



## NATIONAL CALL FOR TENDER

### Instructions to bidders ACTED Turkey

#### Technical offer (1 out of 2)

Date: 27/03/2019

Tender N°: T/17DOV/H92MULTI/ANT/PRO/27-03-2019/1

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:

- Description:
  - **Training on Worker's Rights and Legal Framework seminar/training**
  - **Vocational training on Children's (6-12 years old) Dress Sewing Course**
  - **Vocational training on Information and Documentation Management**
  - **Vocational training on Regional Food Manufacturing**
  - **Business Management training**
- Location: **Mersin, Turkey**

#### RESPONSIBILITIES OF THE CONTRACTOR:

- Terms of delivery:
  - **Lot 1:** Workers' rights and legal framework seminars **First session on 30/04/2019, second session on 29/06/2019, third session on 01/08/2019.**
  - **Lot 2:** Training on 6-12 years old Children Dress Sewing Course **From 26/06/2019 to 20/08/2019**
  - **Lot 3:** Training on Information and Documentation Management **From 13/05/2019 to 01/08/2019**
  - **Lot 4:** Regional Food Manufacturing Course **From 24/06/2019 to 13/09/2019**
  - **Lot 5:** Business Management training **From 19/06/2019 to 16/07/2019**
- Validity of the offer: **3 months minimum**

#### GENERAL CONDITIONS:

- The **closing date** of this tender is fixed on **11/04/2019 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)
- Tenderers will fill, sign, stamp and return the Offer form according to ACTED's format.
- Tenderers will sign and return all pages of the Product Specifications for which they apply.
- The offer to the tender will not result in the award of a contract.
- Unsealed envelope, electronic signatures, and late offers will not be considered.
- 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 12/04/2019**”, 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 15/04/2019**”, 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. Bidders may bid for one or several lots.
3. ACTED security rules will have to be strictly followed throughout the duration of the contract.
4. International companies need to have registration with Turkish government and MoNE.
5. 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>	
<p><b>Part A)</b>            Services proposed (I)</p> <ul style="list-style-type: none"> <li>▪ Company history and background - 4 points</li> <li>▪ Methodology/workplan- 4 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 -3 points</li> <li>▪ Organogram and CVs of the management team – 3 points</li> </ul> <p><b><u>“Service provider will be awarded a maximum of 14 points, and this part [Service proposed - a),b),c) and d)] will be applicable for all lots commonly.”</u></b></p>	<b>14</b>



<b>Part B)</b> Service proposed (II) CVs of the of the teachers / trainers deployed for the project(s) <b><u>"Service provider must provide samples per lot, each lot will be awarded maximum 8 points"</u></b>	<b>8</b>
<b>Part C)</b> Previous experience in designing, developing and conducting similar courses (at least 2 years) <b><u>"Each lot will be awarded a maximum of 40 points individually."</u></b>	<b>40</b>
<b>Lot 1</b> Training on Worker's Rights and legal framework seminars – 40 points	
<b>Lot 2</b> Vocational training on Children's (6-12 years old) Dress Sewing – 40 points	
<b>Lot 3</b> Vocational training on Information and Documentation Management – 40 points	
<b>Lot 4</b> Vocational training on regional Food Manufacturing - 40 points	
<b>Lot 5</b> Business Management training - 40 points	
<b>Part D)</b> Sample of trainings available <b><u>"Service provider must provide samples per lot, each lot will be awarded a maximum of 8 points"</u></b>	<b>8</b>
<b>Financial proposal – 30 points</b>	
<b>Part E)</b> Financial offer <b><u>"Each lot will be awarded a maximum of 30 points individually"</u></b>	<b>30</b>
<b>TOTAL</b>	
	<b>100</b>

Company Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Stamp:



**ACTED**

*T/17DOV/H92MULTI /ANT/PRO/27-03-2019/1*

# **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).
- **ALL BIDDERS MAY BID FOR ONE LOT OR FOR SEVERAL LOTS.**

Please circle **YES** or **NO** for the interested lots below:

<b>Lot 1</b>	Training on Worker's Rights and legal framework seminars	YES	NO
<b>Lot 2</b>	Vocational training on Children's (6-12 years old) Dress Sewing	YES	NO
<b>Lot 3</b>	Vocational training on Information and Documentation Management	YES	NO
<b>Lot 4</b>	Vocational training on regional Food Manufacturing	YES	NO
<b>Lot 5</b>	Business Management training	YES	NO

**1- Services proposed**

Service provider will be awarded a maximum of 14 points, and this part [Service proposed- a),b),c) and d)] will be applicable for all lots commonly.

