



SPECIFICATION OF TECHNICAL REQUIREMENTS

PROCUREMENT OF TECHNICAL SUPPORT, COORDINATION AND MANAGEMENT SERVICES FOR THE REAYAH 2 PROJECT IN JORDAN

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1. INTRODUCTION

The CSAI Foundation is an institution of the state public sector, of general interest in the field of health, social services, protection of minors and the promotion of equality, both in Spain and in third countries.

The Foundation aims to design, promote and carry out activities collaborating with and supporting the functions that the General Administration of the State, its bodies and entities under public law and in particular the Ministry of Health, carry out in the framework of health protection and health care, social cohesion and inclusion, the family, child protection, care for dependent or disabled people, the promotion of equality, consumption and social welfare, as well as the fight against all kinds of discrimination, against gender-based violence and against child poverty, at the national and international levels.

It is the specific purpose of the Foundation to contribute to the development and improvement of the living conditions of the populations, carrying out, giving support or collaborating in programmes and activities of research, development of projects, training, consulting and technical assistance, studying needs, etc., analysing experiences and disseminating good practices at the national and international levels in the following areas:

- a) Prevention and promotion of health and health care.
- b) Development cooperation.
- c) Cohesion and social inclusion.
- d) Family and protection for children.
- e) Educational development.
- f) Care for dependent or disabled people.
- g) Promotion of equality.
- h) Consumption and social welfare.
- i) Fighting against child poverty and all forms of discrimination.
- j) Combating gender violence and violence against children.

This contract forms part of the project *“Improving the accessibility and quality of primary healthcare services for non-communicable diseases (NCDs) among vulnerable and refugee populations in Zarqa, Jordan”* (REAYAH 2), funded by the Spanish Agency for International Development Cooperation (AECID) and implemented in collaboration with the Jordanian Ministry of Health (MoH) and the CSAI Foundation.

2. GENERAL OVERVIEW

Jordan faces a high burden of non-communicable diseases (NCDs), which account for over 78% of the country's total mortality. Among the most prevalent NCDs are diabetes, hypertension, cardiovascular diseases, cancer and chronic respiratory diseases. This situation is exacerbated by:

- Rapid population growth.
- Pressure on public services resulting from the arrival of refugees, particularly from Syria.
- The limited capacity of primary care centres for early detection and the monitoring of chronic patients.
- Inadequate digital and clinical management infrastructure.

The province of Zarqa, one of the most populous in the country, is home to a large number of vulnerable families and refugees, which increases the demand for healthcare services and the need to strengthen the primary care network.

The overall objective of the intervention is to contribute to improving the accessibility and quality of primary care in the field of NCDs, as well as to promote healthy lifestyles among the Jordanian population, particularly in vulnerable communities and the refugee population residing in the province of Zarqa.

The REAYAH 2 project addresses the need to:

- Strengthen the institutional capacity of the Ministry of Health to manage the treatment of NCDs efficiently.
- Improve the physical and technological infrastructure of primary care clinics.
- Promote healthy lifestyles and raise public awareness of risk factors.
- Reduce inequalities in access to health services between the Jordanian population and refugees.
- Align Spanish cooperation with Jordan's national priorities and with the Sustainable Development Goals (SDGs), particularly SDG 3 (Good Health and Well-being).

Furthermore, the project is structured around three main outcomes:

- **Outcome 1.** Improvement in the Ministry of Health's capacity for the early detection and treatment of NCDs in primary care. This outcome aims to strengthen the MoH's institutional and technical capacities through:
 - The design, updating and implementation of programmes, protocols and clinical guidelines for the management of NCDs at primary care level.
 - Improved systems for registration, epidemiological surveillance and health information management.
 - The training, capacity-building and guidance of MoH healthcare staff, with a particular focus on the province of Zarqa.
 - The organisation of technical exchange and institutional cooperation activities between the public health systems of Jordan and Spain.
- **Outcome 2.** Improved physical conditions, equipment and management of the Ministry of Health clinics in Zarqa. This outcome aims to strengthen the infrastructure and operational capacity of the MoH clinics through:
 - Maintenance, refurbishment and improvement of healthcare infrastructure.
 - Procurement of medical, laboratory and IT equipment, as well as furniture.
 - Installation and improvement of digital infrastructure for the management of clinical and administrative services.
 - These activities will be complemented by an additional grant scheduled for 2026.
- **Outcome 3.** Increased public awareness of the risk factors for NCDs and healthy lifestyles. This outcome includes:
 - Awareness-raising campaigns targeting the Jordanian and refugee populations on risk factors and healthy habits.

