



Ministry of Digital Economy  
and Entrepreneurship

# Digiskills

Digital Skills Association

Training for Income Generation Opportunities Grant

Ma'an Governorate

Upskilling and reskilling youth in Jordan on digital skills and supporting their  
employment in relevant functions  
Request for Application (RFA) 4.0



**Please Read This Document Thoroughly**

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# 1. ABOUT THE YOUTH, TECHNOLOGY, AND JOBS PROJECT (YTJ)

The Ministry of Digital Economy & Entrepreneurship (MoDEE), Jordan, is the implementing agency of the Youth, Technology, and Jobs (YTJ) project, which aims to improve digitally-enabled income opportunities and expand digitized government services in Jordan. The YTJ project will build an impetus for private sector-led growth of the digital economy and make interventions to address the economy's supply and demand sides. The project duration is five years.

YTJ aims to motivate private sector-led growth of the digital sector by (i) deepening the pool of quality digital skills and (ii) leveraging the government's ambitious agenda of digitizing government services to create a demand for digital services and jobs. YTJ's structure involves the two main components that aim to address opportunities and constraints in both the supply and demand sides of digitally-skilled labor in Jordan.

**The first component focuses on strengthening and increasing the supply of digitally-skilled youth in Jordan by:**

- Enhancing digital skills competencies of public-school students
- Establishing a digital skills training ecosystem by involving the private sector
- Providing working spaces in underserved communities through Tech Hubs

**The second component of YTJ involves boosting the growth of the digital economy and digital government services in Jordan that will enable job and income opportunities by:**

- Expanding access to markets for digital firms
- Supporting the digital transformation of service delivery to citizens and businesses
- Digitizing government payments

# 2. ABOUT THE DIGITAL SKILLS ASSOCIATION (DigiSkills)

The Digital Skills Association (DigiSkills) was established in 2021 under Associations Law No. (51) Of the year 2008 and connected to MoDEE as the technical relevant Ministry. DigiSkills is a novel product of years of work on making workable partnerships between the public and private sectors to enhance technical and vocational labor skills.

The mission of DigiSkills is to provide strong employer leadership that can deliver sustained improvements in people's competencies as a cornerstone to increasing productivity and competitiveness of the Jordanian economy. DigiSkills provides bridges between employers and learning institutions to reduce the gap between demand and supply in the labor market. In this regard, DigiSkills is contracting organizations referred to as Training Service Providers (TSPs)<sup>1</sup> through this Request for Applications (RFA) to achieve these objectives. Through the Youth, Technology, and Jobs (YTJ) project, MoDEE is supporting DigiSkills to achieve its mandate by issuing the Digital Skills Training Grants that will enable it in achieving its upskilling and reskilling objectives.

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<sup>1</sup> Training Service Providers (TSPs) may include (in addition to training companies) digital firms, NGOs, CSOs, and academic institutions. Digital firms refer to technology or technology-enabled companies and digital marketplace platforms that work on the development of information technology products or services, and/or the provision of IT or IT-enabled business processes for third parties – also known as IT outsourcing and business process outsourcing (ITO/BPO).

## 3. The DIGITAL SKILLS TRAINING GRANTS

### 3.1. Objective

The Digital Skills Training Grants aim to provide high-quality digital skills training programs connected to employment pathways for Jordanian youth. These grant schemes will support building an impetus for a demand-driven digital skills training and skilling ecosystem.

Through the Digital Skills Training Grants, YTJ Project Management Unit (PMU) will provide grants **(up to USD 200,000 each)** to cover the total costs of the proposed training, including but not limited to delivery costs, childcare support for female trainees, transportation, internet access, stipends, and employment incentives (*see section 3.3 for details*).

The grants will be awarded based on a proven track record of skilling for employment that can be measured through historical performance in producing employable skilled resources (percentage of employed beneficiaries that were trained and recruited thus improving their opportunities to attain sustainable income).

### 3.2. Scope of Work

Through this RFA, DigiSkills is seeking to recruit qualified Training Service Providers (TSPs) to implement trainings in **Maan Governorate** to support the achievement of the Digital Skills Training Grants' objective of equipping and training youth and women in Jordan, and attaining sustainable income opportunities for them, through equipping them with digital skills in demand, technical trainings in various digital domains, and interpersonal development. TSPs can use the awarded amount to achieve the following:

1. Recruit and Train youth on the demanded digital skills and relevant employment skills.
2. Facilitate trained graduates' employment or seizing sustainable income opportunities.