- 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 4 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 4 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 3 points will be awarded based on how the information provided meet the requirements*



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

*Up to 3 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 **for each lot.**

*Up to 8 points per lot, will be awarded based on the qualification and experience of employees*



2- **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>Training on Worker's Rights and legal framework seminar/training – 40 points</b>					
<b>Vocational training on Children's (6-12 years old) Dress Sewing – 40 points</b>					
<b>Vocational training on Information and Documentation Management – 40 points</b>					
<b>Vocational training on Regional Food Manufacturing - 40 points</b>					





<b>Business Management training 40 points</b>					

*Up to 40 points will be awarded for previous experience, for all aforementioned courses*

**Each lot will be awarded maximum 40 points individually.**

**2.1 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, **per lot***

Name \_\_\_\_\_

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

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

Date: \_\_\_\_\_



## PART C - BIDDER'S ETHICAL DECLARATION

Date:

Tender N°: T/17DOV/H92MULTI/ANT/PRO/27-03-2019/1

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 and stamp \_\_\_\_\_



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

Date \_\_\_\_\_

Tender N°: T/17DOV/H92MULTI/ANT/PRO/27-03-2019/1

**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 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 in <b>English</b> (Preferable) or Turkish, 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).					
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 signed and stamped by the bidder					
<b>Financial Offer</b>					
1. An original of the bid has been provided					
2. (form PRO-06) <b>Financial Offer Form</b> , filled, signed and stamped by the supplier. <b>(compulsory)</b>					
3. The prices in the Offer Form are in <b>TRY</b> <b>(compulsory)</b>					

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

Authorized signature and stamp \_\_\_\_\_



February 2019

## Terms of Reference Service Provider for trainings 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 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 vocational 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 training on **Workers' rights and legal framework seminars** to 405 beneficiaries (8 hours).
- ACTED is hiring a service provider to deliver a 36 days **Vocational training on Children's (6 – 12 years old) dress sewing course – (foet code: 542)** based on MoNE (Ministry of National Education) curriculum (216 hours) for 50 beneficiaries.

<sup>1</sup> <https://www.afad.gov.tr/upload/Node/24384/xfiles/17a->

Turkiye\_deki\_Suriyelilerin\_Demografik\_Gorunumu\_Yasam\_Kosullari\_ve\_Gelecek\_Beklentilerine\_Yonelik\_Saha\_Arastirmasi\_2017.pdf





- ACTED is hiring a service provider to deliver a 55 days **Vocational training on information and documentation management – (foet code: 346)** based on MoNE (Ministry of National Education) curriculum (330 hours) for 30 beneficiaries.
- ACTED is hiring a service provider to deliver a 54 days training on **Vocational training on regional food manufacturing – (foet code: 541)** based on MoNE (Ministry of National Education) curriculum (320 hours) for 25 beneficiaries.
- ACTED is hiring a service provider to deliver a 10 days **business management training** (40 hours) based on ILO (Start and Improve Your own Business) SIYB module for 100 beneficiaries.

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

#### 4. Services Requirements and deliverables

##### Lot 1: Workers' rights in Turkey and legal framework seminars

The service provider will be responsible for the overall management and coordination of the training implementation.

The Service Provider will be the one providing the venue (which should be able to host 135 students per day) and basic furniture such as desks and chairs for students and teachers, white boards and other stationary. Once selected the service provider will visit the facilities with ACTED team at least 10 working days prior the training starting date.

The service providing must also fill the Annex B2 for the financial proposal.

- *Scope of the work:*
  - The service provider is expected to deliver a training on Workers' rights in Turkey and legal framework seminars to 405 refugees and host community members (male and female) in total.
  - **Each training session should last for one day (8 hours) per group of 135 attendees and 3 days (24 hours) in total for 405 attendees.**
  - The training should consist of three sessions and each session might host approximately 135 students and each student should receive an **8 hours** training in total. The day will be split as follow for the aforementioned group of attendees:
    - Morning: 8h30 – 10h30 and 11h00 – 13h00
    - Afternoon: 14h00 – 16h00 and 16h30 – 18h30
  - Service provider will ensure to have Arabic – Turkish translator per session.
  - Conference place must have a sound system a projector and suitable AC due to size of each conference room.
  - Each training session should last for one day (8 hours) and 3 days (24 hours) in total
  - **The service provider must provide computers, to be used by teachers/trainers for each session**
  - -All others furniture/equipment and costs should be provided by the service company
  - Meetings will be conducted between ACTED team and the service provider to agree on the schedule and to provide feedback on the training progress
- *Trainers:*
  - The service provider will present the profile/CV of all the trainers chosen for the aforementioned duration, with the following criteria:





- Native Turkish speaker, Arabic knowledge would be an asset.
  - At least 2 years of working experience in providing training in the above mentioned subjects.
  - Dynamic, proactive and interactive personality
  - Proper mindset and compassion and understanding of the situation for people under temporary protection.
- *Training materials*
- The training provider must share a sample of the modules
  - The final curriculums 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 Q & A sessions.
- *Attendance*
- The trainers will take attendance at the beginning of each session 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 at the end of the day.
  - At the end of the training a certificate of attendance will be printed by the service provider and distributed to each student.
- *Expected timeline*
- The service provider will be ready to start the training **first session by 30/04/2019, second session by 29/06/2019, and third session by 01/08/2019** (dates are subjected to be slightly modified). Additionally, meetings will be conducted between ACTED team and the service provider to agree on the schedule and to provide feedback on the training progress

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

## Lot 2: Vocational training on Children's (6-12 years old) Dress Sewing Course<sup>2</sup>

The Vocational Training service provider will be responsible for the overall management and coordination of the training cycle implementation.

The Service Provider will provide the premises (centre should be able to hold approximately 50 students, 2 classrooms with the capacity for 25 students) and basic furniture such as desks and chairs for students and teachers, as well as projectors, white boards and other stationeries. The service provider is expected to provide the necessary equipment and materials to deliver the course to 50 beneficiaries. 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 providing must also fill the Annex B3 for the financial proposal.

- *Scope of the work:*
- The training will be advertised through service provider's social media accounts.
  - The service provider is expected to implement the module related to Vocational training on Children's **(6-12 years old) Dress Sewing Course** (216 hours), as per the curriculum from MoNE (Ministry of National Education)

<sup>2</sup> <http://hbogm.meb.gov.tr/modulerprogramlar/programlar/giyim/6-12%20Yaş%20Çocuk%20Elbise%20Dikimi.pdf>



- **Training should last 36 working days with 6 hours of classes per day**
  - The service provider will hold with ACTED the application process to select the 50 students and will proceed to the student registration with MoNE.
  - Each class will host 25 students
  - The service provider will work with ACTED team to determine the division of hours (216 hours) 6 hours per day and the proper number of days per week in line with MoNE regulations.
  - The provider will conduct at least 2 practical tests, one pre-test at the beginning of the training and a one post-test which should be identical to the pre-test 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.
  - Service provider responsible to support an exhibition in the end of the course under the guidance of ACTED team by providing ;  
**A Venue sized for 150 participants for 3 days, 20 tables, 40 chairs, 20 poster boards, 100 pens and notepads, and lunch for 25 participants (VIPs)**
  - In the training center, there should be enough rooms to contain 50 persons in line with shift.
    - There should be one shift as below;
      - 9h00 -11h00 |11h30 13h30 | 14h00-16h00
    - Service provider will provide childcare services to facilitate students attendance to the training, who may be otherwise unable to attend the courses.
    - Furniture/equipment and other costs should be provided by the service company
    - Service provider will organize certification ceremony in the end of the training.
  - The service provider is expected to provide sufficient drinking water and cardboard cups for students during course period.
  - Weekly meeting will be conducted between ACTED team and the service provider.  
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)
- *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 an asset.
    - At least 4 years of working experience in teaching sewing
    - 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 service provider must use the Sewing Class for 6-12 years old Children Dress Sewing curriculum validated by MoNE (Ministry of National Education)



- The final curriculum of the training must be shared with ACTED for approval 10 working days before the beginning of the training
- The service provider will make available the training curriculum (book, etc.) for each student at the beginning of the training
- The service provider must procure in advance all the necessary material to deliver the classes (as requested in Annex B3)
- *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 working 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 36 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 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 Vocational Training courses by **02/07/2019** (subject to be slightly adjusted)

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

### Lot 3: Vocational training on Information and Documentation Management<sup>3</sup>

The Vocational Training service provider will be responsible for the overall management and coordination of the training cycle implementation.

The Service Provider will be the one who is providing the venue (which should be able to host 30 students) and basic furniture such as desks and chairs for students and teachers, as well as projectors, white boards and other stationary and module related equipment such as computer. Moreover, service provider will provide suitable access to training venue and WC for beneficiaries with obstacle. In addition, service provider will provide drinking water and paper cup 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 providing must also fill the Annex B4 for the financial proposal.

