Second Payment: The remaining amount (70%) of the contract value will be transacted upon completing all the required tasks and submit all the required deliverables and approval of the deliverables by ACI/EPU.

How to submit the offers?

Qualified consultants are invited to submit their technical and financial offers separately in closed envelope and submitted by hand to Amman Chamber of Industry (ACI) inside tender box.

For More Information:

Please Contact:

Amman Chamber of Industry (ACI) - Employment Promotion Unit (EPU)

Phone: 06- 4643001 Ext. 201