The effectiveness of the training program will be measured against the following indicators:

1. **Targeted trainees:** The number of targeted trainees should be at least **50**.
2. **Trainees' registration rate:** The TSP may choose to implement the program either as a one-time intake or through multiple cohorts, depending on their operational strategy, capacity, and the number of targeted trainees. Regardless of the selected approach, the TSP is responsible for ensuring that 100% of the contracted trainees successfully register through a structured and transparent enrollment process.
3. **Trainees' attendance rate:** Trainees' attendance rate throughout the program should remain above 80%.
4. **Trainees' graduation rate:** 85% of trainees undertaking the program, should meet graduation requirements.
5. **Trainees' employment rate:** TSP should ensure that at least 40% of trainees enrolled in the program achieve employment or generate sustainable income to receive full payment amount.
6. **Employers' satisfaction:** TSPs are required to survey employers' satisfaction with graduates' skills, attitude and professional conduct.

### 3.3. Eligible Costs

Generally, the grant intends to cover the following costs/activities as justified in the TSPs' applications:

- Trainers' fees, including travel and accommodation costs (if needed).
- Trainees' recruitment and selection costs.
- Relevant venue rentals, rental of assets used for training (e.g., leased laptops), refreshments for participants, and stationery.
- To enhance accessibility and support trainees' participation, a monthly stipend of 60 JD should be provided to cover transportation, internet, and meal allowance.
- Subscription costs for training content and/or teleconferencing platforms' subscriptions.

- Exams, assessments, and certification costs.
- Career fairs/days or other relevant job matching activities.
- Outsourcing specific tasks or sub components (if needed).

Ineligible costs:

- Sub-contracting the program.
- Purchasing/developing assets including systems, laptops, buildings, and/or vehicles for the TSPs.
- Construction and civil work.
- Degree based programs.
- Salaries for recruited trainees.
- Fines and penalties.

### 3.4. Eligible Applicants

To be eligible for the grant, the TSP must meet the criteria below:

- Training entity or active branch registered in Jordan for at least 1 year, who has demonstrated experience in successfully completing similar programs, and is capable of implementing these trainings in **Maan Governorate**<sup>2</sup>.
  - Company (ICT and related fields) registered in Jordan (Ministry of Industry and Trade)
  - Non Profit Organizations registered in Jordan (Ministry of Social Development).
  - Educational institutions and training institutions.
- The entity should be licensed for (providing training) as a function of its core functions articulated in its registry at Companies Control Department (CCD)
- Linkage with employers and ability to facilities employment opportunities for graduates<sup>3</sup>.
- Has a talented team of trainers who:
  - Have had at least 3 years of industry experience within the past 5 years.
  - Have training experience in ICT related topics.

*A consortia or partnerships between entities are eligible to apply. The roles of each partner should be clearly articulated under the relevant section in the Application Form.*

### 3.5. Training Programs

The proposed training programs should meet the eligibility criteria below as they are expected to:

1. Be demand driven and based on actual and proven market needs. The training program should be selected based on the results of the supply and demand study conducted by DigiSkills. The study provides valuable insights into the skills gaps and needs in the market, which should be used to guide the development of the training program.

The program should be designed to address the identified skills gaps and needs, with a focus on the areas that are in highest demand. It should also take into account the evolving nature of the industry and the skills that are likely to be required in the future.

Training programs should target high-demand technical skills identified in the ICT Supply and Demand Gap Analysis conducted by MoDEE and DigiSkills. The proposed programs should focus on foundational-level competencies suitable for learners with limited prior experience, ensuring practical and industry-relevant skill development within a training duration of **90 to 270 hours**. The suggested domains include:

- **Cybersecurity Fundamentals:** Introduction to information security principles, risk management, and basic defensive strategies to protect digital assets.

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<sup>2</sup> DigiSkills encourages collaborations with local entities in Maan Governorate to support the implementation and logistics of project activities.

<sup>3</sup> DigiSkills encourages partnerships with local, regional, or international employers to secure employment for the training programs' graduates.

- **Data Analytics & Applied Artificial Intelligence:** Foundational skills in data processing, analysis, and AI applications tailored to key sectors such as healthcare, agriculture, water and environmental management, finance and banking, government, manufacturing, logistics, transportation, and energy.
- **Augmented, Virtual, and Mixed Reality (AR/VR/MR) Solutions:** Hands-on training in immersive technology development, covering key frameworks, tools, and use cases.
- **Software Development:** Basic to intermediate programming in front-end, back-end, and mobile development, using widely adopted languages and frameworks to ensure employability.
- **Blockchain Fundamentals:** Introduction to distributed ledger technologies, smart contracts, and potential applications across industries.
- **Cloud Computing:** Essential knowledge of cloud services, including Software-as-a-Service (SaaS) and Platform-as-a-Service (PaaS), with hands-on experience in leading cloud platforms.
- **Internet of Things (IoT):** Basic IoT system design, integration of sensors and devices, and foundational knowledge of IoT applications across various sectors.