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<sup>3</sup>[http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Büro%20Yönetimi%20ve%20Sekreterlik\\_Bilgi%20ve%20Belge%20Yönetimi%20Kurs%20Programı.pdf](http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Büro%20Yönetimi%20ve%20Sekreterlik_Bilgi%20ve%20Belge%20Yönetimi%20Kurs%20Programı.pdf)



- *Scope of the work:*
  - The service provider is expected to implement the module related to **Information and Documentation Management course** (330 hours), as per the curriculum from MoNE (Ministry of National Education)
  - **Training should last 55 working days with 6 hours of classes per day.**
  - The service provider will hold with ACTED the application process to select the 30 students and will proceed to the student registration with MoNE. The training will be advertised through service provider's social media accounts.
  
  - Each class will host 30 students appx.
  - The service provider will work with ACTED team to determine the division of hours (330 hours) 6 hours per day and the proper number of days per week in line with MoNE regulations.
- There should be one shift as below;
  - 9h00 -11h00 |11h30 13h30 | 14h00-16h00
  
- **The service provider must provide at least 1 computer and 1 projector, for each classroom (to be used by teachers)**
- All others furniture/equipment and costs should be provided by the service company
  - - Service provider will provide childcare services to facilitate students attendance to the training, who may be otherwise unable to attend the courses.  
Details can be found;  
[http://hbogm.meb.gov.tr/meb\\_iys\\_dosyalar/2018\\_04/11093946\\_MEB\\_HBO\\_KURUMLARI\\_YNETMELYYY.pdf](http://hbogm.meb.gov.tr/meb_iys_dosyalar/2018_04/11093946_MEB_HBO_KURUMLARI_YNETMELYYY.pdf)
  - **Service provider will organize certificate ceremony in the end of the training.**
  - The provider will conduct at least 2 practical tests, one pre-test at the beginning of the training and a one post-test which should be identical to the pre-test 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.
  - The class will have one teacher in addition to one Arabic - Turkish translator. This condition will not require if teacher have proven Arabic speaking ability in addition to Turkish language.
  - The service provider is expected to provide sufficient drinking water and cardboard cups for students during course period.
  - Weekly meeting will be conducted between ACTED team and the service provider.
  
- *Teachers:*
  - The service provider will present the profile/CV(s) of all the teachers chosen for the aforementioned duration, with the following criteria:
    - Native Turkish speaker, Arabic knowledge would be an asset.
    - At least 2 years of working experience in providing training in the above mentioned subjects.
    - 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
  - At least 1 years of working experience in child care services
  - Criminal background check
- *Training materials*
- The service provider must use the information and documentation management 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 service provider will make available the training curriculum (book, etc.) for each student at the beginning of the training
  - The service provider must procure in advance all the necessary material to deliver the classes (as requested in Annex B4)
- *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 working 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 55 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 class, and 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 Vocational Training courses by **13/05/2019** (subject to be slightly adjusted)

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

#### Lot 4: Vocational training on Regional Food Manufacturing Course<sup>4</sup>

The Vocational Training service provider will be responsible for the overall management and coordination of the training cycle implementation.

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<sup>4</sup>[http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Gıda%20Teknolojisi\\_Yöresel%20Gıda%20ürünleri%20Yapımı%20Kurs%20Programı.pdf](http://hbogm.meb.gov.tr/modulerprogramlar/kurslar/Gıda%20Teknolojisi_Yöresel%20Gıda%20ürünleri%20Yapımı%20Kurs%20Programı.pdf)



The Service Provider will be the one who is providing the venue (which should be able to host 25 students) and basic furniture such as desks and chairs for students and teachers, as well as projectors, white boards and other stationary and module related equipment. Moreover, service provider will provide suitable access to training venue and WC for beneficiaries with obstacle. In addition, service provider will provide drinking water and paper cup 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 providing must also fill the Annex B5 for the financial proposal.

