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بتمويل مشترك من الاتحاد الأوروبي



Nazaha: EU support to social accountability and empowering Civil Society for better governance

Terms of Reference “TOR”

Request for quotation – Policy Paper on Modernizing Public Administration in Jordan and the Role of Civil Society



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Title:	Policy Paper on Modernizing Public Administration in Jordan and the Role of Civil Society
Target:	Consultant(s)
Project:	“NAZAHA” EU support to social accountability and empowering Civil Society for better governance, EU and AECID co-funded project
Deadline:	Applications to be sent no later than 13 Feb 2025, by 17:00.
Start Date:	Immediately

Subject: Request for Quotations

Al-Hayat Center – RASED, a co-implementing partner of the NAZAHA project, invites qualified consultants to submit a competitive quotation for consultancy services to develop a policy paper titled “Modernizing Public Administration in Jordan: The Role of Civil Society in Building Participatory Governance”, as outlined in these Terms of Reference.

Background Summary:

NAZAHA: EU support to social accountability and empowering Civil Society for better governance is an EU and AECID co-funded project that seeks to enhance integrity, transparency, and social accountability in Jordan to improve public sector performance and responsiveness to citizens’ needs by strengthening cooperation between government institutions and civil society organizations (CSOs).

Al-Hayat Center – RASED is a non-governmental civil society organization that 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.

In the context of national efforts to modernize public administration in Jordan, and within the Comprehensive Modernization Project (political, economic, and public sector reform), there is a growing need for in-depth policy analysis addressing structural challenges in the public sector. This assignment is aligned with the Public Sector Modernization Roadmap (2022–2025) and focuses on the role of civil society in promoting participatory governance, transparency, and accountability.

Objective:

The objective of this assignment is to produce a policy paper that provides an analytical assessment of public administration modernization in Jordan, identifies key structural gaps, and proposes actionable reform pathways, with a specific focus on strengthening the role of civil society in policymaking, implementation, and oversight.



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Consultant roles and responsibilities:

The consultant(s) will be responsible for:

- Analyze the legislative and institutional framework governing public administration in Jordan.
- Assess institutional coordination and policy coherence related to public sector modernization.
- Examine civil society perceptions and engagement in administrative reform.
- Benchmark Jordan's experience against international standards and regional best practices.
- Develop practical, evidence-based recommendations for participatory governance reform.

Scope of Work

The scope of work includes, but is not limited to:

- Desk review of national strategies, laws, and relevant international literature.
- Analysis of the Public Sector Modernization Roadmap and related policy documents.
- Conducting focus group discussions and/or key informant interviews with civil society actors and experts.
- Gap analysis using OECD/SIGMA principles and governance indicators.
- Drafting a comprehensive policy paper with clear findings and recommendations.

Methodology

The assignment will adopt a participatory and analytical methodology combining:

- Desk research and document review.
- Qualitative data collection through focus groups or interviews.
- Comparative and benchmarking analysis.
- Synthesis of findings into policy-oriented recommendations.

Deliverables:

The consultant is expected to produce :

- Final policy paper (English,Arabic).

Level of Effort (LOE):

The consultancy is expected to be completed within **20 working days** over a period of **March – Sep 2025** from the date of contract signing.

Upon submission of the final deliverable, the consultant(s) will remain available for feedback sessions and revisions as required.



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Application Requirements:

- Applicants must submit a comprehensive application package including:
 - Curriculum Vitae (CV)
 - Two letters of reference
 - Portfolio of Previous Work: Provide samples of previous work that demonstrate experience in relevant areas (e.g., CSO/CBO development, public policy research, etc.).

Required Qualifications:

- At least **5 years** of demonstrated experience in public policy analysis, governance, or Public Administration.
- Proven experience in facilitating national/multi-stakeholder consultations
- Strong knowledge of governance, civil society engagement, and public sector reform in Jordan.
- Experience working with CSOs, government institutions, and/or donor-funded projects.
- Excellent analytical and writing skills in English.
- Demonstrated ability to work collaboratively with diverse stakeholders.

Criteria For Selection:

Selection will be based on the following criteria:

- Price – **30%**
- Consultant(s) experience and qualifications – **40%**
- Relevant similar assignments – **30%**

Interested parties should submit Financial & Technical offers as follows:

Physically delivered:

- All applications should be in English.
- (Financial offer & Technical Proposal) should be submitted by hand to Al-Hayat Center – RASED offices or by post at the following address:
 - Amman – Jordan
 - King Abdullah II Street, Al-Baraka II Complex, Second floor
 - Attention to Mr. Hamza Al Husban
 - Office number: +96265826868

Electronically by email:

- Email Subject: TOR: “Request for quotation – Enhancing Government Policy Development – Associations Law, Policy Brief” with the financial offer and the technical proposal attached to be submitted to: finance@pro-nazaha.org