Employer-Specific Domains for **Entry-Level ICT Roles:**

To maximize employability opportunities for trainees, training providers may also propose programs that build foundational skills for ICT-enabled services and digital operations in roles commonly required by employers, including:

- Call Center & Customer Support: Digital communication tools, CRM systems, and customer service best practices.
- IT Help Desk & Technical Support: Troubleshooting techniques, basic networking, and software/hardware support skills.
- Business Process Outsourcing (BPO) & Digital Operations: Foundational digital literacy, workflow automation tools, and data entry operations.
- Digital Marketing & E-Commerce Support: Basics of social media marketing, search engine optimization (SEO), and online customer engagement.

Training Service Providers should ensure that their programs are structured for practical learning and industry relevance, equipping participants with employable digital skills at the foundational level.

2. Ensure that the training topics are current, relevant, and aligned with the goals of the project, with a duration of maximum **3 months and minimum 1 month**.
3. Identify jobs which the graduate will qualify for upon the successful completion of the training program
4. Equip trainees with technical skills required by employers for identified jobs through hands-on practical training, in an in-class or virtual simulation of the real workplace environment. Technical skills required by employers for identified potential jobs should be addressed by TSPs at all stages:
  - **Trainees Selection:** TSP clearly defines the pre-requisites technical skills to be demonstrated by trainees upon enrollment as part of their selection criteria.
  - **Training Delivery:** TSPs defines the technical skills and main topics that will be covered by this program. Trainees should undertake pre-assessment at the beginning of training. The TSP shall present a comprehensive plan detailing strategies to address the skills gap and enhance the employability of graduates.
  - **Trainees Graduation:** TSP sets explicit guidelines for the technical skills that trainees must exhibit upon completing the program referred to as graduation requirements. Additionally, the TSP is expected to outline the approach for assessing trainees before graduation by having a post assessment.
5. Equip trainees with Employability and Soft Skills (communication skills, business writing, interview skills, presentation skills, problem solving, etc...). TSPs shall define expected employability and soft skills that trainees need to demonstrate upon enrollment - taking the employers' desired skills for identified potential jobs into consideration - to be integrated within the technical training. It is essential for TSPs to incorporate these aspects into both pre and post assessment methods.
6. The training program should incorporate at least 8-hour awareness session on entrepreneurship and startup businesses.
7. Be interactive and engaging.
8. Facilitate independent learning and encourage lifelong learning and continuous development.
9. Apply relevant assessment methods and trainees' performance feedback approaches.

10. Be provided in locations accessible to trainees especially women in terms of transportation accessibility and the provision of needed childcare support.

### 3.6. Targeted Beneficiaries

The Digital Skills Training Grants' training programs are open for all youth in Jordan based on the below criteria. The grant also encourages the inclusion of underprivileged women and youth, from underserved communities.

1. Trainees must be 20-35 years old.
2. University or Diploma Graduates .
3. This training meant to be only for Jordanians with National Number.
4. A minimum of 40% of all trainees in the program are women.
5. Trainees must be unemployed.

### 3.7. Cost terms

The total project cost should not exceed 200,000 USD, including all associated expenses. The cost of training per trainee should not exceed 1,600 USD, based on a minimum of 50 trainees.

Applicants are required to submit a detailed and competitive budget that reflects the program's structure and objectives. While the maximum allowable cost per trainee is 1,600 USD, it is important to note that this amount should not be considered automatically as the full cost per trainee. The budget should be aligned with the specific needs of the program, ensuring the best value within the outlined cost limits. Applicants are responsible for ensuring the financial viability of the proposed project within these parameters.

### 3.8. Awarding Process and Payment Terms

The awarded TSP will enter into a Sub-Grant Agreement with MoDEE which will stipulate the grant amount the entity will receive, the milestones to be achieved, and the payments associated with each milestone (payment terms). The grant will be disbursed in incremental payments tied to specific milestones, with each payment contingent upon the verification of the successful completion of each agreed-upon milestone. TSP needs to provide evidence that the grant request does not exceed the size of the yearly operating budget of the applicant.

