



## Terms of Reference

### Consultancy for the provision of certified training services in the field of Water Distribution and Water Networking Maintenance for the Capacity-building of YWC (Yarmouk Water Company) technical staff

#### Background of WAAD Consortium Partners

##### ACTED

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters.

In Jordan, ACTED has its capital office in Amman, has around 333 national staff member (December 2016) and 50 international staff member (December 2016). ACTED operates notably in the host communities in the northern governorates, Za'atari Refugee Camp, Azraq Refugee Camp, King Abdullah Park Camp. Since 2011 ACTED's focus has been on responding to the Syrian crisis and the influx of refugees entering the country. To mitigate the increased pressure on Jordanian public institutions, particularly education and water and sanitation systems, ACTED also works to rehabilitate infrastructure, provide social support and engage with civil society and government actors.

##### Action Against Hunger

ACTION AGAINST HUNGER -FRANCE is a global humanitarian organisation that takes decisive action against the causes and effects of hunger. Action Against Hunger saves the lives of malnourished children, ensures everyone can access clean water, food, training and healthcare, and enables entire communities to be free from hunger. Established in France in 1979, Action Against Hunger is a non-governmental, non-political, non-religious, non-profit organization. Action Against Hunger acts either during the crisis through emergency interventions, or afterwards through rehabilitation and sustainable development programs, and also intervenes to prevent certain high-risk situations. Action Against Hunger's goal is to enable people to regain their autonomy and self-sufficiency as quickly as possible.

##### INTERSOS

INTERSOS is an independent non-profit humanitarian organization committed to assist the victims of natural disasters and armed conflicts. Its activities are based on the principles of solidarity, justice, human dignity, equality of rights and opportunities, and respect for diversity and coexistence, paying special attention to the most vulnerable and unprotected people.

INTERSOS has been present in Jordan since 2007, with its main office in Amman and programs of activities all over the country in support of Iraqi refugees. Since 2012 INTERSOS is partnering with several donors, among which ECHO, UNICEF, Italian Agency for Cooperation and Development (AICS), OCHA etc., in assisting refugees from Syria and most vulnerable among Jordanian population in South, centre and North Jordan.



## Project Background

As the Syria crisis nears its seventh year, over 630,000 refugees have fled to Jordan. Many Syrian refugees are living outside of camps (above 80% of the Syrian refugees), which is considerably increasing the population in host communities and thus puts severe pressure on the Jordanian public services. Jordan faces chronic and severe challenges in providing sustainable access to water and sanitation (WatSan) to host communities and refugees.

In this context, the WAAD (Water Access and Development) Consortium, comprised of 3 international non-governmental organisations- namely ACTED, Action Against Hunger, and INTERSOS- has been generously funded by the European Union MADAD Regional Trust Fund in Response to the Syrian Crisis to improve the stability and resilience of Jordanian communities hosting Syrian refugees through improved access to water & sanitation.

Within this objective, the project shall contribute to: *"Improving quality and sustainability of water and waste-water management in target communities through institutional strengthening of water authorities/establishments."* As such, the Consortium shall promote the capacity-building of the Yarmouk Water (YWC) technical staff operating the areas targeted by the Action, notably Irbid, Mafraq and Jerash governorates. To support this objective, the Consortium wishes to procure the services of a consultant to provide Water Operator Certification Programmes (WOCs), with a particular reference to Water Distribution and Water Maintenance.

Given the above, WAAD intends to procure the services of a consultant/s who will be tasked with achieving the objectives set out below, as agreed by WAAD and the EU MADAD Trust Fund.

**Consultancy for the provision of certified training services in the field of Water Distribution and Water Networking Maintenance for the Capacity-building of YWC (Yarmouk Water Company) technical staff**

## Consultancy Objectives and Deliverables

The consultancy is grouped into two interrelated training services:

### 1. Water Distribution Operator course – Level 1:

The **Water Distribution Operator course** takes up to 42 hours of training for the **Level 1** certificate and covers the following topics:

- The Water Distribution Operator;
- System Surveillance, Water Quality;
- Storage Facilities;
- Cross-Connection Control;
- Basic Hydraulics;
- Water Mains & Appurtenances;
- Water Mains and Pipes;
- Valves, Hydrants and Meters;
- Pipe Installation;
- Record Keeping;
- Valves;



- Disinfection;
- Basic Electricity and Motors;
- Safety;
- Pumps and Components;
- Meters and Service Connections;
- Water Quality Considerations in Distribution.

