

REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF THE FIRM	DATE: August 6, 2018
	REFERENCE: UNDP-TUR-RFP(MC1)-2018/07

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting "Business Development Training for Syrian-owned Enterprises".

Please be guided by the "Form for Submitting Service Provider's Proposal" attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before 18:00 Monday, August 27, 2018 by courier mail.

UNDP Turkey Country Office
Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey
Ref. UNDP-TUR-RFP(MC1)-2018/07
Focal Point: Ümit Alsaç, Procurement Officer
e-mail: tr.procurement@undp.org

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days after the deadline of this RFP.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or that will be issued as a result of this RFP shall be subject to the General Terms and Conditions for Contracts attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions for Contracts of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every Proposer to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely Yours,



Sukhrob KHOJIMATOV
Deputy Country Director

August 6, 2018

Annex 1

Description of Requirements

Context of the Requirement	Business Development Training for Syrian-owned Enterprises
Implementing Partner of UNDP	Ministry of Industry and Technology
Brief Description of the Required Services	<p>“Business Development Training for Syrian-owned Enterprises” assignment aims to increase the capacity of Syrian owned enterprises to develop their businesses in Turkey by providing substantial information on management, law and regulations, access to finance, etc. including work permit regulations. The trainings should contribute to the business development of the Syrian owned enterprises who had to start over while bringing their experiences to a new country with a different working environment and culture, value chains and possible misperception regarding refugee entrepreneurs and businesspersons.</p> <p>The trainings should aim, along with job creation for refugees and host communities, the following improvements within an enterprise;</p> <ul style="list-style-type: none"> • Increased capacity in financial and HR management, • Increased knowledge on laws and regulations on how to do business in Turkey including available access to finance opportunities, public tenders, etc. • Increased capacity in strategic management in line with a suitable marketing strategy, • Increased knowledge on how to access to potential export & import markets. • Promoting the participation of women to the labor force addressing its importance, advantages and possible positions that are suitable for women in an enterprise during the training sessions.
List and Description of Expected Outputs to be Delivered	<p>Expected outputs/activities that will be covered by the “Business Development Training for Syrian-owned Enterprises” assignment are as follows:</p> <ul style="list-style-type: none"> • Preparation of the curriculum in Turkish and/or English and approval of the Curriculum by UNDP • Selection of the participants with the support of UNDP Turkey CO through its existing network of business associations • Organization and conduct of Trainings for 150 Syrian owned enterprises with a curriculum and training materials available in Arabic • Evaluation report based on the evaluation of participants including trainers’ observations in terms of main challenges and the opportunities that Syrian owned enterprises have. • 2 Post-monitoring assessment reports to be submitted to UNDP CO after the completion of all training sessions to see the concrete results (job creation, new employment, business development, increase in income, etc.) within the enterprises.

	Activity/Output / Delivery	Target date for submission to UNDP for approval
	Preparation of the Curriculum in Turkish and/or English and Approval of the Curriculum by UNDP	2 weeks after signing of the contract
	Selection of the participants with the support of UNDP	3 weeks after the approval of UNDP CO of the curriculum
	Organization and Conduct of Trainings for 150 Syrian owned enterprises with a curriculum and training materials available in Arabic	Starting within a week after the selection process of the participants is completed. All the training sessions will be completed in 10 weeks. Trainings can be started in Gaziantep and continued in Mersin or organized simultaneously.
	Evaluation report based on the evaluation of participants including trainers' observations in terms of main challenges and the opportunities that Syrian owned enterprises have. Evaluation report should include the suggestions on business development services that could be provided to Syrian owned enterprises.	1 week after the trainings are completed
	2 Post-monitoring assessment reports will be submitted to UNDP CO after the completion of all training sessions to see the concrete results (job creation, new employment, business development, increase in income, etc.) within the enterprises. The service provider is expected to reach at least 75% of the enterprises that benefitted from the training for the post-assessments via phone call or e-mail.	1 st Assessment Report: 3 months after delivery of evaluation report 2 nd Assessment Report: 6 months after delivery of evaluation report.
Person to Supervise the Work / Performance of the Service Provider	UNDP Turkey Resilience Project in Response to Syria Crisis " Project Manager responsible for Job Creation Component will be responsible for day to day supervision to the service provider under overall supervision of UNDP Senior Resilience Advisor and UNDP Syria Crisis Resilience Response Programme Manager	
Frequency of Reporting	Bi-weekly reports including the overview regarding the training sessions and also the potential challenges that trainers or SMEs encounter should be shared with UNDP Turkey Country and Field Office for their comments and if necessary taking actions.	
Progress Reporting Requirements	An evaluation report based on the evaluation of participants including trainers' observations in terms of main challenges and the opportunities that Syrian owned enterprises have shall be submitted to UNDP 1 week after the trainings are completed.	