### 3.9. Project Milestone Table

| Milestone   | Milestone sub component   | Achieved Milestone  | Verification Documents on Milestone <sup>4</sup>   | Awarded Amount   |
|---|---|---|--|--|
| Milestone (1)<br>Training Design                                | <ul style="list-style-type: none"> <li>- Development of project plan.</li> <li>- Development of training related documents</li> <li>- Design of graduation certificate</li> </ul> | Submission and approval of: <ul style="list-style-type: none"> <li>• Project plan</li> <li>• Training related documents</li> <li>• Graduation certificate design</li> </ul> | <ol style="list-style-type: none"> <li>1. Project plan</li> <li>2. Training related documents:               <ul style="list-style-type: none"> <li>• Training Outlines</li> <li>• Technical Training Curricula</li> <li>• List of trainers' names.</li> <li>• Trainers CVs and qualification certificates</li> <li>• Pre and post assessment methodology</li> <li>• Attendance tracking template / methodology</li> </ul> </li> <li>3. Graduation certificate design.</li> <li>4. Financial Documents:               <ul style="list-style-type: none"> <li>• Proof of payments (if any)</li> <li>• Budget versus Actuals analysis</li> </ul> </li> </ol> | 100% reimbursement of corresponding budget line will be provided if the milestone is fully achieved, the payment will be based on actual expenditures, subject to a 40% withholding. |
| Milestone (2)<br>Outreach,<br>Trainees' Selection, and Training | 2.1 Complete trainees' selection and acquisition ( <i>One-time intake or through multiple cohorts</i> )   | Submission and approval of recruited trainees' records ( <i>One-time intake or through multiple cohorts</i> )   | Recruited trainees records: <ul style="list-style-type: none"> <li>• ID</li> <li>• Graduation proof</li> <li>• Unemployment proof (Social Security)</li> </ul>   | 100% reimbursement of corresponding budget line will be provided if the milestone is fully achieved, the payment will be based on actual expenditures, subject to a 40% withholding. |
|   | 2.2 Trainees undertake pre-training assessment. ( <i>One-time intake or through multiple cohorts</i> )  | Submission and approval of pre-assessment results for soft skills and technical skills ( <i>One-time intake or through multiple cohorts</i> )                               | <ol style="list-style-type: none"> <li>1. Updated trainees' records with pre-assessment results.</li> <li>2. Submission of project progress report.</li> </ol>   | 100% reimbursement of corresponding budget line will be provided if the milestone is fully achieved, the payment will be based on actual   |

<sup>4</sup> Verification documents must be verified and approved by Digiskills & IVA

|                             |  |  |   |   |
|-----------------------------|--|--|---|---|
|                             | 2.3 Trainees undertake post training assessment<br>( <i>One-time intake or through multiple cohorts</i> )  | Submission and approval of post assessment results for soft skills and technical skills( <i>One-time intake or through multiple cohorts</i> )  | 1. Updated trainees' records with post assessment results.<br>2. Submission of updated project progress report.   | expenditures, subject to a 40% withholding<br>(In the case that the TSP does not meet the 100% target [ <i>One-time intake or through multiple cohorts</i> ] the due payment will be adjusted on a prorated basis.)   |
|                             | 2.4 Trainees' graduate and receive a certificate<br>( <i>One-time intake or through multiple cohorts</i> ) | <ul style="list-style-type: none"> <li>• Training delivered to selected trainees</li> <li>• Trainees attended at least 80% of training</li> <li>• 85% of trainees completed the training (<i>rounded down to the nearest whole number</i>) (<i>One-time intake or through multiple cohorts</i>)</li> </ul> | 1. Graduation certificates<br>2. Training attendance records<br>3. Submission of updated project progress report.<br>4. Financial Documents: <ul style="list-style-type: none"> <li>• Proof of payments (if any)</li> <li>• Budget versus Actuals analysis</li> </ul>       |   |
| Milestone (3)<br>Employment | 3.1 (40%) of contracted beneficiaries achieve employment or report sustainable income generation           | TSP reports that at least 40% of program graduates (as defined in this RFA) secure employment or sustainable income generation opportunities prior agreement end date.   | 1. Updated trainees' records with employment status<br>2. Employment or income generation proof as stated in Annex A**.<br>3. Financial Documents: <ul style="list-style-type: none"> <li>• Proof of payments (if any)</li> <li>• Budget versus Actuals analysis</li> </ul> | 100% reimbursement of corresponding budget line will be provided if the milestone is fully achieved, the payment will be based on actual expenditures, subject to a 40% withholding.<br>(In the case that the TSP does not meet the 100% target [ <i>One-time intake or through multiple cohorts</i> ] the due payment will be adjusted on a prorated basis.) |
|                             | 3.2 Final report   | Submission and Approval of final project progress report.  | PDF Document reflecting on the overall experience.  |   |

### Explanation of milestone table terminology:

- **Project Plan:** A document outlining the breakdown of project activities by milestone, along with the expected timeline for completing these activities. The plan must reflect the distribution of the trainees among the different cohorts (if applicable).
- **Training Outlines:**
  - **Technical Outlines:** A document detailing the key topics and objectives to be covered under the technical training. It serves as a roadmap for delivering content in a logical sequence, ensuring that all necessary skills and knowledge are addressed, including the total number of required training hours. The number of outlines submitted depends on the number of proposed training programs.
  - **Employability Skills Outline and Entrepreneurship Awareness Outlines:** Two separate documents specifying key topics and objectives to be covered, along with the total planned training hours.
- **Technical Training Curricula:** the detailed training content for each of the proposed training topics.
- **List of trainers' names:** DigiSkills will provide a template to fill in the names of the assigned trainers and the subjects/ tracks they will be teaching.