#### Deliverables:

- Prepare and implement the Water Operator Certification Program in two fields (water supply) for **15 (+/-3)** participants;
- Provide qualified trainers for the entire course duration;
- Procure all training materials needed (such as curricula, transportation, CDs etc.) for all the participants to the training;
- Provide each participant with a legally valid training certificate by **CAQA (Centre for Accreditation and Quality Assurance)**, as the only accreditation and quality assurance body in Jordan for the vocational training and education;
- Design and administer to the attendants a pre and post-assessment to evaluate improvement and learning achievements;
- Provide the WAAD Consortium with a detailed narrative report of the training, including challenges and further recommendations in terms of capacity-building, along with all the relevant documents (agenda, attendance lists, etc.).

## 2. Water Networking Maintenance course:

The **Water Networking Maintenance** course consist of 36 hours (6 days) of technical training, and should include the following topics:

- Units, Volumes and Flow;
- Reservoirs;
- Water Network Maintenance;
- Pipe line installation & Completion of Work;
- Water Network Pollution;
- Non-revenue Water (NRW);
- Site Visit to Water Network Material Store;
- Leakage detection equipment.

#### Deliverables:

- Prepare and implement the Water Networking Maintenance Certification Program for **15 (+/-3)** participants;
- Provide qualified trainers for the entire course duration;
- Procure all training materials needed (such as curricula, transportation, CDs etc.) for all the participants to the training;
- Provide each participant with a legally valid training certificate by **CAQA (Centre for Accreditation and Quality Assurance)**, as the only accreditation and quality assurance body in Jordan for the vocational training and education.

- Design and administer to the attendants a pre and post-assessment to evaluate improvement and learning achievements;
- Provide the WAAD Consortium with a detailed narrative report of each of the two trainings administered, including challenges and further recommendations in terms of capacity-building, along with all the relevant documents (agenda, attendance lists, etc.).

**Duration:** The consultancy will last for a total of 13 days over the project's timeline.

Work Item	2018											
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Training session for Water Distribution Operator – Level 1 certificate										7 days		
Training session for Water Networking Maintenance certificate											6 days	
Provision of training reports and recommendations												
Certification of the participants to the training												

#### Specific conditions:

- 1- WAAD security guidelines will have to be strictly followed throughout the consultancy;
- 2- International consultants shall subscribe a medical and repatriation insurance. Therefore, the copy of insurance certificate must be submitted along with their offer. National consultants shall subscribe a civil and professional insurance. Therefore, the copy of the insurance certificate have to be submitted along with their offer;
- 3- Training sessions shall be conducted in Arabic. However, relevant documents (attendance lists, etc.) shall report an English version as well;
- 4- All projects communications, reports, recommendations, and all kind of documents as requested by the WAAD Consortium shall be in English & Arabic languages;
- 5- WAAD Consortium and WAJ representative(s) shall have the right to attend the training sessions free of charge to monitor the punctual implementation of the training and the participation of the attendants.

#### Qualifications:

The consultant shall have experience working with international NGOs, collaborating with local government authorities and the private sector. The consultant shall provide in his/her bid the profile & CVs of his/her company & teams, the following is the minimum accepted resources level:

- 1- The training consultant shall have relevant experience in implementing the reported trainings or similar ones – the WAAD Consortium retains the right to check any references provided by the applicant;
- 2- The training consultant shall provide any IT tools and relevant resources needed to conduct practical exercises and/or computer-based simulations;
- 3- The trainer shall have at least 5 years of experience in the training field and shall have proven experience in providing similar training;



- 4- The training hall shall be suitable to accommodate up to **15 +/- 3** participants; this must be located in Amman in an area easily accessible from the three NGOs' offices located in Jabal Al Weibdeh and Shmesani.
- 5- Training material shall be in **Arabic**;
- 6- The consultant shall provide refreshments to all attendees throughout all sessions. These shall include a snack (manaish and/or moajanat and/or cookies and soft drinks) and lunch (mandi and/or sandwiches – zinger/shawarma/burgers – and soft drinks).
- 7- The consultant shall provide transportation for all participants in the training. The cost should be fairly estimated in the quotation.
- 8- Excellent written and spoken communication skills in both **English and Arabic**;
- 9- An ability to work with those of different religious, ethnic and tribal backgrounds;
- 10- An ability to work with different external & internal stakeholders.
- 11- **Training reports shall be in Arabic and English.**

### Application

The following must be included in your submittal, otherwise your offer will be rejected automatically:

- 1- Briefing about the training agency profile, experiences and similar trainings implemented;
- 2- CVs of the trainers, the submitted CVs can NOT be changed after awarding without a written approval from the consortium team;
- 3- Valid Relevant registrations certificate(s);
- 4- Substantiation Documents for all requested data should be provided;
- 5- List of IT items that the consultant plans to use;
- 6- Formats of all training documents, reports and all other studies.

Name of Bidder's Authorized Representative:

\_\_\_\_\_

Authorized signature and stamp:

\_\_\_\_\_

Date:

\_\_\_\_\_