	2 Post-monitoring assessment reports shall be submitted to UNDP CO after the completion of all training sessions to see the concrete results (job creation, new employment, business development, increase in income, etc.) within the enterprises (1 st Assessment Report: 3 months after delivery of evaluation report and 2 nd Assessment Report: 6 months after delivery of evaluation report.)
Location of work	Gaziantep Chamber of Industry Vocational Training Center and Mersin Chamber of Industry and Commerce premises
Expected duration of work	Within 10 months after the contract signature (4 months preparation of the curriculum and organization of the trainings; 6 months post-monitoring)
Target commencement date	One week after the contract signature
Latest completion date	10 months after the date of contract signature
Facilities to be Provided by UNDP or its implementing and local partners (i.e., must be excluded from Price Proposal)	The venue for the trainings and the logistic support will be provided by UNDP Turkey Country Office located in Ankara, the Field Office located in the premises of Gaziantep Chamber of Industry, Mersin Chamber of Commerce and Industry and Field Coordinator based in Adana. The logistic support will be provided to the extent of the local partners (Chambers).
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	UN and its subsidiary organs are exempt from all taxes. Therefore, proposers shall prepare their financial proposals excluding Value Added Tax (VAT). It is the Proposers' responsibility to learn from relevant authorities (Ministry of Finance) and/or to review/confirm published procedures and to consult with a certified financial consultant as needed to confirm the scope and procedures of VAT exemption application as per VAT Law, Ministry of Finance's General Communiqués. The Contractor to be selected shall not be entitled to receive any amount over its proposal price in relation to VAT. Overall contract amount to be paid to the contractor shall not exceed the offered Total Financial Proposal Price.
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days after the deadline <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request from the Service Provider to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Payments shall be effected to service provider in TL through conversion of the US\$ amounts to TL by the official UN exchange rate valid on the date of money transfer (in case the vendor is an entity established in Turkey).

The payment schedule is as follows:

Activities/Outputs/Deliverables	Percentage	Condition for Payment Release
Preparation of the Curriculum in English or Turkish (if possible available in Arabic as well)	20%	<p>Within thirty (30) days from the date of meeting the following conditions:</p> <p>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and</p> <p>b) Receipt of invoice from the Service Provider.</p>
Organization and Conduct of the Trainings for 150 Syrian owned enterprises and the submission of an evaluation report regarding the trainings based on the evaluation forms filled out by the participants and the observations of the trainers.	<p>70%</p> <p><i>After 3rd session of the training is completed, UNDP will pay 30%</i></p> <p><i>and 40% will be paid after the submission of the final evaluation report.</i></p>	
Delivery of Post-monitoring assessment reports prepared after 3 and 6 months of completion of all trainings by reaching out the participants via phone and e-mail .	<p>10%;</p> <p><i>5% for each report.</i></p>	

Person(s) to review / inspect/approve outputs /completed services and authorize the disbursement of payment	UNDP Turkey Resilience Project in Response to Syria Crisis Project Manager will be responsible for reviewing, inspecting and approving outputs and completed services under overall supervision of UNDP Senior Resilience Advisor and UNDP Syria Crisis Resilience Response Programme Manager
Type of Contract to be Signed	Facesheet Contract for Goods and/or Services to UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions for Contracts (GTC).</p> <p>This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.</p>
Criteria for the Assessment of Proposal	<p>In order to be considered for technical and financial evaluation each Proposer shall provide:</p> <ul style="list-style-type: none"> - Trade Registry Gazette: Copy of the Trade Registry Gazette or equivalent, demonstrating establishment of the Company. - Chamber Registry: Copy of the certificate, obtained by the proposer within the year in which the RFP is launched or expired, that demonstrates registration to the chamber of industry and/or trade to which the proposer is registered. - Authority to Sign: Original or notarized copy of Trade Registers Gazette indicating the shares of the shareholders of the company and their position within the

	<p>company or the documents evidencing such issues as well as the signature circular of the legal entity certified by the notary public or specimen of list of authorized signatures and the notarized power of attorney.</p> <p>Technical Proposal</p> <p><input checked="" type="checkbox"/> Expertise of the Firm: 30%</p> <p><input checked="" type="checkbox"/> Methodology, It's Appropriateness to the Condition and Timeliness of the Implementation Plan: 30%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 40%</p> <p>The minimum score required for technical qualification is 70%.</p> <p>Financial Proposal</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>The formula for the rating of the Proposals will be as follows:</p> <p>Rating the Technical Proposal (TP): $TP\ Rating = (Total\ Score\ Obtained\ by\ the\ Offer / Max.\ Obtainable\ Score\ for\ TP) \times 100$</p> <p>Rating the Financial Proposal (FP): $FP\ Rating = (Lowest\ Priced\ Offer / Price\ of\ the\ Offer\ Being\ Reviewed) \times 100$</p> <p>Total Combined Score: $Combined\ Score = (TP\ Rating) \times (Weight\ of\ TP,\ e.g.\ 70\%) + (FP\ Rating) \times (Weight\ of\ FP,\ e.g.,\ 30\%)$</p> <p>The minimum technical score required to pass is 70%.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One Service Provider
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions for Contracts (Annex 3) <input checked="" type="checkbox"/> Detailed Terms of Reference
Contact Person for Inquiries (Written inquiries only)	<p>Ümit Alsaç, Procurement Officer</p> <p>Address: Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey</p> <p>E-mail address: tr.procurement@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

[insert: Location]

[insert: Date]

To: UNDP Turkey Office, Turkey Resilience Project in Response to the Syria Crisis, Yıldız Kule, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, 16th Floor Cankaya, Ankara, 06550 Turkey
Focal Point: Ümit ALSAÇ, Procurement Officer