- **Trainers CVs and qualification certificates:** DigiSkills will provide a CV template designed to collect each trainer's professional information. Each trainer's CV should be attached with qualification certificates that support the trainer's experience.
- **Pre/Post Assessment Methodology:** A document developed to present how trainees' progress will be assessed and measure their improvement throughout the training.
- **Attendance Tracking Template/Methodology:** Awarded TSP must create or propose a methodology for tracking trainees' attendance to verify that the required attendance rate is met by the end of the training.
- **Recruited Trainees' Records:** Awarded TSP is required to upload trainees' data into the DigiSkills data management system, providing all necessary basic information and supporting documents for proper tracking and verification during project implementation.
- **Graduation Proof:** A digital copy of the university or college certificate or any other official proof.
- **Project Progress Report:** DigiSkills will provide a reporting template to follow up project activities throughout project implementation.
- **Rounded to the Nearest Lower Whole Number:** If the committed target is (50), and the requirement is to graduate 85% of this target, the number (47.5) should be rounded down to the nearest whole number, resulting in a count of (47).
- **Prorated basis:** the payment due will be proportionally adjusted based on the actual achieved percentage, relative to the agreed-upon target. The TSP will only be reimbursed for the portion of the milestone achieved, calculated as a percentage of the target met.
- **40% withholding amount:** The Ministry will withhold 40% from each payment due to the service provider until the employment results are verified. Upon completion of the program and after the employment outcomes of the trainees are assessed, the withheld amount will be released. If the service provider successfully achieves the full targeted employment rate of 60%, they will receive the full amount of the retained 40% from each payment. However, if the employment rate achieved is lower than the target, the release of the withheld amount will be made proportionally based on the actual employment rate achieved. This ensures that the release of the withheld payments is directly tied to the service provider's performance in meeting the agreed employment outcomes.

## Annex A \*\*: Employment Verification Proofs

| Employment Type                                | Verification Documents  |
|--|---|
| <b>Full-time</b>                               | <ul style="list-style-type: none"> <li>• إثبات دخل من عمل مرتبط بالمهارات الرقمية أو المجالات المحددة من قبل أصحاب العمل للوظائف المبتدئة في تكنولوجيا المعلومات والاتصالات (كشف ضمان اجتماعي تفصيلي، و/أو عقد عمل، و/أو خطاب رسمي يثبت أن الموظف يعمل في مجال يتطلب استخدام المهارات الرقمية أو أدوات التحول الرقمي كجزء أساسي من مهامه، و/أو كشف راتب تفصيلي، و/أو تحويل بنكي مفصل، و/أو أي مستندات أخرى يتم طلبها من المشروع، بما يثبت للمشروع ممارسة العمل فعلياً لمدة لا تقل عن 5 أشهر). علماً بأن المهارات الرقمية تشمل المهن التي تستخدم أنظمة و/أو أدوات و/أو بيانات و/أو خدمات رقمية بما فيها الاقتصاد الرقمي، مثل: المحاسبة، التسويق الرقمي، تحليل البيانات، البرمجة، إدارة نظم الموارد، تصميم تجربة المستخدم، الأتمتة، التجارة الإلكترونية، خدمات العملاء الرقمية، أو غيرها من المجالات ذات الصلة لخريجي هذا النوع من البرامج التدريبية.</li> <li>• إثبات دخل من عمل مرتبط بتقنية المعلومات مثل (كشف ضمان تفصيلي و/أو عقد عمل و/أو خطاب رسمي يثبت العمل (أن الموظف يعمل لدى الشركة ومسماه الوظيفي ونوع العمل)، و/أو كشف راتب تفصيلي، و/أو تحويل بنكي مفصل، و/أو أية مستندات أخرى يتم طلبها من المشروع و/أو ما يثبت للمشروع واقع العمل الفعلي لمدة (5 أشهر) فأكثر لخريجي هذا النوع من البرامج التدريبية.</li> </ul> |
| <b>Part-time, Freelancing, Self-employment</b> | <ul style="list-style-type: none"> <li>• إثبات دخل من العمل الجزئي مرتبط بالمهارات الرقمية أو المجالات المحددة من قبل أصحاب العمل للوظائف المبتدئة في تكنولوجيا المعلومات والاتصالات مثل (كشف ضمان اجتماعي تفصيلي، و/أو عقد عمل، و/أو خطاب رسمي يثبت أن الموظف يعمل في مجال يتطلب استخدام المهارات الرقمية أو أدوات التحول الرقمي كجزء أساسي من مهامه، و/أو كشف راتب تفصيلي، و/أو تحويل بنكي مفصل، و/أو أي مستندات أخرى يتم طلبها من المشروع، بما يثبت للمشروع ممارسة العمل فعلياً لمدة لا تقل عن 5 أشهر). علماً بأن المهارات الرقمية تشمل المهن التي تستخدم أنظمة و/أو أدوات و/أو بيانات و/أو خدمات رقمية بما فيها</li> </ul>  |

