



Ministry of Digital Economy
and Entrepreneurship

Digiskills

Digital Skills Association

Training for Income Generation

Upskilling Syrian youth in Jordan on digital skills and supporting their ability
to access income-generating opportunities in relevant functions

Request for Application (RFA 5.0)



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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 Applicants¹ 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 to achieve its upskilling and reskilling objectives.

¹ Applicant may include (in addition to training service providers 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 Training for Income Generation Grant for Syrians aims to empower Syrian youth by equipping them with market-relevant digital and employability skills that enhance their ability to access income-generating opportunities, particularly in the freelance and gig economy.

This grant supports the delivery of high-quality, inclusive, and demand-driven training programs that foster both technical and soft skills across varying proficiency levels. By addressing the diverse educational backgrounds of Syrian youth, the program promotes a two-tiered approach:

- Beginner-Level Programs targeting youth with non-IT backgrounds to provide foundational digital skills and employability competencies
- Advanced-Level Programs designed for participants with IT-related education, focusing on specialized upskilling aligned with current market demand.

Through this initiative, Digiskills seeks to collaborate with Training Service Providers (TSPs) and private sector partners to implement innovative, flexible, and accessible training models. The program also places a strong emphasis on facilitating self-employment, remote work, and freelancing opportunities.

Grants of up to USD 500,000 will be awarded to eligible applicants to cover the full training lifecycle, including design, delivery, support services, and follow-up on income generation outcomes.

The program's overarching goal is to promote economic resilience, self-reliance, and social inclusion of Syrian youth in the digital economy through sustainable skill development.

3.2. Scope of Work

Through this Request for Applications (RFA), Digiskills invites eligible and qualified Training Service Providers (TSPs), including private sector companies, to design and implement digital upskilling programs tailored to the needs of Syrian youth in Jordan.

Applicants are expected to deliver flexible, inclusive, and outcomes-oriented training programs that support participants in acquiring digital and employability skills aligned with income-generation pathways in today's evolving labor market. The program must be structured to address two distinct training levels:

Track 1: Beginner-Level Programs

Target Group: High school and diploma/university graduates from non-IT backgrounds.

Purpose: To equip beneficiaries with foundational digital and employability skills required to access home-based, freelance, and platform-based gig work opportunities.

Sample domains may include – but are not limited to:

- Digital literacy and productivity tools
- Digital marketing and social media
- E-commerce and online selling
- Virtual assistance and online support services
- Freelancing essentials and portfolio development
- Introductory UX/UI or content creation

- Financial literacy and digital payments
- Customer Relationship Management (CRM) Systems
- Freelancing tools, gig platform readiness, and client management

Track 2: Advanced-Level Programs

Target Group: Diploma or university graduates with IT or technical related backgrounds.

Purpose: To provide advanced training in digital domains aligned with international and regional demand for specialized gig, freelance, and remote work opportunities.

Sample domains may include - but are not limited to:

- Frontend / Backend web development
- Mobile application development
- Data analysis and visualization
- AI/ML and cloud computing fundamentals
- Cybersecurity basics
- No-code/low-code platforms
- Remote tech support services

Across both tracks, all Applicants are expected to:

- Design demand-driven, practical, and interactive training programs (Average: 100–400 training hours).
- Deliver training within (2-6) months' period, using onsite, online, or hybrid modalities, ensuring accessibility for women and underserved populations.
- Integrate income generation tools/skills, soft skills, and financial literacy components across all tracks.
- Include a minimum 20 hour entrepreneurship or freelancing awareness module.
- Provide adequate support services, including transportation cost coverage, especially for women.
- Establish clear pathways for income generation through freelancing, home-based work, or digitally-enabled platforms.
- Track and report income outcomes for a minimum of 40% of targeted beneficiaries.
- Submit progress reports and input data into Digiskills' CRM system, including documentation of eligibility, attendance, completion, and follow-up status.