- Studies and surveys on knowledge, attitudes and practices relating to NCDs, as well as on the satisfaction of healthcare staff.
- Activities that encourage community participation in health promotion.

To ensure the project is implemented correctly, a Project Implementation Unit (PIU) will be established at the Ministry of Health's premises in Amman. The PIU is essential for ensuring the intervention is carried out properly, acting as a technical and operational structure that coordinates between the Jordanian Ministry of Health, the CSAI Foundation and AECID. Its role is crucial in ensuring, first and foremost, the technical coherence of the project, ensuring that all activities are carried out in accordance with the established standards, approved protocols and strategic objectives defined in the intervention design. The PIU facilitates alignment between the various components, prevents duplication and ensures that the actions undertaken by the different units of the Ministry of Health are integrated harmoniously within the overall framework of the project.

Moreover, the PIU is responsible for promoting efficiency in financial execution, ensuring that allocated resources are used appropriately, in a timely manner and in accordance with the procedures established by the Ministry of Health and by AECID. This includes budget monitoring, expenditure oversight, the proper application of procurement and contracting rules, and the optimisation of the use of available funds to maximise the impact of the intervention.

Another of the PIU's fundamental pillars is to ensure transparency and accountability at all stages of the project. The unit acts as the guarantor of compliance with documentation, audit and reporting requirements, providing accurate and verifiable information on technical and financial implementation. Its work helps to build trust among the institutions involved and to meet international standards for the management of public funds and international cooperation.

Finally, the PIU plays a decisive role in ensuring the institutional sustainability of the results by promoting local ownership, capacity building and the integration of the processes and tools developed into the permanent structures of the Ministry of Health. Its technical and operational support ensures that the progress made during the project is sustained over time, strengthening the capacity of the Jordanian health system to continue improving the management of non-communicable diseases beyond the duration of the intervention.

The PIU will have the following main functions:

- Technical and operational support to the MoH in the implementation of bilateral grants.
- Coordination of national and international technical assistance managed by the CSAI Foundation.
- Administrative, financial and contractual monitoring of project activities.
- Support for MoH units in procurement processes, audits and financial accountability.
- Facilitation of institutional communication between the MoH, the CSAI Foundation and AECID.
- Guaranteed alignment, ownership and capacity building across all relevant MoH directorates and units.

3. PURPOSE OF THE CONTRACT

The purpose of this contract is to set out the technical specifications governing the procurement of technical support and project management services from the CSAI Foundation in Jordan for the performance of coordination tasks relating to the operations of the Project Implementation Unit (PIU), all technical coordination of the project, and the provision of support to the Jordanian Ministry of Health during the implementation and justification of the project *"Improving the accessibility and quality of*

primary healthcare services for non-communicable diseases (NCDs) among vulnerable and refugee populations in Zarqa, Jordan” (REAYAH 2).

The main purpose of the contracted service will be to support the technical and operational management of the project in Jordan, including the administrative, financial, accounting and procurement processes relating to the Ministry of Health’s bilateral grants and the activities undertaken by the CSAI Foundation. The role will involve coordinating the Project Implementation Unit, planning and monitoring activities, preparing reports and work plans, and providing direct support to the Jordanian Ministry of Health during the implementation and reporting phases of the project. Likewise, they must ensure compliance with the procedures established by the Ministry of Health, AECID and the CSAI Foundation, guaranteeing the proper implementation, rigorous monitoring and a comprehensive account of the project.