|   |   |
|---|---|
|   | <p>الاقتصاد الرقمي، مثل: المحاسبة، التسويق الرقمي، تحليل البيانات، البرمجة، إدارة نظم الموارد، تصميم تجربة المستخدم، الأتمتة، التجارة الإلكترونية، خدمات العملاء الرقمية، أو غيرها من المجالات ذات الصلة لخريجي هذا النوع من البرامج التدريبية.</p> <ul style="list-style-type: none"> <li>• إثبات دخل من العمل الجزئي مرتبط بتقنية المعلومات مثل (عقد عمل و/أو خطاب رسمي يثبت العمل (أن الموظف يعمل لدى الشركة بشكل جزئي ومسماه الوظيفي ونوع العمل)، و/أو كشف ضمان تفصيلي، و/أو كشف راتب تفصيلي، و/أو تحويل بنكي مفصل، و/أو أية مستندات أخرى يتم طلبها من المشروع على أن يكون متوسط الدخل المتحصل يساوي أو يزيد عن الحد الأدنى للأجور لمدة (4 أشهر).</li> </ul> <p>ويتم التأكد من الحد الأدنى للأجور من خلال احتساب مجموع الدخل خلال فترة العمل ويقسم على 4 أشهر على أن يكون الناتج يزيد عن أو يساوي الحد الأدنى للأجور.</p> |
| <p><b>Entrepreneurship (startup of a digital firm by a beneficiary)</b></p>   | <p>سجل تجاري حديث باسم الشركة أو المؤسسة مرتبط بالمهارات الرقمية أو بقطاع تكنولوجيا المعلومات (يتضمن اسم المتدرب كمؤسس أو شريك) يثبت تاريخ تسجيل بعد انتهاء فترة التدريب، ورخصة مهن سارية المفعول ومسمى وظيفي إذا كان شريكاً، و/أو كشف ضمان له لمدة 5 أشهر باسم الشركة أو المؤسسة، و/أو أية وثائق أخرى قد يتم طلبها من قبل المشروع.</p> <p>علماً بأن المهارات الرقمية تشمل المهن التي تستخدم أنظمة و/أو أدوات و/أو بيانات و/أو خدمات رقمية بما فيها الاقتصاد الرقمي، مثل: المحاسبة، التسويق الرقمي، تحليل البيانات، البرمجة، إدارة نظم الموارد، تصميم تجربة المستخدم، الأتمتة، التجارة الإلكترونية، خدمات العملاء الرقمية، أو غيرها من المجالات ذات الصلة.</p>  |
| <p><b>Work through digitally-enabled online platforms</b></p>   | <p>إثبات دخل خلال فترة العمل يزيد عن أو يساوي الحد الأدنى للأجور متأت من العمل من خلال المنصة (digitally-enabled online platform). ويتم التأكد من الحد الأدنى للأجور من خلال احتساب مجموع الدخل خلال فترة العمل ويقسم على 4 أشهر على أن يكون الناتج يزيد عن أو يساوي الحد الأدنى للأجور.</p>  |
| <p>Regarding early hiring approvals and the associated employment verification requirements, kindly be informed that DigiSkills will consider early hired students under the following measures:</p> <ol style="list-style-type: none"> <li>1. Trainees who commence employment during the training period may be counted under the employment milestone, and their employment will be considered valid, provided that: <ol style="list-style-type: none"> <li>1.1 The trainee has reached at least the <u>midpoint</u> of the training program before being employed in an opportunity directly related to the digital skills gained through the training;</li> <li>1.2 The trainee completes a minimum of 80% of the total training hours;</li> <li>1.3 The trainee undertakes the post-training assessment;</li> <li>1.4 The trainee graduates and receives a certificate, in accordance with the verification criteria outlined for Milestone 2;</li> <li>1.5 All required employment verification documents, as detailed under Milestone 3, are submitted and formally approved.</li> </ol> </li> <li>2. The employment period will be calculated starting from the actual employment start date, even if it overlaps with the training end date.</li> </ol> |   |
| <p><b>Applicants are encouraged to employ program graduates in the same entity or within its subsidiaries.</b></p>  |   |

## **TSPs should be mindful of the following crucial points:**

1. Compliance with World Bank requirements: TSPs must adhere to the regulations set forth by the World Bank.
2. Prior approvals: It is essential for TSPs to obtain necessary approvals from DigiSkills before initiating training.
3. In order to proceed from one phase to another, TSPs must submit the aforementioned verification documents for each milestone/sub-milestone to be verified and approved by DigiSkills.
4. Document requests: TSPs should anticipate and be prepared to provide any requested documents as per the World Bank and government requirements throughout the duration of the contract.
5. Financial claim submission: The submission of the Financial Claim should occur once the technical and financial verification process from both DigiSkills and the Independent Verification Agent (IVA) has been successfully completed.
6. As specified under [Awarded Amount] in the milestone table, 40% of the total amount for each claimed payment will be withheld until the 40% employment rate is met. If the achieved employment rate falls below this threshold, the retained amount will be released proportionally based on the actual employment percentage achieved.