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated August 6, 2018 with Ref. **UNDP-TUR-RFP(MC1)-2018/07**, and all of its attachments, as well as the provisions of the UNDP General Terms and Conditions for Contracts:

A. Qualifications of the Service Provider

The Proposer shall submit copies of following documents to demonstrate eligibility and expertise:

- a) Trade Registry Gazette: demonstrating establishment of the Company
- b) Chamber Registry Certificate
- c) Authority to sign: notarized signature statement or signature circular or power of attorney
- d) A brochure, catalog or a similar document showing the profile of the proposer (nature of business, certifications etc.)
- e) Copies of contracts that show experience in the area of professional training, consultancy or similar assignments,
- f) Copy(ies) of contract(s) that show similar professional experience in the Syria crisis response in Turkey or other countries affected by the Syria Crisis.

B. Proposed Methodology for the Completion of Services

The Proposer shall describe how it will address/deliver the demands of the RFP; providing defined and justifiable methodology, processes and methods to conduct the training including a sample curriculum, key steps towards quality delivery of the assignment and the risks and critical issues along with mitigation strategy.

C. Qualifications of Key Personnel

CVs of the proposed Team Leader, Trainer 1 (Business development law and regulations on how to do business in Turkey), Trainer 2 (Import & Export Regulations), Trainer 3 (Human Resources Management) and Trainer 4 (Finance and Strategic Management) which include a written confirmation that they will be available for the entire duration of the contract and at least 3 references). It is highly recommended that UNDP Personnel History Form (P11) is used for the CV.

D. PRICE SCHEDULE

The Proposers shall fill out below price schedule. Any price schedule quoted by the proposers other than below table shall be rejected by UNDP.

Please take into consideration that no travel, accommodation or other expenses are foreseen for Deliverable 1, Deliverable 2, Deliverable 4 and Deliverable 5.

Deliverable 1: Curriculum in Turkish and/or English				
Activity 1: Preparation of the Curriculum in Turkish and/or English and Approval of the Curriculum by UNDP.				
Price Item	Unit	Quantity (the number of man/days)	Unit Price (USD)	Total Price (USD)
Team Leader	man/day			
A. Total Price of Deliverable 1 (USD)				

Deliverable 2: List of training participants				
Activity 2: Selection of the participants with the support of UNDP				
Price Item	Unit	Quantity (the number of man/days)	Unit Price (USD)	Total Price (USD)
Team Leader	man/day			
B. Total Price of Deliverable 2 (USD)				

Activity 3: Organization and Conduct of Trainings for 150 Syrian owned enterprises with a curriculum and training materials available in Arabic.				
Price Item	Unit	Quantity	Unit Price (USD)	Total Price (USD)
Team Leader	man/day			
Trainer 1 (Business Development Regulations)	man/day			
Trainer 2 (Import-Export Regulations)	man/day			

Trainer 3 (Human Resources Management)				
Trainer 4 (Finance and Strategic Management)				
Travel Expenses*	One way			
Accommodation Expenses*	Nights			
Catering Expenses During Trainings (including lunch per 25 participants/session)	Day	36 (6 sessions*6 training days/session)		
Turkish-Arabic Translation Services**	Day	36 (6 sessions*6 training days/session)		
Printing of Training Materials	Piece	150		
Other Expenses (communication, stationary etc.)	Lump-Sum	Lump-Sum		
C. Total Price of Deliverable 3 (USD)				

Deliverable 4: Evaluation report based on the evaluation of participants including trainers' observations

Activity 4: Write-up of the evaluation report

Price Item	Unit	Quantity (the number of man/days)	Unit Price (USD)	Total Price (USD)
Team Leader	man/day			
D. Total Price of Deliverable 4 (USD)				

Deliverable 5: 2 Post Monitoring Evaluation Reports				
Activity 5: Write up of 2 post monitoring evaluation reports to see the concrete results (job creation, new employment, business development, increase in income, etc.) within the enterprises.				
Description	Unit	Quantity (the number of man/days)	Unit Price (USD)	Total Price (USD)
Team Leader	man/day			
E.Total Price of Deliverable 5 (USD)				

{A+B+C+D+E} GRAND TOTAL PROPOSAL PRICE (USD)	
---	--

***The Proposers shall provide details of travel, accommodation and other expenses in case they put a price for those for Deliverable 3.**

**** This cost line may be omitted if the service provider proposes trainers who are able to provide trainings in Arabic.**

[Name and Signature of the Proposer's Authorized Person]

[Designation]

[Date]

Annex 3: UNDP General Terms and Conditions for Contracts

Hyper-Link: English Version

Link:

[http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20\(Goods%20and-or%20Services\)%20-%20Sept%202017.pdf](http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf)

Annex 4

Terms of Reference

Project Title: Turkey Resilience Project in response to the Syria Crisis: Job Creation (C1) (EUTF MADAD funded)

Activity: Business Development Training for Syrian-owned Enterprises

a. Background Information and Rationale, Project Description

As of July 2018, Turkey hosts over 3,5 million Syrians under temporary protection.¹ Syrians are mainly located in the Southeast Anatolia region bordering Syria, but as the crisis continued, the population has expanded to other regions as well. Turkey hosts the largest refugee population in the world and has demonstrated strong national ownership of the response. The Government of Turkey provides a rights-based legal framework through the Temporary Protection regulation, which offers access to education, health care, employment and social security to Syrians. According to the Government of Turkey, it spent 30 billion USD over the last 5 years on the response to the Syria crisis.