4. CHARACTERISTICS OF THE SERVICE

The service covered by this contract will consist of providing technical and management support to the CSAI Foundation in Jordan to ensure the proper coordination, implementation, monitoring and reporting of the project, as well as operational support to the Jordanian Ministry of Health throughout the implementation cycle. The service must ensure the effective operation of the Project Implementation Unit (PIU), the overall technical coordination of the project and smooth coordination between the CSAI Foundation, the Ministry of Health and AECID/OTC.

4.1 Technical and operational coordination of the project.

The service must ensure the overall coordination of the project, guaranteeing the correct execution of the planned activities both within the framework of the bilateral grants managed by the Ministry of Health and in the actions undertaken directly by the CSAI Foundation. This includes:

- Coordinating the PIU’s operations and ensuring its day-to-day running.
- Facilitating communication between the CSAI Foundation, the Ministry of Health and AECID/OTC.
- Ensuring the technical consistency of activities and their alignment with the project’s objectives.
- Resolving operational incidents and supporting real-time decision-making.

4.2 Identification, formulation and planning of activities

The service will include the joint identification and formulation, with officials from the Ministry of Health, of the activities necessary to address the project’s priorities. Associated tasks include:

- Identifying needs for international technical assistance, training and study visits.
- Formulating proposals for activities and coordinating their institutional approval.
- Drawing up the project’s annual activity plan and submitting it to AECID/OTC and the Ministry of Health.
- Ensuring that the annual programme complies with the project’s technical, administrative and financial requirements.

4.3 Project monitoring, reporting and accountability

The service must ensure rigorous monitoring of the project and the preparation of the documentation required for its technical and financial accountability. This includes:

- Preparing quarterly and annual project monitoring reports.

- Drafting the final technical and financial justification report.
- Updating and maintaining the project's MEAL plan, including indicators, progress, risks and corrective measures.
- Monitoring deliverables from the Ministry of Health and verifying their quality.
- Ensuring the traceability and consistency of all reported information.

4.4 Institutional coordination and support for technical assistance

The service must facilitate coordination between the various institutional stakeholders and support the implementation of technical and training activities. Duties include:

- Liaising with the lead adviser at the CSAI Foundation in Spain regarding the design and delivery of technical assistance.
- Supporting the implementation in Jordan of training courses, technical missions and study visits.
- Participating in coordination meetings, technical committees and monitoring sessions.
- Maintaining ongoing communication with the Ministry of Health units responsible for implementing activities and contracts.

4.5 Supervision and support for the project team

The service must contribute to the efficient functioning of the project team, including:

- Supervising the tasks of the CSAI Foundation's administrative and financial manager, who is part of the PIU.
- Ensuring effective coordination between the technical and administrative components of the project.
- Contributing to the project's annual planning, including timelines, budgets and operational scheduling.
- Identifying institutional capacity-building needs and proposing measures for improvement.

4.6 Field visits and verification of activities

The service must include the direct verification of project activities through field visits, with a view to ensuring the quality of implementation. This involves:

- Conducting field visits in coordination with the Ministry of Health.
- Monitoring progress, identifying needs and assessing the quality of interventions.
- Documenting the visits and providing recommendations for continuous improvement.
- Ensuring that the funded activities comply with the established technical and operational standards.

5. DELIVERABLES

The awardee company must submit, on a regular basis and in accordance with the deadlines set by the CSAI Foundation and the Jordanian Ministry of Health, all necessary documentation to ensure the proper financial, administrative, technical and operational monitoring of the project. Regarding finances, the

company must submit monthly expenditure reports accompanied by supporting documentation, as well as the monthly funding requests required by the Ministry of Health. They must also draw up and submit quarterly financial reports and an annual implementation report that accurately reflect the project's budgetary status.

With regard to administrative and procurement processes, the awardee company shall be responsible for preparing complete tender and procurement files, ensuring they comply with established procedures, and for submitting a monthly report setting out the up-to-date status of all ongoing processes, including the monitoring of the suppliers involved. In terms of audit and control, the company must provide all necessary documentation for external audits that are conducted and prepare periodic reports on the follow-up to their recommendations, keeping internal control information up to date.