## **4. APPLICATION SUBMISSION AND INFORMATION**

### **4.1. Submission Instructions**

An online webinar addressing the RFA and delivering needed information is scheduled for **April 14, 2025, at 12:00 PM, Jordan time.** Interested candidates are encouraged to register for the webinar using this [link](#).

Interested TSPs are requested to submit their applications, including all the required documents, through <https://submit.link/3yw> **which will be activated on April 14, 2025** after the Webinar.

TSPs can submit their applications in Arabic or English.

TSPs should submit all the required information; otherwise, the application will be rejected due to incompleteness. The following are the required documents and information:

1. The Digital Skills Training Grants Application
2. The applicant's registration and certificates
3. The applicant's last audited financial statements
4. Letters of successful completion of relevant projects
5. Supporting documents that show potential employment opportunities for the graduates such as MOUs.
6. Project plan.
7. Annex 1: Relevant Experience (*Template provided via submit.com*)
8. Annex 2: Proposed Training Programs (*Template provided via submit.com*)
9. Annex 3: Project Budget (*Template provided via submit.com*)
10. Internal manual
11. Financial manual
12. Procurement policy

### **4.2. Questions and Inquiries**

Applicants may submit any inquiries regarding the RFA to [submitadmin@digiskills.jo](mailto:submitadmin@digiskills.jo)

There is no deadline for submitting inquiries, and responses to frequently asked questions will be made available in the FAQ section on the application platform. The FAQ document will be updated regularly as needed.

### 4.3. Application Processing and Administration Cycle

Applications will be reviewed and processed on an ongoing basis as they are received. The processing time will depend on the volume of applications, but all efforts will be made to ensure an efficient review and response process.

Once submitted, applications will undergo the following stages:

- Eligibility and Compliance Review: Ensuring applicants meet all requirements and have provided complete documentation.
- Evaluation Phase: Assessing program alignment, feasibility, and expected impact.
- Approval and Contracting: Finalizing agreements with selected applicants.
- Program kick-off

## 5. EVALUATION CRITERIA

DigiSkills intends to award grants, resulting from this solicitation, to TSPs whose proposals best conform to the solicitation requirements after evaluation in accordance with the criteria listed below. Upon receipt, the grants team will screen all proposals for eligibility and completeness.

A proposal can be categorized as non-responsive if it is incomplete or does not comply with the application format requirements. Only eligible applications will be recommended for evaluation by the evaluation committee.

The evaluation criteria are presented under each major category, as per the below:

| Category   | Evaluation Criteria   |
|--|---|
| <b>Capacity and Previous Relevant Experience</b> | <ul style="list-style-type: none"> <li>• Applicant has proven experience relevant to the proposed training program, including knowledge and experience to engage with the targeted beneficiaries and to train on the aforementioned skills and to facilitate employment.</li> <li>• The applicant demonstrates the capacity to conduct outreach, identify skills, and execute selection processes that effectively target and recruit beneficiaries, with a particular focus on women.</li> <li>• The applicant demonstrates a clear plan to implement the training in Maan Governorate.</li> <li>• The readiness of the applicant and its ability to connect its graduates to job opportunities</li> </ul>   |
| <b>Proposed Training Program</b>                 | <ul style="list-style-type: none"> <li>• Proposed training programs align and effectively contribute to achieving the grant’s objectives of increasing job readiness of youth and women, by delivering digital skills trainings taking employers input into consideration.</li> <li>• Training programs are developed based on current market demands and industry trends.</li> <li>• Proposed training program incorporates employment related skills and entrepreneurship awareness as key components of the training curriculum.</li> <li>• The training program emphasizes practical, hands-on experience to ensure real-world application.</li> <li>• Training includes a valid and reliable assessment/evaluation method.</li> <li>• The training offers an industry-recognized certificate upon graduation.</li> </ul> |
| <b>Financial Proposal</b>                        | <ul style="list-style-type: none"> <li>• Proposed costs are realistic and reasonable to the current market rates</li> <li>• The applicant is financially capable of managing such a project.</li> </ul>   |

Applicants are reminded that the DigiSkills is not obliged to make an award on the basis of lowest proposed cost or highest technical evaluation score. Although for this RFA technical merits are considered more important than cost when determining which TSP might best perform the work. Therefore, after the final evaluation of applications, The DigiSkills will make the award to the applicants whose proposals offer the best value, considering both technical and cost factors.