Currently, out of the 3,5 million registered Syrian refugees, more than 3,3 million refugees live amongst Turkish host communities (6% of Syrian refugees are living in the temporary accommodation centers).² 40% of the 3,5 million refugees are concentrated in 4 provinces in the South East. Within these provinces, there are four municipalities in Turkey that are particularly impacted, each hosting more than 100,000 Syrians. In these cities, the ratio of the Syrian population to that of host communities is higher than 15%, including Kilis, Hatay, Gaziantep and Şanlıurfa.³ Populations have either reached or exceeded 2023 population projections. Kilis, for instance, hosts almost as many Syrian refugees as its local population.

UNDP supports the Government of Turkey to respond to this large-scale displacement through its Syria Crisis Response and Resilience Programme in Turkey to strengthen the resilience of refugees, host community members, local municipalities and relevant national institutions to cope with and recover from the impact. UNDP's resilience response strategy is to invest in existing national and local systems to ensure they can adequately serve both host and refugee communities.

Turkey Resilience Project, funded by the EU and implemented under Syria Crisis Response and Resilience Programme, responds to a strong call for job *creation*, in addition to the current efforts supporting the labor supply side (i.e. vocational training). So far, support provided in Turkey in response to the Syria crisis related to employment and livelihoods, has focused primarily on labor supply side measures e.g. technical and vocational training to increase employability of Syrians. Supply-side measures only, however, would

¹ Official data Directorate General for Migration Management, Turkey, May 2018.

² Mostly in the South East, particularly Gaziantep, Kilis, Şanlıurfa, and Hatay

³ DG of Migration Management, TURKSTAT (DGMM 2017)

fall short of addressing the challenge, if they are not accompanied by demand-side interventions creating actual jobs. This is particularly the case in the Southeast Anatolia Region where unemployment rates have generally been higher than the national headline unemployment rate, despite a lower level of labor force participation. And in doing so, the Project aims at reducing potential risks of social tensions, increasing self-reliance of Syrians under Temporary Protection (SuTP) and improving integration of SuTP into host communities.

The projects aims at supporting local economic growth to create job opportunities for SuTPs and host communities and contributing to the socio-economic empowerment of Syrians (especially women) and Turkish host community members⁴.

Activities that will target Syrian-owned enterprises will also aim at boosting their potential to create jobs, assisting them to overcome the challenges that they face while doing business in Turkey and also inform them about the law and regulations and the business culture in Turkey to support them with better integrating into the local economy and value chains. The expected impact of those activities is also increase in their capability to be part of the efforts for industrial transformation in the region to be more competitive with value-added production while being able to absorb the labor supply that has drastically increased after the Syria Crisis.

As of December 31, 2017, 7.620 Syrian investors have established businesses in Turkey according to the records of the Ministry of Economy. Syrians doing business through direct investment and joint-ventures are operating in both service and manufacturing sectors.⁵ In order to integrate these enterprises into local economy and support them through business development services, the Project aims at providing tailored trainings for the Syrian owned enterprises on how to do business in Turkey and raising their awareness and knowledge on laws and regulations and business culture in Turkey. The trainings will serve helping those enterprises overcome their challenges that they face during their operations while providing necessary information to grow their business and to create jobs in Turkey. The Project aims at facilitating the integration of Syrian-owned SMEs into the local value chains as well.

b. Specific Objectives

The specific objective of the trainings is to increase the capacity of Syrian owned enterprises to develop their businesses in Turkey by providing substantial information on management, law and regulations, access to finance, etc. including work permit regulations. The trainings should contribute to the business development of the Syrian owned enterprises who had to start over while bringing their experiences to a new country with a different working environment and culture, value chains and possible misperception regarding refugee entrepreneurs and businesspersons.

The trainings should aim, along with job creation for refugees and host communities, the following improvements within an enterprise;

⁴ These activities will be benefiting from gender empowerment initiatives being implemented by UNDP both in Turkey and in the Region where 3RP is covering.

⁵ Ministry of Economy, https://www.ekonomi.gov.tr/portal/faces/home/yatirim/uluslararasiYatirim/uluslararasi-dogrudan-yatirim?_afLoop=27897304086983604&_afWindowMode=0&_afWindowId=null&_adf.ctrl-state=2xcr9psep_1#!%40%40%3F_afWindowId%3Dnull%26_afLoop%3D27897304086983604%26_afWindowMode%3D0%26_adf.ctrl-state%3D2xcr9psep_5

- Increased capacity in financial and HR management,
- Increased knowledge on laws and regulations on how to do business in Turkey including available access to finance opportunities, public tenders, etc.
- Increased capacity in strategic management in line with a suitable marketing strategy,
- Increased knowledge on how to access to potential export & import markets.
- Promoting the participation of women to the labor force addressing its importance, advantages and possible positions that are suitable for women in an enterprise during the training sessions.

