



## NATIONAL CALL FOR TENDER

### Instructions to bidders ACTED Turkey

#### Financial offer (2 out of 2)

Date: 12/03/2019

Tender N°: T/17DOV/H92MULTI/ANT/PRO/12-03-2019/1

ACTED is requesting through this tender a company or organisation to provide detailed **financial and technical offers** for the supply of the following training services:

#### SERVICE SPECIFICATIONS:

1. Description: **B1 Turkish language training**
2. Location: **Mersin, Turkey**

#### RESPONSIBILITIES OF THE CONTRACTOR:

1. Terms of delivery: **Turkish Class - From 08/04/2019 to 05/08/2019**
2. Validity of the offer: **3 months minimum**

#### GENERAL CONDITIONS:

1. The **closing date** of this tender is fixed on **29/03/2019 at 17:00 local time** in ACTED office at the following address: **General Şükrü Kanatlı Mah. Atatürk Cad. No:190 Sarı Center Kat: 7,8- 31030 Antakya Hatay, TURKEY**. Or by email at: [turkey.tender@acted.org](mailto:turkey.tender@acted.org), CC [tender@acted.org](mailto:tender@acted.org)
2. Tenderers will fill, sign, stamp and return the Offer form according to ACTED's format.
3. Tenderers will sign and return all pages of the Product Specifications for which they apply.
4. The offer to the tender will not result in the award of a contract.
5. Unsealed envelope and late offers will not be considered.
6. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor.

*NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please send an e-mail to [transparency@acted.org](mailto:transparency@acted.org).*

#### SPECIFIC CONDITIONS:

1. The answers to this tender should include the following elements:



- **Technical Offer (Envelope 1 out of 2) or (File 1 out of 2)** must be clearly marked “**Technical Offer – not to be opened before 01/04/2019**”, and include the following documentation;
  - The project proposal. Proposal should include the following elements;
    - Past performances
    - Cover letter explaining how you meet the aforementioned requirements, and an emphasis on familiarity with the Turkish labour market, business legal framework and employment context.
    - Company’s history and background
    - Methodology/work plan
    - Organogram of the team structure and CVs of team members who will participate in the services implementation
    - Sample of trainings available.
  - A completed, signed and stamped instructions to bidders, bidder’s ethical declaration, bidder’s questionnaire and Terms of Reference (Annex A) according to ACTED’s format.
  - A copy of the legal representative passport, ID, and company registration document.
  
- **Financial Offer (Envelope 2 out of 2) or (File 1 out of 2)** must be clearly marked “**Financial Offer – not to be opened before 02/04/2019**”, and includes the following documentation;
  - Signed and stamped financial offer
  - A signed and stamped instructions to bidders.
  - A copy of the legal representative ID and company registration document.

2. ACTED security rules will have to be strictly followed throughout the duration of the contract.

3. International companies need to have registration with Turkish government and MoNE.

4. International companies should subscribe a professional civil insurance valid in Turkey, as well as a repatriation insurance. Therefore, the copy of both insurance certificates have to be submitted along with their offer.

**EVALUATION CRITERIA:**

<b>Technical proposal – 70 points</b>	
Services proposed <ul style="list-style-type: none"> <li>▪ Company history and background - 5 points</li> <li>▪ Methodology/workplan- 8 points</li> <li>▪ Cover letter explaining how you meet the aforementioned requirements, and an emphasis on familiarity with the Turkish labour market, business legal framework and employment context -5 points</li> <li>▪ Organogram and CVs of the management team – 5 points</li> <li>▪ CVs of the of the teachers / trainers deployed for the project – 10 points</li> </ul>	33
Previous experience in designing, developing and conducting similar courses (at least 2 years) <ul style="list-style-type: none"> <li>▪ B1 Turkish language training – 29 points</li> </ul>	29
Sample of trainings available	8
<b>Financial proposal – 30 points</b>	
Prices proposed	30
<b>TOTAL</b>	<b>100</b>



**ACTED**

T/17DOV/H92TMULTI/ANT/PRO/12-03-2019/1

# **Technical Offer**

**(Envelope or File 1 out of 2)**



## PART A - PROJECT PROPOSAL

**Important Note:**

- *Technical proposal **MUST** be submitted in a separate envelope/file from the financial proposal.*
- *All scores will be calculated proportionally (the maximum number of scores will be awarded to a bidder providing the most of the experience/ the strongest proposal / most experienced staff / best quality samples of the training materials available and/or best price. All other bidders will be scored proportionally).*

**1- Services proposed**

- a) **Company's history and background.** Provide a brief description of your company's history and background, including business activities and the year of incorporation.

*Up to 5 points will be awarded for previous experience*

- b) **Methodology / workplan.** Provide a description of methodology and workplan. If needed please provide, methodology / workplan as a separate document.

*Up to 8 points will be awarded based on will be awarded based on the quality, context specificity and relevance of methodology and workplan.*



- c) **Cover letter** explaining how organisation meets the aforementioned requirements with an emphasis on familiarity with the Turkish labour market, business legal framework and employment context. If needed please provide cover letter as a separate document.

*Up to 5 points will be awarded based on how the information provided meet the requirments*

- d) **Organigram and CVs of the management team structure**, CVs should be provided as separate documents.

*Up to 5 points will be awarded based on the company structure and skills/qualifications of employees.*



- e) **CVs of the of the teachers / trainers and translators deployed for the project.** Please provide CVs of the personnel deployed for team members who will participate in each service implementation. CVs should be submitted as separate documents

*Up to to 10 points will be awarded based on the qualification and experience of employees*

- f) **Previous experience:** Please list relevant contracts awarded by your company or organisation since 2014, to demonstrate experience in designing, developing and conducting a similar type services. **If needed please provide a separate list and/or documentation.**

Project Description	Location	Duration	Project Cost (TRY)	Client	Client's Contact Details (Name, phone, email)
<b>Turkish Classes - 29 points</b>					

*Up to 29 points will be awarded for previous experience, for all aferomentioned courses*



**g) Sample of trainings available.**

Please Include sample of each training available as a separate document.

*Up to 8 points will be awarded based on the quality of the sample*

Name \_\_\_\_\_ Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_ Date: \_\_\_\_\_



## PART C - BIDDER'S ETHICAL DECLARATION

Date:

RFQ N°: [T/17DOV/H92TMULTI/ANT/PRO/12-03-2019/1](#)

Bidder's name: \_\_\_\_\_

Bidder's address: \_\_\_\_\_

### CODE OF CONDUCT:

#### **1. Labour Standards**

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*





Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **B. Environmental Standards**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.



- *Conservation*

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- *Safety precautions for transport and cargo handling*

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers's employees or those of its subcontractors.

## **C. Business Behaviour**

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

## **D. ACTED procurement rules and regulations**

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

## **Operating Principles**

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:



1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will

1. require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. seek arbitration in the case of unresolved disputes.

### **Qualifications to the Policy Statement**

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned \_\_\_\_\_, agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Tenderer's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_



## PART D - BIDDER'S CHECK LIST ACTED TURKEY

Date \_\_\_\_\_

Tender N°: T/17DOV/H92MULTI/ANT/PRO/12-03-2019/1

BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA :

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)			
	Included		Present		Comments	
	Yes	No	Yes	No		
<b>Technical Offer</b>						
1. An original copy of the bid has been provided						
2. (form PRO-05) – Instructions to Bidders is attached, signed and stamped by the supplier. <b>(compulsory)</b>						
3. Technical proposal; past performance, cover letter, company's history and background, CV(s) of the personnel, organogram of the team structure, methodology/ work plan, sample from previous work. <b>(compulsory)</b>						
4. (form PRO-06.01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>						
5.(form PRO-06-02)– Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>						
6. The Bidding documents are filled in English(Preferable) or Turkish						
7.A Copy of Company registration documents and license are included, ID & Passport of the legal representative of the company <b>(compulsory)</b>						
8.Terms of Reference are signed by the bidder						
<b>Financial Offer</b>						
1. An original copy of the bid has been provided						
2.(form PRO-05) – Instructions to Bidders is attached, signed and stamped by the supplier. <b>(compulsory)</b>						
3. (form PRO-06) - <b>Offer Form is</b> filled, signed and stamped by the supplier. <b>(compulsory)</b>						
4. The prices in the Offer Form are in TRY <b>(compulsory)</b>						

Name &amp; Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_



## Terms of Reference ACTED **Turkey** Service Provider for trainings in Mersin

### 1. About ACTED

**ACTED is a non-governmental organization with headquarters in Paris, founded in 1993. Independent, private and not-for-profit, ACTED respects a strict political and religious impartiality and operates according to principles of non-discrimination and transparency.**

ACTED's vocation is to support vulnerable populations affected by wars, natural disasters and/or economic and social crises, and to accompany them in building a better future. The programs implemented by ACTED are in 35 countries in Africa, Asia, the Middle East, Latin America and the Caribbean seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context.

### 2. Project Background

The refugee population in Mersin Province has estimated 149.563 total registered Syrian refugees since March 2018 according to The Disaster and Emergency Management Presidency of Turkey (AFAD)<sup>1</sup>. Very few non-governmental organizations in Mersin are providing assistance to refugees in the area, especially in the livelihoods sector. There are also very few vocational training opportunities available for refugees and access to a decent and sustainable job has been identified as a priority.

ACTED will focus on supporting refugees in Mersin by providing relevant and adequate vocational trainings in order to increase their employability and entrepreneurship. With the identification and implementation of Turkish classes and Vocational Training addressing the skills gaps / market demand gaps, ACTED intends to increase opportunities for refugees to access income in order to cover their basic needs and improve their self-reliance and livelihoods. ACTED will provide support to identified beneficiaries to attend the vocational training courses, with a stipend to cover the costs of transport and potential loss of earning from daily labour as well as covering the cost of the course itself.

### 3. Purpose

Since mid-January 2015, Syrian refugees have the right to legally work in Turkey with the acquisition of a government-endorsed work permit under specific conditions. The main purpose of the Turkish language training courses services is to increase refugees' employability and entrepreneurship in order to strengthen their self-reliance and livelihood conditions.

- ACTED is hiring a service provider to deliver a 80 days **B1 Turkish language training course – (foet code: 222)** based on MoNE (Ministry of National Education) curriculum for 200 beneficiaries ( 320 hours B1 level )

The implementation of such services will enhance the access to work opportunities for refugees in Turkey.

<sup>1</sup> [https://www.afad.gov.tr/upload/Node/24384/xfiles/17a-Turkiye deki Suriyelilerin Demografik Gorunumu Yasam Kosullari ve Gelecek Beklentilerine Yonelik Sa ha Arastirmasi 2017.pdf](https://www.afad.gov.tr/upload/Node/24384/xfiles/17a-Turkiye%20deki%20Suriyelilerin%20Demografik%20Gorunumu%20Yasam%20Kosullari%20ve%20Gelecek%20Beklentilerine%20Yonelik%20Sa%20ha%20Arastirmasi%202017.pdf)



## 4. Services Requirements and deliverables

### Lot 1: Turkish language classes <sup>2</sup>

The service provider will be responsible for the overall management and coordination of the Turkish language courses implementation.

The Service Provider will be the one who is providing the venue (which should be able to host 200 students in 8 classrooms, 25 students per class) and basic furniture such as desks and chairs for students and teachers, as well as projectors, white boards and other stationary. Moreover, service provider will provide suitable access to training venue and WC for beneficiaries with obstacle. In addition, service provider will provide sufficient drinking water and cardboard cups to beneficiaries in the training venue. Once selected the service provider and ACTED management will visit the facilities at least 10 working days in advance to get familiar with the venue and will make sure that space is matches ACTED's and MoNE's standards. Please note that ACTED has right to reject the venue or ask for improvements, which service provider will be expected to cover.

The service provider must also fill the Annex B1 for the financial proposal.

- *Scope of the work:*

- The service provider is expected to teach B1 level Turkish language course to 200 refugees (male and female)
- The service provider will hold with ACTED the application process to select the 200 students and will proceed to the student registration with MoNE (Ministry of National Education).
- Training should last 80 working days with 8 hours (4 hours per shift) of classes per day,
- The service provider is expected to provide sufficient drinking water and cardboard cups for students during course period.
- Each class will host 25 students approximately
- Each class will have one teacher in addition to one Arabic - Turkish translator. This condition will not require if the teacher have proven Arabic speaking ability in addition to Turkish language.
- The service provider will work within two shift as below;
  - Morning shift: 8h30 – 10h30 and 11h00 – 13h00
  - Afternoon shift: 14h00 – 16h00 and 16h30 – 18h30

- Total number of students will be 200, with 100 students per shift

- All others furniture/equipment and costs should be provided by the service company

- The training will be advertised through service provider's social media accounts.
- The provider will implement only one level of Turkish language classes, namely B1 Turkish language class for foreigners based on the MoNE curriculums:
- The provider will conduct a pre-test at the beginning of the training, mid-term test after completion of 5<sup>th</sup> theme of B1 module and a post-test which should be identical to the pre-and-mid-tests or would be close enough to measure the level of improvement in the same subjects of both tests, and will be responsible of delivering hard and soft copies of the tests and test results with reports to ACTED.
- Weekly meeting will be conducted between ACTED team and the service provider.
- Service provider will provide childcare services to facilitate female and/or male attendance to the training, so that students with small children are able to attend the course.

<sup>2</sup>[http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Yabanci%20Diller\\_Yabanci%20Diller%20Türkçe%20B1%20Seviyesi.pdf](http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Yabanci%20Diller_Yabanci%20Diller%20Türkçe%20B1%20Seviyesi.pdf)



Details can be found;

[http://hbogm.meb.gov.tr/meb\\_iys\\_dosyalar/2018\\_04/11093946\\_MEB\\_HBO\\_KURUMLARI\\_YYNETMELYYY.pdf](http://hbogm.meb.gov.tr/meb_iys_dosyalar/2018_04/11093946_MEB_HBO_KURUMLARI_YYNETMELYYY.pdf)

- Service provider will organize certificate ceremony in the end of the training.
- *Teachers:*
  - The service provider will present the profile/CV of all the teachers chosen for the aforementioned duration, with the following criteria:
    - Native Turkish speaker, Arabic knowledge would be a strong asset.
    - At least 2 years of working experience in teaching Turkish language
    - Dynamic, proactive and interactive personality
    - Proper mindset and compassion and understanding of the situation for people under temporary protection.
- *Childcare worker*
  - The service provider will present the profile/CV(s) of the child care worker chosen for the aforementioned duration, with the following criteria:
    - Native Turkish speaker, Arabic is a must, otherwise, a translator will be needed in addition to Childcare worker. At least 1 years of working experience in child care services
    - Criminal background check
- *Training materials*
  - The training provider must use the B1 curriculum validated by MoNE
  - The final curriculum of the training must be shared with ACTED for approval 10 working days before the beginning of the training
  - The provider will make available the training curriculum (book, etc.) for each student at the beginning of the training.
  - Classes will promote oral participation and will include interactive sessions in accordance of MoNE module.
- *Organization of exams*
  - The service provider will organize an exam at the beginning and at the end of each-module session. The content of the exam must be validated by ACTED and shared at least 10 days before the exam.
  - The service provider will do the correction of the exam and provide the exam copies and grades to ACTED
  - The service provider will print a certificate at the end of the 80 days session for each student detailing the level/grade reached
  - Service provider will ensure delivery of the certificates to the students by allowing distribution of the latter in the centre. The service provider will also make sure that the un-claimed certificates can be received by the students after the training is finished (from Public Education Centres or other well-known and available location)
- *Attendance*
  - The teachers will take attendance at the beginning of each class and will take full responsibility of making sure that the person signing the sheet is indeed the same person attending the class.
  - Attendance sheets will be shared with ACTED on a daily basis at the end of each shift, and the teachers will be responsible to report about un-attendance and drop out. Proper documentation should be requested by the teachers and shared with ACTED in case of justified absence.



- Expected timeline
  - The service provider will be ready to start the Turkish language classes by **08/04/2019** (subject to be slightly modified)

*Selected Service Provider should agree to sign a code of conduct with ACTED along with the contract*

## 5. Timeframe

- Turkish Class - From **08/04/2019** to **05/08/2019**

***Dates are subject to be slightly modified***

## 6. Application Process

Please include the following in your application:

- Company's history and background
- Organogram of the team structure
- CV of team members who will participate in the services implementation
- Cover letter explaining how you meet the above-mentioned requirements
- Methodology/Work plan
- Detailed budget
- Sample of training available
- Past performances

**NOTE: In the case of any contradictions related to the Turkish version of tender documents, the English version is based.**