With regard to logistical support, the awardee company must draw up a monthly plan of activities and a report following each mission, training session or event organised, detailing results, incidents and recommendations. They must also keep the inventory of equipment, supplies and materials of the Project Implementation Unit up to date, ensuring their proper management and availability.

Finally, in the area of institutional coordination, the company must submit a monthly report on activities and meetings, draw up the relevant minutes, prepare an annual work plan and maintain a comprehensive and organised digital archive. At the end of the contract, they must submit a final report summarising the results achieved, the degree of implementation and recommendations for the continuation of the project.

6. PLACE OF EXECUTION

The technical assistance will be provided in person in the city of Amman, Jordan, with regular visits to the Zarqa Governorate.

The working languages shall be Arabic and English. All documents, as well as associated annexes, shall be submitted in both Arabic and English.

7. HUMAN AND TECHNICAL RESOURCES

For the proper performance of the work described, the awardee company must commit to ascribe to the project the human, technical and material resources sufficient to carry out the work in a timely manner. Accordingly, the awardee company shall assign to the performance of the contract the personnel described in the Particular Administrative Clauses (hereinafter "PAC") Characteristics Chart.

The Foundation has verification and monitoring powers over the provision of services performed by the awardee company, refraining from exercising any control, direction or organisation of the personnel of the awardee company. Thus, it is the responsibility of the Foundation, through the person designated as responsible for the contract, to supervise its execution and to adopt the decisions and dictate the necessary instructions in order to ensure the correct realisation of the agreed provision, as well as reinforce compliance with it and expedite the resolution of the various incidents that may arise during its execution, without in any case these powers implying the exercise of managerial or organisational powers over the personnel of the awardee company.

Repeated failure to comply with quality, time and efficiency in the work will be a reason for the application of penalties and/or termination of the contract with the awardee company. The awardee company will be responsible for the due legal and procedural compliance of all tasks, interventions and services provided to the Foundation in the execution of the contract.

During the entire execution period, the awardee company must maintain the quality levels of the service subject to the contract, so it must implement the replacement services it deems appropriate in order to cause the minimum impact on the provision of the service.

The work carried out must comply with the requirements of this document and in accordance with the standards of the Foundation and will comply with the principles of efficiency and quality of realisation, requiring formal acceptance of the Foundation.

During the term of the contract, the professional offered and admitted will not be subject to substitution, unless force majeure justifies the change, or because the Foundation requires it, in which case he/she must be properly replaced within a period of one week, and this shall not affect either the planned work schedule or the project cost estimate.

If in the opinion of the Foundation, the professional does not comply with the minimum requirements, they must be replaced properly within a period of one week, without affecting either the established work planning or the project cost estimate.

8. CONFIDENTIALITY

The awardee company is obliged to maintain confidentiality on matters entrusted to it. Likewise, it must maintain secrecy concerning the information and documentation provided or entrusted, or of which it is made aware as a result of the performance of the work.

Likewise, it must guarantee compliance with the provisions included in Spanish Organic Law 3/2018, of 5 December, on the Protection of Personal Data and guarantee of digital rights, in everything that is not opposed in RD 1720/2007, of 21 December, which approves its implementing regulation and Regulation (EU) 2016/679, of the European Parliament and of the Council, of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and the free movement of such data and repealing Directive 95/46/EC, the rest of the applicable legislation on the matter, and other applicable regulations.

9. OWNERSHIP OF THE WORK

All documents and projects prepared, where appropriate, for the execution of the contract shall be the property of the Foundation, which shall be entitled to reproduce, publish and disclose them totally or partially. The awardee who has completed the work shall not be entitled to oppose this. The awardee company may not make any use or disclosure of the studies and documents prepared for the execution of this contract, either in whole or in part, direct or extracted, without the express authorisation of the awardee authority. The awardee company shall have the obligation to provide the Foundation with all data, calculations, processes and procedures used during the preparation of the work.