**TERMS OF REFERENCE**

**Project title**: Socio-Economic Resilience Training of Women and Youths during the COVID-19 crisis

**Location:** National wide/ Libya

**Application Deadline:** November 15, 2020

**Type of Contract:** Low-Value Grant Agreement

**Grant amount:** 27,400 LYD

**Languages Required:** English

**Starting Date: December 1st 2020**

**Expected Duration of the Contract:** 3 Months

**Background and overview of the assignment:**

Assessing the socio-economic impact of the crisis as a basis for an effective recovery strategy and public policies for inclusive development**:** Within ongoing peacebuildingefforts for economic recovery, reconstruction, and development, and reflecting UNDP’s technical lead role for the UN Socio-Economic Response, UNDP will leverage its integrator role to facilitate a joined-up effort by the UN Country Team to assess the response to COVID 19 and consequently plan and coordinate integrated programming in the area of social and economic recovery*.* UNDP will also lead the assessments of the effects of COVID-19 on the livelihoods of poor and vulnerable households and businesses, with the strategic aim of developing a set of post-COVID-19 economic recovery programs in coordination with the UN Livelihoods Working Group (led by UNDP) to increase income generation opportunities for the most vulnerable groups affected by COVID19.

UNDP Libya will collaborate with other UN entities, the World Bank, and the Libyan Government to support and initiate a socio-economic impact assessment of COVID-19 in Libya and subsequently prepare a recovery strategy and public policies for inclusive development and reconstruction. Building off of this initial catalytic assessment, funding from the Government of Japan will enable the conduct of meso/micro assessments (one of five areas where UNDP has been asked to lead for the UN system).

Libyan Women, IDPs, refugees, and migrants, as well as Libyans employed in the informal sector, are among the most vulnerable to the negative impacts of COVID-19.

Before the arrival of the pandemic, Libyan women already faced the challenge of domestic violence and insecurity, a severe problem in Libyan society but a hidden and underreported one as domestic violence is a “taboo issue” which brings social stigma and the threat of familial rejection to women who reported it. Fuel shortages place many women in a uniquely vulnerable position in a COVID-19 outbreak since even services, including maternal and childbirth services have been largely disrupted and unavailable in many communities. A recent survey by UN Women highlights the fact that women are concerned about domestic violence as well as loss of access to public facilities and reduction in services, including maternal healthcare[[1]](#footnote-1) (a concern of about 70% of women surveyed). Women surveyed have also highlighted the particular vulnerability of disabled people in their households.

The intervention will focus on providing ***digital literacy*** and ***customer service skills training*** for women and youth. Provision of customer service skills training enables women to develop capacities on how to handle inquiries and complaints, lead situations for the best outcomes, deliver customer satisfaction, and business communication.

The project will consist of allocation of 10 low-value grants (worth of 27,400 LYD each) to beneficiaries located in the three different regions of Libya (West, East, and South). The intervention will focus on providing ***digital literacy*** and ***customer service skills training*** for women and youth and vulnerable groups, IDPs, refugees, and migrants. Specifically, the provision of customer service skills training for women and youth will enable them to develop and enhance their capacity to handle customer inquiries and complaints, develop problem solving skills, deliver customer satisfaction and improve their business communication skills.

**Project outcome:**

The overall objective of this project is to empower vulnerable populations (i.e.,women, youths, IDPs, regfugees and migrants) by helping them to acquire digital and customer service skills. This will improve their ability to gain employment in the private sector and/or start their own businesses, which will therefore secure their livelihoods especially during the COVID-19 crisis.

**Expected Outputs:**

**Output 1**: Libyan CSOs working under low-value grants implement training projects that empower women and youth refugees, IDPs and migrants at the local level. Also included are informal workers and the unemployed.

**Output 2**: Beneficiaries of the training will gain newly acquired (certified) digital literacy and customer service skills, which will bolster their ability to secure their livelihoods during the COVID-19 pandemic.

The grants will be delivered to 10 Libyan local civil society organizations.

**The project proposals should focus on the following areas or related to:**

* providing digital literacy and customer service skills training for Libyan women, youth, IDPs, migrants and refugees, informal workers and employees.
* Provision of customer service skills training that enables women and youth to develop capacities on how to handle inquiries and complaints, lead situations for the best outcomes, deliver customer satisfaction, and business communication.
* Reintegration of migrants youth and women in the local economy.

**Beneficiaries/target groups**

Vulnerable members of Libyan communities whose livelihoods are negatively impacted by COVID-19 with a particular focus on women, youth, migrants, IDPs, people with disabilities, informal workers, and unemployed.

**Duties and Responsibilities:**

The project proposals are expected to cover the following deliverables:

* Organize activities focusing on women and youth empowerment, including migrants taking into consideration the needs and demands of the local community as a result of COVID-19 movement and lockdown restrictions.
* The CSOs are fully responsible for implementing and organizing the training, including provision of any materials, software, and online training facilities.
* In the event that professional trainers and facilitators will be employed, CVs and candidates selected to be discussed with UNDP.
* All implemented activities to be held inside Libya.
* Propose an evaluation mechanism to measure the impact of the project activities and suggest future needs for substantial follow-up.
* Recommendations to be submitted at the end of the project for future follow up.

 **Required Skills and Experience:**

The CSOs are expected to have the following qualifications and experience:

* The organization should be a Libyan civil society organization, holding a valid legal registration in Libya.
* The organization has extensive knowledge of the proposed area of intervention.
* At least 3 years’ experience in social development and civic engagement in Libya.
* At least 3 years’ experience in implementing outreach, media, reconciliation, peace building, women and youth projects in Libya.
* Members of the CSO have good capacity in designing, implementing and monitoring institutional development programs.
* The organization’s political orientation must be neutral.
* The project documents (a proposal, reports) must be submitted in English
* Good knowledge of the present situation of civil society in Libya is desirable.
* Respect for diversity, organizations should also aim to promote gender equality within the management of their own organization, ensuring that women are employed and engaged at all levels.

**The following documents must be submitted in order for the submission to be considered:**

1. Applications (project proposals) in the form of the template attached **(Annex I – Capacity Assessment Checklist for NGO/CSO)**, including organizational profile with the following details:
* Proof of registration as a non‐governmental/non‐commercial organization including copies of the registration certificate;
* A clearly defined management structure of the organization;
* Proven track record of experience in the implementation of similar/related type of activities;
* Experience in the management of grant programs;
* Experience in project implementation or execution of contracts for the provision of professional services in the area of grant programs management;
* Audited financial statements for the past two years.
* A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
1. Description of the management methodology and implementation of the small grants program, which should include the following:
* Communication strategy and plan for dissemination of information about the contest, including cooperation with the media and NGOs, placement of information via online resources and social networks;
* Description of organization of all stages of the project proposals evaluation process with proposed criteria for evaluating business plans and evaluation procedures;
* Procedure for monitoring and evaluation of the business projects, including the admission procedures and inspection reports description, quality control methods;
* Description of communication tools available for interaction with applicants and grantees, which should include but not limited to a telephone hotline;
* Personal CVs of Project Team, including information about past experience in similar projects/assignments and clear definition of roles and responsibilities for this assignment;
* Organizational Libyan Bank account
1. The Financial Proposal with a detailed cost breakdown, **Annex II**.

**Timeframe:** The project will be taking place over a period of 3 months. A detailed work plan, including all activities and budget, shall be submitted to UNDP.

**Project proposals to be sent to**:

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1. [↑](#footnote-ref-1)