



**Ministry of Digital Economy & Entrepreneurship  
Youth Technology and Jobs Project**

**REQUEST FOR EXPRESSIONS OF INTEREST (ROEI)  
Supply and Demand Gap Analysis for Digital Skills in the ICT Industry  
Project ID: P170669**

**Assignment Title: Supply and Demand Gap Analysis for Digital Skills in the ICT Industry  
Reference No.: JO-MODEE-200653-CS-QCBS**

The Ministry of Digital Economy and Entrepreneurship (MoDEE) has received financing from the International Bank for Reconstruction and Development (IBRD), the lending arm of the World Bank, toward the cost of the Youth, Technology, and Jobs Project, and intends to apply part of the proceeds for consulting services.

The consulting services ("Services") is for conducting a supply and demand gap analysis for digital skills in the ICT industry, in order to provide recommendations on the training and skills development requirements of the ICT industry with a focus on ITO/BPO for the next 2-3 years.

The detailed Terms of Reference (ToR) for the assignment can be found on the following website:  
<https://www.modee.gov.jo/tenders>

The Ministry of Digital Economy and Entrepreneurship (MoDEE) now invites eligible consulting firms ("Consultancy Firm") to indicate their interest in providing the Services. Interested Consultancy Firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services, as per the shortlisting criteria below:

<b>Criterion</b>	<b>Relevant Documentation to be provided in EOI</b>
1. Experience in primary information gathering; surveys, interviews, and focus group discussions with government, private sector, multilateral agencies, and other relevant key stakeholders in the past 3 years	Information and overview of the firm (including a brief of at least 1 similar project within the past 3 years)
2. Minimum 5 years' experience in research and/or business consultancy with a focus on an evidence-based approach.	Summary of the firm's capability to perform the assignment; including demonstration of its specialized competence in regard to the successful implementation of the deliverables in the ToR and a brief of any/all relevant research and/or consultancy projects carried out in the past 5 years –

	highlighting any evidence-based approach used
3. Significant professional background in conducting qualitative studies and data analysis, preferably on skills development and/or the future of work	An example of a research methodology the firm developed for similar assignments
4. Experience in working on a multi-stakeholder project and in providing clear and actionable recommendations and provisions based on data and insights.	An example of a stakeholder engagement and communication strategy developed by the firm for similar assignments
5. Substantive knowledge and exposure to key players in ICT/ITO/BPO sector and solid understanding of its trends in Jordan, regionally, and globally.	
6. Proficiency in communicating data clearly and professionally to stakeholders through visualization of data and the presentation of well-articulated findings	Demonstration of availability of appropriate resources and skills among key staff; including short biographies of key staff.
7. Proven capacity to supervise and coordinate all administrative and technical aspects of the consultancy	<p>The consultation team must include:</p> <ol style="list-style-type: none"> <li>1. Team lead to manage the assignment and act the main point of contact and project manager to ensure carrying out the project and completing it on time</li> <li>2. A minimum of two key experts to carry out the technical aspects of the assignment related to skills analysis and trends, and labor market demands and future of work</li> </ol> <p>The composition of skills, competencies, and professional experience within the consultation team must cover:</p> <ol style="list-style-type: none"> <li>1. Significant knowledge of and experience in the ICT sector</li> <li>2. Proficiency in carrying out and presenting a gap analysis report</li> <li>3. Excellent verbal and written English skills</li> <li>4. Excellent communication and relationship management skills</li> <li>5. Proficiency with cleaning data, running basic analysis, and creating impactful presentations (run analysis, chart, and write up recommendations)</li> <li>6. Proven experience in at least one analytical programming language such</li> </ol>

	as Microsoft SQL Server, R, Python, etc. 7. Proven experience using at least one data visualization software such as Power BI, Tableau, SSRS, Excel, etc.
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The EoI package should not exceed 15 pages in total and should consist of the relevant documentation listed in the table above.

Note: Key staff will not be individually evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 ("Procurement Regulations"), revised November 2017 and August 2018 setting forth the World Bank's policy on conflict of interest. Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the Consultants Qualifications and Cost Based Selection method set out in the Procurement Regulations.

For questions and further information, please send your inquiry by email to [YTJ\\_tenders@modee.gov.jo](mailto:YTJ_tenders@modee.gov.jo), by 10 December 2020 using the subject line "Q Supply and Demand Gap Analysis". Answers will be published on the following website: <https://www.modee.gov.jo/tenders>

Expressions of interest must be submitted in a signed and searchable PDF format by email to [YTJ\\_tenders@modee.gov.jo](mailto:YTJ_tenders@modee.gov.jo) by 12:00 hours on 17 December 2020.

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