Any application not awarded may be resubmitted, if relevant.

Following the shortlisting phase, DigiSkills will conduct a comprehensive Due Diligence process to assess the selected candidates across various dimensions: organizational, operational, financial, and technical. During this stage, applicants might be requested to provide additional information and documents as part of the due diligence assessment.

## 6. MONITORING & EVALUATION

### 6.1 Performance Indicators

Awarded TSPs will be subject to continuous monitoring and evaluation after receiving the award. Applicants will be required to submit programmatic reports and collect data on specific performance indicators monthly, or as requested by DigiSkills, to ensure alignment with the program's objectives. The following indicators will be tracked to monitor the progress and effectiveness of the programs:

- **Number of individuals trained by TSPs:** This indicator tracks the number of Jordanian youth aged 20-35, who enroll and graduate from the training programs. Participants are considered for successful completion as long as they attend 80% or more of the program duration.
- **Percentage of females trained across all training programs:** This indicator measures the percentage of female beneficiaries trained across all programs.
- **Training program completion rate:** Training program completion rate will be tracked to ensure that at least 85% of participants finish their training.
- **Number of graduates reporting new income:** This indicator counts the number of beneficiaries who were trained by TSPs, and do report employment or income generation opportunities related to digital skills. The frequency of income opportunities needs to be tracked and documented.
- **Percentage of graduated females reporting new income:** This indicator measures the percentage of female beneficiaries who secure fulltime/part time employment / self-employment.
- **Employment Rate:** This indicator measures how many of the beneficiaries have secured employment or income generation opportunities.

### 6.2 Attendance and Completion Tracking

The attendance sheets / records should accurately reflect daily participation, ensuring that trainees meet the program's attendance requirements. TSPs are responsible for maintaining accurate records and ensuring that trainees meet the minimum attendance threshold of 80% for successful program completion.

Additionally, TSPs are required to submit completion reports confirming that participants have met all training requirements. These reports must be supported by completion certificates (if requested by DigiSkills), post-training

assessments results, and any other relevant documentation that verifies the successful completion of the program by trainees. DigiSkills reserves the right to audit attendance and completion records to ensure compliance and accuracy.

### 6.3 Post Training Follow-Up

Graduates' employment status and income will be tracked post training, with employment and income proofs required.

### 6.4 Verification and Reporting

- DigiSkills reserves the right, at its sole discretion, to engage an Independent Verification Agency (IVA) to conduct audits and verifications of the data and documentation submitted by the awarded TSPs. This may include - but is not limited to - attendance records, training completion reports, employment verification, and any other relevant information provided throughout the program. The IVA will be authorized to request additional documentation and clarifications as necessary to ensure full compliance with the terms and conditions of the grant. Failure to cooperate with the IVA or to provide the required information in a timely and accurate manner may result in corrective actions, including potential suspension or termination of the grant.
- TSPs will be required to submit narrative progress reports, providing insights into key challenges, achievements, and lessons learned during the implementation of the program.

### 6.5 Feedback and Continuous Improvement

Applicants are encouraged to collect feedback from trainees and participants regarding the performance, technical skills, and professional conduct of the trained beneficiaries. This feedback will be used to continuously improve program design and execution.

## 7. DISCLAIMERS

- Applicants will not be reimbursed for any costs incurred in the preparation and submission of an application. All preparation and submission costs are at the applicant's expense.
- MoDEE reserves the right to independently negotiate with any applicant, or to make an award without conducting discussions based solely on the written applications if it decides it is in its best interest to do so.
- MoDEE reserves the right to fund any or none of the applications received.
- MoDEE may cancel the RFA and not award.
- MoDEE may reject any or all applications received.
- MoDEE reserves the right to disqualify any application based on applicant failure to follow RFA instructions.
- MoDEE may choose to award only part of the activities in the proposal.
- MoDEE reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- These Instructions to applicants will not form part of the application or of the award agreement. They are intended solely to aid applicants in the preparation of their applications.
- The signing of the agreement will depend on the finalization and the approval of the Y TJ restructuring between the World Bank and the government of Jordan and the availability of funds.
- An applicant may not submit more than one Application under this grant opportunity at the same time.
- The applicant should include and carry all/any applicable taxes
- TSP cannot secure multiple grants from different entities to oversee and administer an identical training program
- Applicable Social Safeguards provisions will be implemented. These can be found at the following links:

[Environmental and Social Commitment Plan \(ESCP\)](#)

[Labor Management Procedures \(LMP\)](#)

[Social Assessment Study](#)

[Stakeholder Engagement Plan \(SEP\)](#)