The trainings will be an opportunity to contact Syrian owned enterprises and be informed about their specific challenges. The service provider is expected to share these specific challenges with UNDP CO Team.

c. Scope

The scope of the work is as follows:

Preparation of a Turkish and/or English curriculum for the training designed by taking into consideration of possible challenges that Syrian owned enterprises would have faced while doing business in Turkey,

The training curriculum is expected to include the following topics:

- Law and regulations related to doing business in Turkey including work permit regulations, -
- Human resources management including access to employment services of ISKUR,
- Import&export regulations including tools for potential market research,
- Financial management, strategic management and marketing strategies,
- Separate session or with a mainstreamed approach, promotion of women's participation to the labor force should be elaborated.

During the implementation period, the Arabic version of the curriculum will be provided to trainees. Training will be given to 25 enterprises per 1 or 2 weeks and will cover 150 enterprises (50 in Mersin and 100 in Gaziantep) in 10 weeks,

The service provider will collect evaluation forms from the participants after each training and copy of these evaluation forms will be shared with the UNDP Project Staff who will oversee the trainings in Gaziantep and Mersin as well. The service provider will also monitor the impacts of trainings by contacting enterprises after 3 and 6 months of the training to conduct post-monitoring assessments. These post monitoring assessments will be shared with UNDP Turkey CO in 2 weeks after the assessments are finalized. Sharing with 3rd parties of information collected from Syrian-owned enterprises will be subject to the written consent that the enterprise will provide to the service provider. The copies of these consent forms will be shared with UNDP Turkey CO as well.

The location of the trainings will be determined and notified to the contractor by UNDP or its local partner. The beneficiary enterprises will be determined in cooperation with UNDP, its local partners and the service provider.

d. Approach and Methodology

The curriculum of the trainings should be focused on overcoming of the challenges that Syrian-owned enterprises can encounter while doing business. It should provide them practical solutions and the way forward to develop their businesses. The curriculum should include both strategic directions for an enterprise in terms of business development but also the regulatory framework.

Target Groups

During the selection of the enterprises, the enterprises (SMEs) operating in manufacturing industry and the newly established ones will be prioritized so the curriculum should respond to the needs of this target group. The companies holding following criteria will constitute the primary target group for the trainings:

- Companies that have 10 or more employees,
- Companies that have trade registry in Turkey,
- Companies that operate in manufacturing industry,
- Companies established recently (established in January 2017 and after),

After selection of the primary target group, the scope of the criteria could be expanded to the manufacturing companies established before 2017 and also companies operating in service sector and having 10 or more employees in case there will be a need of reaching the total number of beneficiaries (150 enterprises). UNDP Turkey Country Office and the service provider will work on the selection process together.

All the applications will be collected through application forms indicating the contact details of the company, number of employees, sector, year of establishment and also their interest and commitment to attend the training.

For the selection of the enterprises, the service provider is expected to have its own network besides the support that UNDP Turkey Country and Gaziantep Field Office and Field Coordinator based in Adana will provide in terms of reaching out the potential companies.

All the proposers are expected to deliver a sample curriculum with basic information in their proposals. Q&A sessions after each training sessions would be beneficial for enterprises in order to recap the training and create a space to ask specific questions if needed. The service provider should organize itself to overcome the language barrier if the training will be given in Turkish through simultaneous translation to Arabic during the training sessions and also with a curriculum and training materials available in Arabic for the participants. The active participation of the enterprises is crucial, and the language shouldn't be an issue that would prevent them doing it. The trainers should be prepared to any possible questions raised by the participants by taking into consideration that the questions could be related to the refugees especially about the work permits and quota allocated for refugees in each enterprise.

After each training session, the evaluation form should be filled out by each participant and the service provider should present an analysis to UNDP Turkey CO bi-weekly regarding the feedback received from the enterprises and also the trainers.

The number of participants shouldn't exceed 25 persons (one representative from each enterprise) per session to ensure active participation. Depending on the curriculum and methodology selected, the service provider is expected to find and give trainings to 150 enterprises in 13 weeks after the final approval received from UNDP Turkey CO regarding the curriculum. The expected duration of the one training curriculum is 6 days and it should be completed in maximum 2 weeks to give flexibility to the enterprises by taking into consideration of the employee's allocated time to the training could affect the functioning of especially the small enterprises.

The proposers shall include in their financial proposals the potential expenses such as catering (including lunch) during the trainings, trainers' fee, team leader's fee, printed materials in both Turkish and Arabic, simultaneous translation during the training and also the translation of the curriculum.

e. Deliverables and Schedules/Expected Outputs and Duration of the Assignment

Activities, deliverables and expected outputs of this assignment are given in the table below:

Activity/Output / Delivery	Time Period
Preparation of the Curriculum in Turkish and/or English and Approval of the Curriculum by UNDP	2 weeks after signing of the contract
Selection of the participants with the support of UNDP	3 weeks after the approval of UNDP Turkey CO of the curriculum
Organization and Conduct of Trainings for 150 Syrian owned enterprises with a curriculum and training materials available in Arabic	Starting within a week after the selection process of the participants is completed. All the training sessions will be completed in 10 weeks Trainings can be started in Gaziantep and continued in Mersin or organized simultaneously.
Evaluation report based on the evaluation of participants including trainers' observations in terms of main challenges and the opportunities that Syrian owned enterprises have. Evaluation report should include the suggestions on business development services that could be provided to Syrian owned enterprises.	1 week after the trainings are completed
2 Post-monitoring assessment reports will be submitted to UNDP CO after the completion of all training sessions to see the concrete results (job creation, new employment, business development, increase in income, etc.) within the enterprises. The service provider is expected to reach at least 75% of the enterprises that benefitted from the training for the post-assessments via phone call or e-mail.	1 st Assessment Report: 3 months after delivery of evaluation report. 2 nd Assessment Report: 6 months after after delivery of evaluation report.

UNDP Turkey Country Office will dedicate 3 days to review each output (evaluation report and post-monitoring reports), give comments and accept them.

f. Key Performance Indicators and Service Level

The service provider should ensure high quality provision of trainings and receive positive evaluation form at least 70% of trainees. If the service provider fails to achieve this level of positive feedback from participants, it may be requested to provide additional training free of charge to that group of trainees addressing concerns of negative feedback by participants.

According to the evaluation of the participants and also observations of the UNDP Field Office, UNDP CO may ask from the service provider to change an instructor of a session or revise the curriculum to address the specific needs of the participants.

g. Governance and Accountability

UNDP Turkey Resilience Project in Response to Syria Crisis Project Manager will directly supervise the Service Provider in close cooperation with the UNDP Senior Resilience Advisor and the respective UNDP Syria Crisis Response Programme Manager. The Service Provider will be directly responsible to, report to, seek approval/acceptance of deliverables from UNDP Turkey Resilience Project in Response to Syria Crisis Project Manager.

Bi-weekly reports including the overview regarding the training sessions and also the potential challenges that trainers or SMEs encounter should be shared with UNDP Turkey Country and Field Office for their comments and if necessary taking actions. In case of a logistic support required in the location, contractor should notify directly UNDP Gaziantep Field Office and Field Coordinator based in Adana for them to take necessary actions before the local partners. The copy of all the attendance lists will be shared with the UNDP Field Office to facilitate the follow-up on the attendance rate.

In addition to the UNDP Gaziantep Field Office and the Field Coordinator based in Adana that will provide logistical support to the service provider, service provider could liaise with the representatives of the Gaziantep Chamber of Industry and Mersin Chamber of Commerce and Industry based in the premises that the trainings will be organized.

The service provider will be responsible for conducting the trainings as planned above, making necessary effort for Syrian owned enterprises to benefit from the training as much as possible. It will monitor the attendance rate, interest of participants and interaction during the session and evaluate the trainers and the curriculum in case of additional requests and feedback coming from participants in terms of performance of the trainers or the content of the training.

UNDP Project Staff and Gaziantep Field Office Staff and the Field Coordinator based in Adana will be responsible for arranging the venue of the trainings and providing logistic support if/when necessary in collaboration with Gaziantep Chamber of Industry and Mersin Chamber of Commerce and Industry and monitoring of overall implementation of the training along with the attendance rate of the participants.

Gaziantep Chamber of Industry and Mersin Chamber of Commerce and Industry will arrange the venue for the location and provide when/if necessary logistic support during the organization of the trainings to the extent of their resources.

The Syrian owned enterprises are expected to send one representative for each training session. This person could be changed according to the content of the training, but the quota allocated for each session

is 1 for each participating company. The target number of enterprises that should be reached is 150 (100 in Gaziantep and 50 in Mersin) but the number of individuals from a single company could be more than 1.

h. Facilities to be provided by UNDP

UNDP Country Office located in Ankara, the Field Office located in the premises of Gaziantep Chamber of Industry, Field Coordinator based in Adana and its local partners Gaziantep Chamber of Industry and Mersin Chamber of Commerce and Industry will provide assistance in terms of allocating the location for the trainings and providing logistic support during the trainings. UNDP CO, Field Coordinator and Field Office, in cooperation with its local partners, will contribute to identification of potential beneficiaries for the training while being part of the whole selection process. UNDP Country Office and Gaziantep Field Office will use its network to reach out the Syrian owned enterprises to support service provider's operation but the contacting, collecting the application and following up of the registration process will be the responsibility of the service provider. Service provider is expected to have its own channels and network to reach Syrian owned enterprises.

i. Expected duration of the contract/assignment

The expected duration of the assignment is 10 months after signing of the contract including delivery of the trainings and 2 post assessments within the 6 months after the trainings and delivery of the reports.

j. Duty Station

The service provider can be based in any province, but the service provider trainers shall be present in Gaziantep and Mersin during the training sessions (10 weeks) to ensure smooth implementation. Post monitoring assessments with the enterprises could be done remotely via phone calls and e-mails.

k. Professional Qualifications of the Successful Contractor and its key personnel

The contractor and designated trainers shall have solid experience in providing business development trainings, solid knowledge on regulatory framework on how to do business in Turkey, HR and financial management, import & export regulations, law and regulations related to doing business in Turkey including work permit regulations and strategic and financial management and should be qualified to answer all the questions that could come from the participants including work permit regulations, etc. The Team Leader will be responsible to oversee the implementation, identification of the trainers, preparation of the curriculum, preparing the post-training evaluation report and post-monitoring assessment reports. Experience in project management and strong organizational skills would be required for the team leader. The team leader will be the sole responsible person for UNDP CO .

The team of the contractor will be composed of following positions:

Team Leader who will be focal point for UNDP Turkey Country Office during the implementation, monitoring and evaluation process and,

The trainers who will be providing the trainings in Gaziantep and Mersin. Team leader may also be a trainer in different parts of the curriculum and one trainer may be a trainer for different parts of the

curriculum (i.e. 4 different trainer positions) as well, depending on he/she possesses minimum qualifications required of trainers for different parts of the curriculum.

The Team Leader is required to hold the following qualifications:

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences, Social Sciences, Law, Education or other related fields,
- Proficiency in both Turkish and English,
- Proficiency in Arabic will be considered as an asset,
- Minimum of two (2) years of experience in the last 10 years with project/event management, professional training and/or consultancy, business development or similar assignments.
- Experience in Syria Crisis Response (took part in similar projects of professional education/training for Syrian refugees or consultancy for Syrian Owned Enterprises) in the last 7 years will be considered as an asset,
- Minimum one year experience in the last 5 years, as a trainer, consultant, researcher, manager or a similar role in a firm, consultancy company, etc. and knowledge on Turkish labor and employment regulations will be considered as an asset.

The required qualifications of trainers are as follows:

Trainer 1 (Business development law and regulations on how to do business in Turkey)

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences, Social Sciences, Law, Education or other related fields,
- Minimum of two (2) years of experience in the last 5 years of providing training/consultancy to SMEs, start-ups, entrepreneurs or similar businesses on business development law and regulations on how to do business in Turkey or application of these laws and regulations in a business setting.

Trainer 2 (Import&Export Regulations)

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences, Social Sciences, Law, Education or other related fields,
- Minimum of two (2) years of experience in the last 5 years of providing training/consultancy on import& export regulations or application of import& export regulations in a business setting.

Trainer 3 (Human Resources Management)

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences, Social Sciences, Law, Education or other related fields,
- Minimum of two (2) years of experience in the last 5 years of providing training/consultancy on human resources management or working as an human resources professional in a business setting.

Trainer 4 (Financial and Strategic Management)

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences, Social Sciences, Law, Education or other related fields,
- Minimum of two (2) years of experience in the last 5 years of providing training/consultancy on financial and/or strategic management or working as finance and strategic management professional in a business setting .

The proposers are required to present the CVs of their proposed trainers in their proposals. The CVs should indicate the experience on trainings and should match with the sample curriculum presented in the offer. The proposers could submit potential trainers that will be employed for this training by getting their written declaration to work for the service provider if awarded the contract.

I. Price and Schedule of Payments

The contract price is a fixed output-based price regardless of extension of the herein specific duration. The contract price is gross, and all inclusive of travel, accommodation, transportation, equipment, office and etc. expenses required for the successful provision of services and outputs as well as all legal expenses, including but not limited to social security, income tax, pension, visa etc., which shall be required by applicable laws. The service provider will not receive any additional payment for such kind of expenses. The schedule of payments is as follows:

Activities/Outputs/Deliverables	Percentage	Condition for Payment Release
Preparation of the Curriculum in English or Turkish (if possible available in Arabic as well)	20%	Within thirty (30) days from the date of meeting the following conditions: c) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and d) Receipt of invoice from the Service Provider.
Organization and Conduct of the Trainings for 150 Syrian owned enterprises and the submission of an evaluation report regarding the trainings based on the evaluation forms filled out by the participants and the observations of the trainers.	70% <i>After 3rd session of the training is completed, UNDP will pay 30% and 40% will be paid after the submission of the final evaluation report.</i>	
Delivery of Post-monitoring assessment reports prepared after 3 and 6 months of completion of all trainings by reaching out the participants via phone and e-mail .	10%; <i>5% for each report.</i>	

The payment for organization and conduct of the trainings will be made in five tranches. The first trench will be paid for the curriculum after its delivery to the UNDP CO, second tranche will be paid upon completion of the 3rd training session, third tranche will be paid upon completion of the training sessions and delivery of the final evaluation report and fourth and fifth tranches will be paid upon the delivery of the post-monitoring assessment reports.

m. Recommended Presentation of the Proposal

The proposals shall include following documents:

Eligibility:

- **Trade Registry Gazette:** Copy of the Trade Registry Gazette, demonstrating establishment of the Company.
- **Chamber Registry:** Copy of the certificate, obtained by the proposer within the year in which the RFP is launched or expired, that demonstrates registration to the chamber of industry and/or trade to which the proposer is registered.
- **Authority to Sign:** Original or notarized copy of Trade Registers Gazette indicating the shares of the shareholders of the company and their position within the company or the documents evidencing such issues as well as the signature circular of the legal entity certified by the notary public or specimen of list of authorized signatures and the notarized power of attorney.

Technical proposal:

- A brochure, catalog or a similar document showing the profile of the service provider (nature of business, certifications etc.)
- Copies of contracts that show similar experience in the last 10 years in areas of professional training, consultancy, business development, entrepreneurship or similar studies,
- Copy(ies) of contract(s) that show similar experience in the Syria crisis response (training, consultancy, business development, entrepreneurship or similar studies) in Turkey or other countries affected by the Syria Crisis in the last 7 years,
- Proposed methodology including a sample training curriculum for the completion of services,
- CVs of the proposed assigned Team Leader and Trainers (which include a written confirmation that they will be available for the entire duration of the contract and at least 3 references)

Financial Proposal (included in Annex 2-Form for Submitting Service Provider's Proposal)

n. Criteria for the Award of Contract and Evaluation of Proposals

The technical components will be evaluated in accordance with the Technical Evaluation Criteria defined below. Only those Service Providers who attain 70 % of the obtainable score of the 100 points in the technical evaluation will be qualified.

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	30%	30
2.	Proposed Methodology, Approach, and Implementation Plan	30%	30
3.	Management Structure and Key Personnel	40%	40
Total			100

Technical Proposal Evaluation		Points obtainable
<u>Form 1</u>		
Expertise of the Firm/Organization		
1.1	<p>Experience in area of professional training, consultancy, business development, entrepreneurship or similar studies.</p> <p>Has successfully completed contracts of for at least 1 similar training/consultancy/assignment in the last 10 years: 10 points</p> <p>Has successfully completed contracts of for at least 2 relevant similar trainings/consultancies/assignments in the last 10 years: 15 points</p>	15
1.2	<p>Similar professional experience in the Syria crisis response (training, consultancy, business development, entrepreneurship or similar studies) in Turkey or other countries affected by the Syria Crisis;</p> <p>Has successfully completed contracts of for at least 1 similar training/consultancy/assignment: 10 points</p> <p>Has successfully completed contracts of for at least 2 relevant similar trainings/consultancies/assignments: 15 points</p>	15
Total Part 1		30

Technical Proposal Evaluation <u>Form 2</u>		Points Obtainable
Proposed Methodology, Approach, and Implementation Plan		
2.1	To what degree does the Proposer understand the task? Is the proposal based on clearly defined and justifiable methodology and includes processes and methods to conduct the training and key steps towards quality delivery of the assignment?	10
2.2	Does the methodology provide detailed time-dynamics, sequence and time-flow of activities within provided deadlines to meet objectives? Are the risks and critical issues accurately identified along with mitigation strategy?	10
2.3	Is the sample curriculum presented by the Proposer compatible with and does reflect essential objectives of this assignment?	10
Total Part 2		30

Technical Proposal Evaluation <u>Form 3</u>		Points Obtainable
Management Structure and Key Personnel (Team Leader)		
3.1.	<p>2-3 years of experience in the last 10 years with project/event management, professional training, consultancy, business development or similar assignments: 5 points</p> <p>3 or more years' experience in the last 10 years with project/event management, professional training, consultancy, business development or similar assignments: 10 points</p>	10
3.2.	<p>Experience in Syria Crisis Response (took part in similar projects of professional education/training for Syrian refugees or consultancy for Syrian Owned Enterprises) in the last 7 years:</p> <p>Has been a part of at least 1 similar project implemented within the context of Syria crisis response as researcher, trainer, consultant, manager, expert or a similar role.</p>	5

3.3	Minimum one year experience in the last 5 years, as a trainer, consultant, researcher, manager or a similar role in a firm, consultancy company, etc. and knowledge on Turkish labor and employment regulations will be considered as an asset.		5
Management Structure and Key Personnel (Trainers)			
3.4.	<p>Trainer 1 (Business development law and regulations on how to do business in Turkey)</p> <p>2-3 years of experience in the last 5 years of providing training/consultancy to SMEs, start-ups, entrepreneurs or similar businesses on business development law and regulations on how to do business in Turkey or application of these laws and regulations in a business setting: 3 pts.</p> <p>More than 3 years of experience in the last 5 years of providing training/consultancy to SMEs, start-ups, entrepreneurs or similar businesses on business development law and regulations on how to do business in Turkey or application of these laws and regulations in a business setting: 5 pts.</p>		5
3.5.	<p>Trainer 2 (Import&Export Regulations)</p> <p>2-3 years of experience in the last 5 years of providing training/consultancy on import& export regulations or application of import& export regulations in a business setting: 3 pts.</p> <p>More than 3 years of experience in the last 5 years of providing training/consultancy on import& export regulations or application of import& export regulations in a business setting: 5 pts.</p>		5
3.6.	<p>Trainer 3 (Human Resources Management)</p> <p>2-3 years of experience in the last 5 years of providing training/consultancy on human resources management or working as an human resources professional in a business setting: 3 pts.</p> <p>More than 3 years of experience in the last 5 years of providing training/consultancy on human resources management or working as an human resources professional in a business setting: 5 pts.</p>		5

3.7.	Trainer 4 (Financial and Strategic Management) 2-3 years of experience in the last 5 years of providing training/consultancy on financial and/or strategic management or working as finance and strategic management professional in a business setting: 3 pts. More than 3 years of experience in the last 5 years of providing training/consultancy on financial and/or strategic management or working as finance and strategic management professional in a business setting: 3 pts.		5
	Total Part 3:		40

Rating the Technical Proposal (TP):

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100

Rating the Financial Proposal (FP):

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

(TP Rating) x (Weight of TP, e.g. 70%)
+ (FP Rating) x (Weight of FP, e.g., 30%)