3.3. Key Performance Indicators

To ensure the effectiveness, accountability, and impact of this program, all awarded Applicants will be evaluated against the following Key Performance Indicators (KPIs). These indicators must be consistently monitored and reported throughout the training lifecycle and post-training phase.

Number of Beneficiaries: Program must serve a minimum of **200** eligible Syrian participants. At least 40% of enrolled beneficiaries must be women.

Attendance Rate: A minimum of 70% attendance is required for each trainee to qualify for program completion.

Graduation Rate: At least 80% of enrolled trainees should complete the training program, including technical and soft skills assessments.

Income Generation: A minimum of 40% of graduates should report verified income-generating activities. Accepted forms of income generation include (but not limited to):

- Freelancing
- Remote work

- Home-based digital services
- Gig work via digitally-enabled platforms

Proof of income generation must be provided in line with Digiskills verification guidelines, provided that the average income earned is equal to or greater than (300 JOD) for a period of 4 months. The average income is verified by calculating the total income during the working period divided by 4 months, and the result must be equal to or greater than (300 JOD).

Female Participation Rate: Programs must maintain a minimum of 40% female representation through all implementation phases.

3.4. Eligible and Ineligible Costs

To ensure the effective use of grant funds, Applicants must adhere to the following cost guidelines. All proposed expenses must be directly related to the successful implementation, delivery, and follow-up of the training program.

Eligible Costs:

The grant may be used to cover the following categories of expenses:

- **Training Delivery Costs:** Trainers' fees, including travel, accommodation, and any related costs.
- **Beneficiaries Recruitment and Selection Costs:** Expenses related to promoting, recruiting, and selecting program beneficiaries.
- **Training Venue and Logistics:** Costs associated with venue rentals, rental of assets used for training, refreshments for participants, and training materials or stationery.
- **Stipends Costs:** Monthly allowance of up to JOD 60 per trainee to cover transportation, internet, and basic participation costs. Additional support for female trainees requiring childcare assistance (up to JOD 50 per month per trainee).
- **Digital Tools and Subscriptions:** Costs for software subscriptions, digital tools, training content, and teleconferencing platforms.
- **Certification and Assessment Fees:** Expenses for exams, assessments, and certification to validate the skills acquired by trainees.
- **Outsourcing Specific Services:** Costs associated with outsourcing specific training or program management tasks as long as they are directly linked to the program's success.

Ineligible Costs:

The grant will not cover the following costs:

- **Sub-contracting the Entire Program:** Delegating more than 70% of the entire program execution to a third party is not permitted.
- **Purchase of Capital Assets:** The Acquisition of laptops, buildings, vehicles, or other physical assets.
- **Construction and Civil Works:** Any costs related to construction or infrastructure development.
- **Degree-Based Programs:** Funding for formal education programs leading to a university degree or diploma.
- **Fines and Penalties:** Any fines, penalties, or legal costs incurred during the program.
- **Indirect Administrative Costs:** Overheads or administrative costs not directly related to the delivery of any of the programs.
- **Salaries for Employed Beneficiaries Post-Graduation:** The grant cannot be used to cover wages or salaries for beneficiaries once they complete the training program and enter income generation phase.

3.5. Eligible Applicants

To be eligible for this program grant, Applicants must meet the following criteria:

- The Applicant must be an officially registered entity (for at least 1 year).
- Entities from any industry can apply, including but not limited to ICT, educational, banking, healthcare, retail, manufacturing, and other sectors, as long as they can provide structured training on digital skills aligned with the program's objectives.
- The applicants must follow structured training methodologies.
- The applicant must have a qualified team with the necessary expertise to deliver the training, particularly in digital enablement or other relevant skill areas.
- Has a talented team of trainers who have industry related training experience.
- Applicants are required to provide evidence of a successful track record in training individuals and securing their income generation opportunities.

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.

3.6. Training Programs

Applicants are required to design and deliver training programs that are demand-driven, inclusive, and directly linked to income generation for Syrian youth in Jordan. Training must be tailored to different experience levels and incorporate both technical and soft skills components, with a strong emphasis on practical application and real-world readiness.

- Programs must be based on real market needs - locally, regionally, or globally. Training topics should reflect high-demand skills that increase participants' access to freelance, remote, or gig-based work opportunities.
- Training levels:
 - Beginner-level programs: For participants with high school or diploma/university graduates with non-IT academic backgrounds, focusing on foundational digital skills and freelance-readiness.
 - Advanced-level programs: For diploma/university graduates with IT backgrounds, focusing on deeper technical skills aligned with global digital trends.
- Training duration and hours:
 - Duration: 2 to 6 months.
 - Hours: 100 to 400 training hours, combining theoretical and hands-on practice.
- Delivery modality: Training may be offered onsite, online, or in a hybrid format. Must ensure accessibility for women and underserved groups (e.g., provide internet access, consider time flexibility).
- Integrated skills components: The training program must include:
 - Technical digital skills (see examples by track - 3.2 Scope of Work Section)
 - Income generation/ employability tools and skills & soft skills, such as communication, time management, presentation, business writing, client management, etc.
 - Financial literacy that covers budgeting, pricing, digital payments, and online financial tools.
 - Entrepreneurship & freelancing awareness
- Programs must be hands-on, incorporating real-life tasks, simulated projects, or client-style deliverables that help trainees build experience and portfolios.

3.7. Targeted Beneficiaries

This grant is specifically designed to serve Syrian youth residing in Jordan, with the goal of improving their access to sustainable income opportunities through digital skills development and freelancing readiness.

All applicants must ensure that the selection and enrollment process aligns with the following beneficiary criteria:

- Nationality: Syrians **residing in Jordan**: (refugees with UNHCR cards, or other Syrians with any proof of nationality)
- Age: between 18 and 35 years old
- Education:
 - Beginner-level tracks: open to participants with a minimum of a high school education or diploma/university graduates from no-IT backgrounds.
 - Advanced-level tracks: open to diploma/university graduates, particularly in IT related fields
- Beneficiary current employment status: no restriction as beneficiaries may be unemployed, underemployed, or seeking income diversification.
- Gender representation: a minimum of 40% of enrolled trainees must be women.

3.8. Cost terms:

Applicants are advised that the total cost for each proposed training track should not exceed USD 500,000, inclusive of all associated expenses such as training delivery, trainee support services, stipends, transportation, mentorship, and job placement activities. It is also recommended that the cost per trainee does not exceed USD 2,000.

Applicants may submit proposals for one or both training tracks, and are expected to submit a detailed and transparent budget that clearly outlines all anticipated costs and demonstrates financial feasibility within the defined cost structure.

Proposals will be assessed on cost reasonability, efficiency, and alignment with program objectives. All budget items must directly contribute to the successful implementation of the training program and achievement of measurable income generation outcomes.

3.9. Awarding Process and Payment Terms

The awarded Applicants will enter into a Sub-Grant Agreement with MoDEE which will stipulate the grant amount the organization 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.

The awarded Applicant needs to present evidence that the grant request does not exceed the size of the yearly operating budget of the applicant

3.10. Project Milestone Table

Milestone	Milestone sub component	Achieved Milestone	Verification Documents on Milestone ²	Awarded Amount
Milestone (1) Training Design	<ul style="list-style-type: none"> - Development of project plan. - Development of training related documents - Design of graduation certificate 	Submission and approval of: <ul style="list-style-type: none"> • Project plan • Training related documents • Graduation certificate design 	<ol style="list-style-type: none"> 1. Project plan 2. Training related documents: <ul style="list-style-type: none"> • Training Outlines (technical & soft skills) • Technical Training Curricula • List of trainers' names. • Trainers CVs and qualification certificates • Pre and post assessment methodology • Attendance tracking methodology 3. Graduation certificate design. 4. Financial Documents: <ul style="list-style-type: none"> • Proof of payments (if any) • Budget versus Actuals analysis 	100% reimbursement will be provided if the milestone is achieved, based on actual expenditures.
Milestone (2) Outreach, Trainees' Selection, and Training	2.1 Complete trainees' selection and acquisition <i>(Full committed target or per cohort)</i>	Submission and approval of recruited trainees' records <i>(including 40% female participation)</i>	Recruited trainees records: <ul style="list-style-type: none"> • UNHCR card for refugees and proof of nationality for other Syrians. • Graduation proof for diploma/university graduates and high school certificate for beneficiaries with high school background. 	100% reimbursement will be provided if the milestone is achieved, based on actual expenditures.
	2.2 Trainees undertake pre-training assessment. <i>(Full committed target or per cohort)</i>	Submission and approval of pre-assessment results for soft skills and technical skills <i>(including 40% female participation)</i>	<ol style="list-style-type: none"> 1. Updated trainees' records with pre-assessment results. 2. Submission of project progress report. 3. Financial Documents: <ul style="list-style-type: none"> • Proof of payments (if any) • Budget versus Actuals analysis 	(In case that the TSP does not meet the 100% target for total trainees or the planned target for the cohort [<i>including 40% female participation</i>] the due payment will be adjusted on a prorated basis).

² Verification documents must be verified and approved by Digiskills & IVA

	3.3 Trainees undertake post training assessment (Full committed target or per cohort)	Submission and approval of post assessment results for soft skills and technical skills (including 40% female participation)	1. Updated trainees' records with post assessment results.	100% reimbursement will be provided if the milestone is achieved, based on actual expenditures.
	1.4 Trainees' graduate and receive a certificate (Full committed target or per cohort)	<ul style="list-style-type: none"> • Training delivered to selected trainees • Trainees attended at least 70% of training • 80% of trainees completed the training (rounded down to the nearest whole number) (including 40% female participation) 	<ol style="list-style-type: none"> 1. Graduation certificates 2. Training attendance records 3. Submission of updated project progress report. 4. Financial Documents: <ul style="list-style-type: none"> • Proof of payments (if any) • Budget versus Actuals analysis 	(In case that the TSP does not meet the 100% target for total trainees or the planned target for each cohort [including 40% female participation] the due payment will be adjusted on a prorated basis).
Milestone (3) Income Generation Reporting	3.1 (40%) of contracted beneficiaries report sustainable income generation	Reporting that at least 40% of program graduates (as defined in this RFA) secure sustainable income generation opportunities (including 40% female participation) prior agreement end date.	<ol style="list-style-type: none"> 1. Updated trainees' records with income generation status 2. Income generation proofs as stated in Annex A**. 	100% reimbursement will be provided if the milestone is achieved, based on actual expenditures.
	3.2 Final report	Submission and Approval of final project progress report.	<ol style="list-style-type: none"> 1. Submission of final updated project progress report. 2. Financial Documents: <ul style="list-style-type: none"> • Proof of payments (if any) • Budget versus Actuals analysis 	(In case that the TSP does not meet the 100% target for total trainees [including 40% female participation] the due payment will be adjusted on a prorated basis).

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.
- **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.

Annex A**: Income Generation Verification Proofs	
Type	Verification Documents
Full-time	إثبات دخل من العمل مثل (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 وبما يثبت للمشروع واقع العمل الفعلي لمدة (5 أشهر) فأكثر.
Part-time	إثبات دخل من العمل الجزئي مثل (عقد عمل و/أو خطاب رسمي يثبت العمل (أن الخريج يعمل لدى الشركة/ طالب الخدمة بشكل جزئي ومسماه الوظيفي ونوع العمل)، 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 (300 دينار) لمدة (4 أشهر). ويتم التأكد من متوسط الدخل من خلال احتساب مجموع الدخل خلال فترة العمل ويقسم على 4 أشهر على أن يكون الناتج يزيد عن أو يساوي (300 دينار).
Work through digitally-enabled online platforms, Freelancing, Self-employment	إثبات دخل خلال فترة العمل يزيد عن أو يساوي (300 دينار) متأتي من العمل من خلال المنصة (digitally-enabled online platform). ويتم التأكد من متوسط الدخل من خلال احتساب مجموع الدخل خلال فترة العمل ويقسم على 4 أشهر على أن يكون الناتج يزيد عن أو يساوي (300 دينار).

Applicants 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. 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, in case that the TSP does not meet the 100% target for total trainees or the planned target for each cohort the due payment will be adjusted on a prorated basis).

4. APPLICATION SUBMISSION AND INFORMATION

4.1. Submission Instructions

Interested Applicants are invited to submit their applications electronically through [Digiskills Submit](#), ensuring that all required documents and information are provided.

An online webinar addressing the RFA and delivering needed information for interested applicants is to be scheduled and announced later through Digiskills media platforms. A recorded copy of the webinar will be available via Digiskills platforms and website.

Applicants can submit their applications in Arabic or English.

Applicants 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 for [RFA 5]
2. The applicant's recent registration certificate/s
3. The applicant's last audited financial statement
4. Letters of successful completion of relevant projects
5. Project plan.
6. Relevant Experience (*Template provided via submit.com*)
7. Proposed Training Programs (*Template provided via submit.com*)
8. Project Budget (*Template provided via submit.com*)
9. Internal manual
10. Financial manual
11. Procurement policy

4.2. Questions and Inquiries

Questions regarding the RFA are to be sent to the following email: 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.
- Due diligence: Assessing the readiness of the applicant in terms of capacity and capabilities through a site visit.
- Approval and contracting: Finalizing agreements with selected applicants.
- Program kick-off

5. EVALUATION CRITERIA

Digiskills intends to award grants, resulting from this solicitation, to Applicants 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
Capacity and Previous Relevant Experience	<ul style="list-style-type: none"> • 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 income generation opportunities. • 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. • The applicant demonstrates a clear plan to implement the training. • The readiness of the applicant and its ability to connect its graduates to job opportunities
Proposed Training Program	<ul style="list-style-type: none"> • 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. • Training programs are developed based on current market demands and industry trends. • Proposed training program incorporates income generation / employability tools and related skills & soft skills, financial literacy, and entrepreneurship/freelancing awareness as key components of the training curriculum. • The training program emphasizes practical, hands-on experience to ensure real-world application. • Training includes a valid and reliable assessment/evaluation method. • The training offers an industry-recognized certificate upon graduation.
Financial Proposal	<ul style="list-style-type: none"> • Proposed costs are realistic and reasonable to the current market rates • The applicant is financially capable of managing such a project.

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, 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 PLAN

6.1. Performance Indicators

Awarded Applicants 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 Applicants:** This indicator tracks the number of Syrian youth aged 18-35, who enroll and graduate from the training programs. Beneficiaries are considered for successful completion as long as they attend 70% 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:** The Training program completion rate will be tracked to ensure that at least 80% of beneficiaries finish their training.
- **Number of graduates reporting new income:** This indicator counts the number of beneficiaries who were trained by the Applicant and do report 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 report income generation opportunities related to digital skills.
- **Income Generation Rate:** This indicator measures how many of the beneficiaries have secured 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. Applicants are responsible for maintaining accurate records and ensuring that trainees meet the minimum attendance threshold of 70% for successful program completion.

Additionally, Applicants 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' income generation opportunities will be tracked post training, with 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 Applicants. This may include - but is not limited to - attendance records, training completion reports, income generation 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.
- Applicants 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 YPJ 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 \(SEP\)](#)