- *Scope of the work:*

- The service provider is expected to implement the module related to **regional food manufacturing course** (320 hours), as per the curriculum from MoNE (Ministry of National Education)
- The service provider will hold with ACTED the application process to select the 25 students and will proceed to the student registration with MoNE. The training will be advertised through service provider's social media accounts.
- The class will host 25 students approx.
- Training should last 54 working days with 6 hours of classes per work day,

- There should be one shift as below;

• 9h00 -11h00 | 11h30 13h30 | 14h00-16h00

- Furniture/equipment and other costs should be provided by the service company

- The provider will conduct at least 2 practical tests, one pre-test at the beginning of the training and a one post-test which should be identical to the pre-test 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.
- The service provider is expected to provide sufficient drinking water and cardboard cups for students during course period.
- Weekly meeting will be conducted between ACTED team and the service provider.
- - Service provider will provide childcare services to facilitate students attendance to the training, who may be otherwise unable to attend the courses.  
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 an asset.
  - At least 2 years of working experience in providing training in the above mentioned subjects.
  - 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
  - At least 1 years of working experience in child care services
  - Criminal background check
  
- *Training materials*
  - The service provider must use the information and documentation management 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 service provider will make available the training curriculum (book, etc.) for each student at the beginning of the training
  - The service provider must procure in advance all the necessary material to deliver the classes (as requested in Annex B5)
  
- *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 working 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 54 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 class, and 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 Vocational Training courses by **24/06/2019** (subject to be slightly adjusted)

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

## **Lot 5: Business Management training**

The service provider will be responsible for the overall management and coordination of the 40 hours – 20 days of business management courses implementation.



The Service Provider will provide the premises (centre should be able to hold approximately 100 students, 25 students per classroom) and basic furniture such as desks and chairs for students and teachers, as well as projectors, white boards and other stationeries. The service provider is expected to provide the necessary equipment and materials to deliver the course to 100 beneficiaries. In addition, service provider will provide drinking water and paper cup to beneficiaries in the training venue. Moreover, service provider will provide suitable access to training venue and WC for beneficiaries with obstacle. 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 providing must also fill the Annex B6 for the financial proposal.

- *Scope of the work*

- The provider is expected to deliver a training based on the Start and Improve Your Business (SIYB) training from ILO.
- The service provider will hold with ACTED the application process to select the 100 students. The training will be advertised through service provider's social media accounts.
- Total number of students will be 100 (male and female).
- The training will be delivered in Arabic/Turkish language and the service provider will make available an Arabic/Turkish translator.
- The service provider is expected to provide sufficient drinking water and cardboard cups for students during course period.
- Service provider is responsible for assisting the beneficiaries to develop a business plan, including; how to draft a marketing strategy, plan staff needs, decide about the legal form of a business, get a clear idea about the licenses and the permits needed, assess the environmental impact of a business, and forecast finances.
- The service provider will assist ACTED and financial consultant in selecting 40 grantees together
- The service provider's representative(s) will be in the review committee for selection of the 40 grantees.
- The training hours will be scheduled outside of official working hours to ensure that the existing business owners will be able to participate without impacting their work schedule, as follow;

- **17H30 18H30 | 18H45-19H45**

- 
- Total number of students will be 100 with one shift
- **The service provider must provide at least 1 computer and 1 projector, for each classroom (to be used by teachers)**
- All others furniture/equipment and costs should be provided by the service company
- - Service provider will provide childcare services to facilitate students attendance to the training, who may be otherwise unable to attend the courses.
- Service provider will organize certificate ceremony in the end of the training.

- *Teachers*

- The service provider will hire four trainers and four training assistants (a minimum of two must be female), with the following criteria:
  - Native Turkish speaker and intermediate level in Arabic is an asset.
  - At least 2 years of experience delivering the management and business courses
  - The CV of the trainers must be shared with ACTED for approval 10 working days before the beginning of the training
  - 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
    - At least 1 year of working experience in child care services
    - Criminal background check
- *Training materials*
  - The 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
- *Organization of exams*
  - The service provider will organize an exam at the beginning and at the end of the training (the pre/post tests have got to contain identical context allowing the process of correctly measuring the progress of each student). The content of the exam must be validated by ACTED and shared at least 10 working days before the exam.
  - The service provider will do the correction of the exam and provide each of the exam paper copies and grades to ACTED
  - The service provider will print a certificate at the end of the course for each student
  - 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 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 business management course **by 17/06/2019** (subject to be slightly adjusted)

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

## 5. Timeframe

- Lot 1: Workers' rights and legal framework seminars – **First session on 30/04/2019, second session on 29/06/2019, third session on 01/08/2019.**
- Lot 2: Training on 6-12 years old Children Dress Sewing Course **From 26/06/2019 to 20/08/2019**
- Lot 3: Training on Information and Documentation Management **From 13/05/2019 to 01/08/2019**
- Lot 4: Regional Food Manufacturing Course **From 24/06/2019 to 13/09/2019**
- Lot 5: Business Management training - **From 19/06/2019 to 16/07/2019**

***All 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.**

Company Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Stamp: