

REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF THE FIRM <u>Please insert Name Address and Contact Details of your firm:</u>	DATE: August 8, 2019 REFERENCE: UNDP-TUR-RFP(KFW)-2019/11
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Dear Sir / Madam:

We kindly request you to submit your Proposal for the delivery of "Training Programmes to İŞKUR Job and Vocational Consultants (JVCs) in İstanbul, Gaziantep.

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 **14:00 Monday, September 02, 2019** by hand delivery or courier mail to below address.

UNDP Turkey Country Office
Yıldız Kule 21st Floor, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550
Turkey
Ref. UNDP-TUR-RFP(KFW)-2019/11
Focal Point: Murat ÖZERDEN, Procurement Officer

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,



Üsame YALÇIN

Assistant Resident Representative (Operations)

August 8, 2019

Annex 1

Description of Requirements

Context of the Requirement	Training Programmes for İŞKUR Job and Vocational Consultants (JVCs)
Implementing Partner of UNDP	Turkish Employment Agency
Brief Description of the Required Services	<p>The objective of the Employment and Skills Development Project is to support Syrians and vulnerable host community members to enter the local labor market. The project will do so through strengthening the institutional capacity of Turkish Employment Agency (İŞKUR) to expand active labor market services and adjust capacities and services where needed to respond to the demand for services for both Turkish and Syrian job seekers.</p> <p>Through training programmes to be delivered to İŞKUR Job and Vocational Consultants (JVCs), the main aim is to cover immediate needs of İŞKUR on the services directly provided to both Syrians and Turkish citizens. As the first contact point of İŞKUR services, JVCs are targeted for this training programme in order to engage them with the multi-cultural environment and increase their awareness on providing services to various job seekers.</p> <p>It is expected that “Training Program for İŞKUR Job and Vocational Consultants (JVCs)” should contribute to the improvement in the capacities of JVCs and equipping them with leadership skills, successful communication in cultural context along with intercultural differences and creating awareness on the Syrians under Temporary Protection in Turkey.</p> <p>The trainings should focus on the following improvements;</p> <ul style="list-style-type: none"> • Increased capacity of JVCs on leaderships, fundamentals of intercultural communication, intercultural differences, successful communication in cultural context. • Increased knowledge on laws and regulations about rights granted to Syrians under Temporary Protection and potential employment opportunities to be provided. • Increased capacity in integration of Refugees into the labor market with examples from best practices in various countries. • Increased knowledge on how to develop innovative solutions and strengthen the labor market in order to minimize the unemployment in Turkey with the integration of refugees into labor market. • Promoting the participation of potential labor force to the labor market by addressing its importance, advantages and possible positions that are suitable for various target groups.

List and Description of Expected Outputs to be Delivered	<p>Expected outputs/activities that will be covered by the “Training Programmes for İŞKUR Job and Vocational Consultants (JVCs)” assignment are as follows:</p> <ul style="list-style-type: none">• Preparation and printing of curriculum and training materials and delivery of the materials to be used during the training program.• Arrangement of total number of Trainers based on the group of the participants as one class shall consist of at most 25 trainees.• Organization and conduct of one-week training programme for 350 JVCs from İŞKUR Provincial Directorates in İstanbul, Gaziantep, Şanlıurfa, Hatay and Kilis. The trainings will be delivered in Turkish, in İstanbul and Gaziantep as given below; <table><tr><td></td><td>Total Number of Trainees</td><td>Training Province</td></tr><tr><td>1st Group</td><td>125</td><td>İstanbul</td></tr><tr><td>2nd Group</td><td>125</td><td>İstanbul</td></tr><tr><td>3rd Group</td><td>100</td><td>Gaziantep</td></tr></table> <ul style="list-style-type: none">• Delivery of evaluation report based on the evaluation of participants including trainers’ observations in terms of increased capacity of JVC’s on the training’s topics.• Delivery of a set of detailed training report both in electronic format and hard copy with photos of trainings, signed attendance lists, ex-ante and ex-post surveys conducted for evaluation, any materials used during the trainings and etc.		Total Number of Trainees	Training Province	1st Group	125	İstanbul	2nd Group	125	İstanbul	3rd Group	100	Gaziantep
	Total Number of Trainees	Training Province											
1st Group	125	İstanbul											
2nd Group	125	İstanbul											
3rd Group	100	Gaziantep											
Person to Supervise the Work / Performance of the Service Provider	UNDP Employment and Skills Development Project’s Project Manager will be responsible for day to day supervision to the service provider under overall supervision of UNDP Senior Resilience Advisor												
Frequency of Reporting	Apart from the Evaluation Report and Training Report mentioned above, the service provider is expected to prepare ad hoc reports when needed.												
Progress Reporting Requirements	<p>An evaluation report based on the evaluation of participants including trainers’ observations in terms of increased capacity of JVC’s on the training’s topics.</p> <p>A Training report both in electronic format and hard copy with photos of trainings, signed attendance lists, ex-ante and ex-post surveys conducted for evaluation, any materials used during the trainings and etc.</p>												
Location of work	Training Venues are hotels in İstanbul and Gaziantep and they will be arranged by UNDP												
Expected duration of work	10 weeks after the contract signature												
Target commencement date	On the day of the contract signature												
Latest completion date	10 weeks after the date of contract signature												
Facilities to be Provided by UNDP or its implementing and local partners (i.e., must	The venue for the trainings and the logistic support for the trainees will be provided by UNDP												

be excluded from Price Proposal)	
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	Please refer to Section I. Price and Schedule of Payments
Person(s) to review / inspect/approve outputs /completed services and authorize the disbursement of payment	UNDP Employment and Skills Development Project's Project Manager will be responsible for reviewing, inspecting and approving outputs and completed services under overall supervision of UNDP Senior Resilience Advisor
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	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions for Contracts (GTC). 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.
Criteria for the Assessment of Proposal	In order to be considered for technical and financial evaluation each Proposer shall provide:

	<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 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>Technical Proposal</p> <p><input checked="" type="checkbox"/> Expertise of the Firm: 20%</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 50%</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 (Annex 4)

Contact Person for Inquiries (Written inquiries only)	<p><i>Murat Özerden, Procurement Officer</i></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 not be 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>
Allowable Manner of Submitting Proposals	<p>Manner of Submission: Courier/Hand Delivery</p> <p>Number of copies of Proposals:</p> <p>Original: 1</p> <p>Copy: 1</p> <p>Manner of preparing the Proposal Envelopes:</p> <p>Envelope # 1: "ORIGINAL and COPY of TECHNICAL PROPOSAL</p> <p>Envelope # 2: "ORIGINAL and COPY of FINANCIAL PROPOSAL</p> <p>Envelope # 3: "OUTER ENVELOPE/BOX"</p> <p>Outer envelope/box shall bear below markings:</p> <ul style="list-style-type: none"> – <i>The Proposal submission address</i> – <i>The name, address and contact details of the proposer</i> – <i>RFP Reference Number and Title of the Service</i> <p><i>All envelopes shall be sealed and shall bear a warning that states "Not to be opened before the time and date for proposal opening"</i></p>

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

[insert: Location].

[insert: Date]

To: UNDP Turkey CO Office, Yıldız Kule 21st Floor, Yukarı Dikmen Mah, Turan Güneş Bulvarı, No:106, Cankaya, Ankara, 06550 Turkey
Focal Point: Murat Özerden, 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 8, 2019 with **Ref. UNDP-TUR-RFP(KFW)-2019/11**, 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, references, certifications etc.)
- e) Copy(ies) of contract(s) that show experience in the area of professional training or similar assignments,
- f) Copy(ies) of contract(s) that show similar professional experience delivered to Public Institutions in Turkey or other countries

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 an outline of 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 Experts (Lead Trainer and 4 Trainers) which include a written confirmation that they will be available for the entire duration of the contract along with at least 2 references from their previous experiences.

Proposers shall use following template for CV Submission:

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<p><i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i></p> <p>[Insert]</p>
References	<p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1: [Insert]</p> <p>Reference 2: [Insert]</p>

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.

If offer does not involve any particular personnel listed in the table, offeror should mark the price cells as zero.

Please take into consideration that no travel, accommodation or other expenses are foreseen for Deliverable 1, Deliverable 3 and Deliverable 4.

Deliverable 1: Curriculum and training materials in Turkish and English Activity 1.1: Preparation and printing of the Turkish copies of curriculum and training materials. English Copies shall be provided to UNDP as softcopies in a Thumb drive.				
Price Item	Unit	Quantity (the number of human/days)	Unit Price (USD)	Total Price (USD)
Lead Trainer	human/day			
Trainer 1 (Employment Expert)	human/day			
Trainer 2 (Migration Expert)	human/day			
Trainer 3 (Communication Expert I)	human/day			
Trainer 4 (Communication Expert II)	human/day			
A. Total Price of Deliverable 1 (USD)				
Deliverable 2: Organization and Conduct of one-week Trainings for 350 JVCs through curriculum and training materials approved by UNDP Activity 2.1: Delivery of the Trainings in İstanbul for the 1 st group of 125 JVCs Activity 2.2. Delivery of the Trainings in İstanbul for the 2 nd group of 125 JVCs Activity 2.3 Delivery of the Trainings in Gaziantep for the 3 rd group of 100 JVCs				
Price Item	Unit	Quantity (the number of human/days)	Unit Price (USD)	Total Price (USD)
Lead Trainer	human/day			

Trainer 1 (Employment Expert)	human/day			
Trainer 2 (Migration Expert)	human/day			
Trainer 3 (Communication Expert I)	human/day			
Trainer 4 (Communication Expert II)	human/day			
Travel Expenses	Lump Sum			
Accommodation	Lump Sum			
Printing of Training Materials	Lump Sum			
B. Total Price of Deliverable 2 (USD)				

Deliverable 3: Evaluation report in Turkish and English based on the evaluation of participants including trainers' observations.

Activity 3: Write-up of the evaluation report in Turkish and English

Price Item	Unit	Quantity (the number of human/days)	Unit Price (USD)	Total Price (USD)
Lead Trainer	human/day			
Trainer 1 (Employment Expert)	human/day			
Trainer 2 (Migration Expert)	human/day			
Trainer 3 (Communication Expert I)	human/day			
Trainer 4 (Communication Expert II)	human/day			
C. Total Price of Deliverable 3 (USD)				

Deliverable 4: Detailed Training Reports in Turkish and English

Activity 4: Delivery of a set of detailed training report in Turkish and English in electronic format with photos of trainings, signed attendance lists, ex-ante and ex-post surveys conducted for evaluation, any materials used during the trainings and etc.

Description	Unit	Quantity (the number of human/days)	Unit Price (USD)	Total Price (USD)
Lead Trainer	human/day			

Trainer 1 (Employment Expert)	human/day			
Trainer 2 (Migration Expert)	human/day			
Trainer 3 (Communication Expert I)	human/day			
Trainer 4 (Communication Expert II)	human/day			
D.Total Price of Deliverable 4 (USD)				

(A+B+C+D) GRAND TOTAL PROPOSAL PRICE (USD)	
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[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: Employment and Skills Development Project

Activity: Training Programmes to İŞKUR Job and Vocational Consultants (JVCs)

a. Background Information and Rationale, Project Description

As of July 2019, Turkey hosts over 3,6 million Syrians under temporary protection¹ 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 3,6 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 3,6 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.

The impact of the crisis is increasingly and negatively felt on both Syrians and host communities in Turkey, leading to the Syrians' search for new destinations, mostly in Europe through dangerous journeys. Developing capacities for better and stronger capacities to all impacted communities is key, since the Turkish Government reached its limits of service delivery in all sectors. It is with this understanding that the Turkey Chapter of the Regional Refugee and Resilience Plan (3RP) has a growing Livelihoods sector in terms of budget as well as its enhanced focus on sustainable livelihoods and employment support. The Livelihoods section of 2018-2019 3RP focuses on the below objective:

¹ Official data Directorate General for Migration Management, Turkey, July 2019.

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

³ DG of Migration Management, TURKSTAT (DGMM 2017)

- Expansion of livelihood and job opportunities for Syrians under temporary protection and host community members through continued support to the Government of Turkey in implementation of the Work Permit Regulation, including support to İŞKUR and other relevant national institutions. In addition, improved access to job opportunities for Syrians and host communities and improved employability of refugees and vulnerable Turkish nationals with focus on youth and women through vocational and language training to overcome barriers in accessing the labour market.

The 3RP Livelihoods sector, under the coordination of UNDP Turkey, focuses on both the supply and demand side of the labour market with expected outputs on (i) gender-sensitive active labour market policies for the impacted communities (ii) stronger awareness on labour rights and institutional responsibilities/duties (iii) knowledge base to identify job opportunities for the Syrians and for better fill the gap between labour demand and supply (iv) stronger coordination mechanisms for better policy making and implementation (v) capacities of policy makers and service providers in livelihoods sector (vi) pilot local economic development initiatives to increase employment opportunities and labour demand in the selected localities.

Employment and Skills Development Projects supports Syrians and vulnerable host community members to access the local labour market. The project will do so through strengthening the institutional capacity of İŞKUR to expand active labour market services and adjust capacities and services where needed to respond to the demand for services for both Turkish and Syrian job seekers. The project will be piloted in five provinces with highest number of Syrians in comparison with their host communities with potential to be scaled-up to the national level in the future.

Within the coverage of the Project, training programmes for İŞKUR staff based in Directorate General and pilot provinces will be developed considering both immediate and medium-term needs of İŞKUR to strengthen its services targeting Syrians and Turkish citizens.

b. Specific Objectives

The specific objective of the trainings is to improve communication skills of JVCs in İstanbul, Hatay, Kilis, Şanlıurfa and Gaziantep who provide İŞKUR services to Syrians under temporary protection in Turkey and host community in order to integrate them to active labor market.

The trainings should aim to develop the following knowledge areas along with JVCs capacity on leaderships, fundamentals of intercultural communication, intercultural differences, successful communication in cultural context;

- JVCs knowledge on laws and regulations about rights granted to Syrians under Temporary Protection and potential employment opportunities to be provided,
- Increased capacity in integration of Refugees into the labor market with examples from best practices in various countries,
- Increased knowledge on how to develop innovative solutions and strengthen the labor market in order to minimize the unemployment in Turkey with the integration of refugees into labor market,
- Promoting the participation of potential labor force to the labor market by addressing its importance, advantages and possible positions that are suitable for various target groups.

The trainings will be an opportunity to integrate both Syrians and host community into the active labor market and JVCs will be well informed about their specific challenges and how to communicate with them. The trainers are expected to improve specific communication skills of JVC on these specific challenges.

c. Scope

The scope of the work is as follows:

The scope of the trainings will cover immediate needs of İŞKUR on the services directly provided to both Syrians and Turkish citizens. The trainings will be delivered in 2019 which would develop competencies and capacities for Job and Vocational Counsellors (JVCs) to mainstream İŞKUR services.

The training topics will be as follows:

LEADERSHIP, INTERCULTURAL COMMUNICATION AND SYRIANS UNDER TEMPORARY PROTECTION

- **LEADERSHIP**
 - Types of leadership
 - Classical and lateral leadership intellections/ understandings
 - The art of leadership and influence
 - Ability to influence peers and managers without authority
 - Networking, constructive approaches in the process of persuasion and negotiation, form a coalition
 - Styles of affecting people
 - Influencing decision making processes
 - Addressing, building and managing emotions
- **FUNDAMENTALS OF INTERCULTURAL COMMUNICATION**
 - Definition of communication
 - Learning of different intercultural communication models
 - Democratic and open source information sharing
 - The importance of direct contact with refugees
 - Taking lessons from international experiences
- **SITUATION AND IMPACT OF SYRIANS UNDER TEMPORARY PROTECTION IN TURKEY**
 - The legal status of Syrians in Turkey
 - Socioeconomic and educational infrastructure of Syrians under temporary protection
 - Integration in big cities and regional differences
 - Results from the world and examples of good practices
 - Employment policies designed for immigrants around the world
 - Obstacles against opportunities
- **INTERCULTURAL DIFFERENCES**
 - The most common cultural conflicts
 - Increasing awareness of cultural traces
 - Understanding the different socioeconomic infrastructures of Syrians under temporary protection
 - Overcoming language barriers
 - Identifying İŞKUR's institutional capabilities in different circumstances
 - Developing innovative solutions to minimize unemployment
 - Policies to strengthen the labor market
 - Integration of skilled Syrians into the labor market

- **SUCCESSFUL COMMUNICATION IN CULTURAL CONTEXT**

- Clarification of corporate service policies and procedures
- Simplification of information request and access to information
- Creating new channels of participation for different partners and Syrians under temporary protection
- The role of intercultural communication in improving working efficiency
- Increasing the number of joint projects and international experiences in the refugee crisis

The service provider will collect evaluation forms (ex-ante and ex-post surveys) from the participants after each training and these evaluation forms will be shared with the UNDP Project Staff who will oversee the trainings in İstanbul and Gaziantep.

The location of the trainings will be determined and notified to the service provider by UNDP.

d. Approach and Methodology

The curriculum of the trainings should be focused on the communication skills of JVCs to cover immediate needs of İŞKUR on the services directly provided to both Syrians and Turkish citizens. As the first contact point of İŞKUR services, JVCs are targeted for this training programme in order to engage them with the multi-cultural environment and increase their awareness on providing services to various job seekers.

It is expected that “Training Program for İŞKUR Job and Vocational Consultants (JVCs)” should contribute to the improvement in the capacities of JVCs and equipping them with leadership skills, successful communication in cultural context along with intercultural differences and creating awareness on the Syrians under Temporary Protection in Turkey.

Target Groups

The trainings will be delivered to the JVCs currently working in İstanbul, Gaziantep, Şanlıurfa, Hatay and Kilis İŞKUR Provincial Directorates where Syrians densely populated but the trainings will be delivered in Turkish in İstanbul and Gaziantep. JVCs from Gaziantep, Şanlıurfa, Hatay and Kilis will be grouped in Gaziantep.

The distribution of the JVCs who will be trained as follows:

	Total Number of Trainees	Training Province
1st Group	125	İstanbul
2nd Group	125	İstanbul
3rd Group	100	Gaziantep

The service provider is expected to compose a group of trainers to deliver the trainings to JVCs on the above-mentioned subjects and all the proposed trainers are expected to deliver a curriculum which shall be submitted to UNDP within 3 weeks after the signature of the contract.

After the training sessions, the evaluation form should be filled out by each participant and the service provider should present the feedback received from the JVCs to UNDP Turkey CO.

The number of participants shouldn't exceed 25 persons in one group per session to ensure active participation and efficiency. The service provider is expected to deliver trainings to 350 JVCs in 3 weeks (2 weeks in Istanbul and 1 week in Gaziantep) after the final approval received from UNDP Turkey CO in agreement with İŞKUR regarding the curriculum. The expected duration of the one training curriculum is 5 days and it should be delivered to 350 JVCs (250 JVCs from İstanbul and 100 from Gaziantep, Şanlıurfa, Hatay and Kilis) in 3 weeks within 5 weeks period.

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	Target date for submission to UNDP for approval
Preparation and printing of the curriculum and training materials in Turkish covering minimum the training's topics given below and approval of the Curriculum by UNDP in consultation with İŞKUR. Preparation of Work Plan which includes arrangement of total number of Trainers based on the group of the participants as 1 class shall consist of at most 25 trainees.	3 (three) weeks after signing of the contract
Organization and Conduct of one-week Trainings for 350 JVCs with a curriculum and training materials available	8 (eight) weeks after contract signature
Delivery of evaluation report based on the evaluation of participants including trainers' observations in terms of increased capacity of JVC's on the training's topics.	10 (ten) weeks after contract signature
Delivery of a set of detailed training report in electronic format with photos of trainings, signed attendance lists, ex-ante and ex-post surveys conducted for evaluation, any materials used during the trainings and etc.	10 (ten) weeks after contract signature

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 JVCs, it may be requested to provide additional training free of charge to that group of trainees addressing concerns of negative feedback by JVCs.

According to the evaluation of the JVCs and also observations of the UNDP Project Team, 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 Employment and Skills Development Project, Project Manager will directly supervise the Service Provider in close cooperation with the UNDP Senior Resilience Advisor. The Service Provider will be directly responsible to, report to, seek approval/acceptance of deliverables from UNDP Employment and Skills Development Project, Project Manager.

If needed, ad-hoc reports including the overview regarding the training sessions and also the potential challenges that trainers or trainees encounter should be shared with UNDP Turkey Country Office for their comments and if necessary, taking actions. In case of a logistic support required in the location, Service provider should notify directly UNDP Turkey Office and Project Manager based in Ankara for them to take necessary actions. The copy of all the attendance lists will be shared with the UNDP Turkey Country Office to facilitate the follow-up on the attendance rate.

Service Provider will always liaise with UNDP Turkey Country Office and Employment and Skills Development Project Team who will provide logistical support to the service provider during the trainings.

The service provider will be responsible for conducting the trainings as planned above, making necessary effort for trainees 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.

h. Facilities to be provided by UNDP

UNDP Project Staff in cooperation with İŞKUR will identify the JVCs to participate to the trainings and organize their logistical arrangements accordingly including trainees' accommodation, travels as well as allowances.

UNDP Project Staff will be responsible for arranging the venue of the trainings and providing logistic support if/when necessary and monitoring of overall implementation of the training along with the attendance rate of the participants.

Logistical costs of the Trainers are under the responsibility of Service Provider.

i. Expected duration of the contract/assignment

The expected duration of the assignment is 10 (ten) weeks after signing of the contract including delivery of the trainings and reports.

j. Duty Station

The service provider can be based in any province, but the service provider trainers who will deliver the trainings shall be present in Gaziantep and İstanbul during the training sessions to ensure smooth implementation. Reporting could be done remotely and submitted to UNDP CO via courier and e-mail.

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

The service provider and designated trainers shall have solid experience in delivering trainings on migration, refugee crisis, leadership skills, successful communication in cultural context along with intercultural differences, international experiences in the refugee crisis and current status of Syrians under Temporary Protection in Turkey. The Trainers should be qualified to answer all the questions that could come from the participants including status of the Syrians in Turkey, their rights, work permit regulations, etc. The Lead Trainer will be responsible to oversee the implementation, assignment of the trainers, preparation of the curriculum, preparing the Evaluation report and Detailed Training Reports.

Experience in project management and strong organizational skills would be required for the Lead Trainer. The Lead Trainer will be the sole responsible person for UNDP CO.

The team of the service provider will be composed of following personnel:

Lead Trainer 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 İstanbul and Gaziantep.

The Lead Trainer is required to hold the following qualifications:

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields,
- Proficiency in both Turkish and English,
- Minimum of 12 (twelve) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments
- Minimum of 8 (eight) years of experience in the last 10 (ten) years with delivery of professional trainings on the following headings given as the draft training topics:
 - o leadership, intercultural communication
 - o fundamentals of intercultural communication
 - o intercultural differences
 - o successful communication in cultural context

The Trainer 1 (Employment Expert) is required to hold the following qualifications:

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields,
- Proficiency in both Turkish and English,
- Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments
- Minimum of 5 (five) years of experience in Turkish Employment Agency and Job and Vocational Consultants' services in Turkey
- Minimum of 3 (three) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics:
 - o Turkish Employment Agency and Job and Vocational Consultants' services in Turkey
 - o Turkish Labor Market and Employment Regulations

The Trainer 2 (Migration Expert) is required to hold the following qualifications:

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields,
- Proficiency in both Turkish and English,
- Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments
- Minimum of 7 (seven) years of experience in Migration Policies and Integration of Migrants in big cities and best practice examples from worldwide

- Minimum of 5 (five) years of experience in Syrian Refugees in Turkey, their legal status and socio economic and education background
- Minimum of 3 (three) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics:
 - The legal status of Syrians in Turkey and Work Permit
 - Socioeconomic and educational background of Syrians in Turkey
 - Integration of Syrians in big cities and regional differences
 - Good practices and examples of refugee integration worldwide

The Trainer 3 and Trainer 4 (Communication Experts) are required to hold the following qualifications:

- University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields,
- Proficiency in both Turkish and English,
- Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments
- Minimum of 7 (seven) years of experience in the last 10 (ten) years with delivery of professional trainings on the following headings given as the draft training topics:
 - leadership, intercultural communication
 - fundamentals of intercultural communication
 - intercultural differences
 - successful communication in cultural context

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 RFP.

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.

Payments shall be effected to service provider in TRY through conversion of the US\$ amounts to TRY by the official UN exchange rate valid on the date of money transfer. In case the vendor is established and registered in a country outside of Turkey, payments shall be effected in US\$.

The schedule of payments is as follows:

Activities/Outputs/Deliverables	Percentage out of Total Contract Amount	Condition for Payment Release
Deliverable #1	20%	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Deliverable #2	50%	
Deliverable #3	30%	
Deliverable #4	10%	

m. Recommended Presentation of the Proposal

Technical and Financial Proposals shall be submitted in separate envelopes.

The technical proposal shall include following documents/information:

Contents for 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.
- **Signed and Stamped Copy of Annex 3:** UNDP General Terms and Conditions for Contracts

Other Contents:

- A brochure, catalog or a similar document showing the profile of the service provider (nature of business, references, certifications etc.)
- Copies of contracts that show similar experience in the last 10 (ten) years in areas of professional training or similar studies.
- Copy(ies) of contract(s) that show similar professional experience delivered to Public Institutions in Turkey or other countries in the last 7 (seven) years,
- Proposed methodology including a sample training curriculum for the completion of services,
- CVs of the proposed Experts (which include a written confirmation that they will be available for the entire duration of the contract and at least 2 references)

Financial Proposal shall include following document:

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	20%	20
2.	Proposed Methodology, Approach, and Implementation Plan	30%	30
3.	Management Structure and Key Personnel	50%	50
Total			100

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	Experience in area of professional training or similar studies. Has successfully completed contracts of for at least 5 similar training /assignment in the last 10 years: 5 points Has successfully completed contracts of for at least 7 relevant similar trainings/consultancies/assignments in the last 10 years: 10 points	10
1.2	Similar professional experience delivered to Public Institutions in Turkey or other countries; Has successfully completed contracts of for at least 2 similar training assignment: 5 points Has successfully completed contracts of for at least 3 relevant similar trainings/ assignments: 10 points	10
Total Part 1		20

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 outline of a sample curriculum presented by the Proposer compatible with and does reflect essential objectives of this assignment?	10
Total Part 2		30

Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure and Key Personnel		
3.1 Lead Trainer		
3.1.1	<p>University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields</p> <p>Advanced Level Degree: 2 pts. Bachelor's degree: 1 pt.</p>	2
3.1.2	<p>Minimum of 12 (twelve) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments</p> <p>More than 16 Years: 3 pts. 14-16 Years: 2 pts. 12- 14Years: 1 pt.</p>	3
3.1.3	<p>Minimum of 8 (eight) years of experience in the last 10 (ten) years with delivery of professional trainings on the following headings given as the draft training topics:</p> <ul style="list-style-type: none"> • leadership, intercultural communication • fundamentals of intercultural communication • intercultural differences • successful communication in cultural context <p>More than 12 Years: 5 pts. 10-12 Years: 4 pts. 8-10 Years: 3 pts.</p>	5
	Total Part 3.1:	10
3.2 Trainer 1 (Employment Expert)		
3.2.1	<p>University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields</p> <p>Advanced Level Degree: 1 pt. Bachelor's degree: 0.5 pt.</p>	1
3.2.2	<p>Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments</p> <p>More than 15 Years: 2 pts. 12-15 Years: 1 pt.</p>	2

	10-12 Years: 0.5 pt.	
3.2.3	Minimum of 5 (five) years of experience in Turkish Employment Agency and Job and Vocational Consultants' services in Turkey More than 12 Years: 3 pts. 10-12 Years: 2 pts. 7-10 Years: 1 pt.	3
3.2.4	Minimum of 3 (three) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics: <ul style="list-style-type: none"> - Turkish Employment Agency and Job and Vocational Consultants' services in Turkey - Turkish Labor Market and Employment Regulations More than 10 Years: 4 pts. 7-10 Years: 3 pts. 3-7 Years: 2 pts.	4
	Total Part 3.2:	10
3.3 Trainer 2 (Migration Expert)		
3.3.1	University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields Advanced Level Degree: 1 pt. Bachelor's degree: 0.5 pt.	1
3.3.2	Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments More than 15 Years: 2 pts. 12-15 Years: 1 pt. 10-12 Years: 0.5 pt.	2
3.3.3	Minimum of 7 (seven) years of experience in Migration Policies and Integration of Migrants in big cities and best practice examples from worldwide More than 12 Years: 20 pts. 10-12 Years: 18 pts. 7-10 Years: 15 pts.	2
3.3.4	Minimum of 5 (five) years of experience in Syrian Refugees in Turkey, their legal status and socio economic and education background More than 10 Years: 2 pts. 7-10 Years: 1 pt. 3-7 Years: 0.5 pts.	2

3.3.5	<p>Minimum of 3 (three) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics:</p> <ul style="list-style-type: none"> - The legal status of Syrians in Turkey and Work Permit - Socioeconomic and educational background of Syrians in Turkey - Integration of Syrians in big cities and regional differences - Good practices and examples of refugee integration worldwide <p>More than 10 Years: 3 pts. 7-10 Years: 2 pts. 3-7 Years: 1 pt.</p>	3
	Total Part 3.3:	10
3.4 Trainer 3 (First Communication Expert)		
3.4.1	<p>University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields</p> <p>Advanced Level Degree: 2 pts. Bachelor's degree: 1 pt.</p>	2
3.4.2	<p>Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments</p> <p>More than 15 Years: 3 pts. 12-15 Years: 2 pts. 10-12 Years: 1 pt.</p>	3
3.4.3	<p>Minimum of 7 (seven) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics:</p> <ul style="list-style-type: none"> - leadership, intercultural communication - fundamentals of intercultural communication - intercultural differences - successful communication in cultural context <p>More than 15 Years: 5 pts. 12-15 Years: 4 pts. 10-12 Years: 3 pts.</p>	5
	Total Part 3.4:	10

3.5 Trainer 4 (Second Communication Expert)		
3.5.1	<p>University (bachelors or advanced) degree in Business Administration, Public Administration, Economics, Political Sciences Law, Social Sciences, Education or other related fields</p>	2

	Advanced Level Degree: 2 pts. Bachelor's degree: 1 pt.	
3.5.2	Minimum of 10 (ten) years of experience in the last 15 (fifteen) years with professional training and/or consultancy, business development or similar assignments More than 15 Years: 3 pts. 12-15 Years: 2 pts. 10-12 Years: 1 pt.	3
3.5.3	Minimum of 7 (seven) years of experience in the last 8 (eight) years with delivery of professional trainings on the following headings given as the draft training topics: <ul style="list-style-type: none"> - leadership, intercultural communication - fundamentals of intercultural communication - intercultural differences - successful communication in cultural context More than 15 Years: 5 pts. 12-15 Years: 4 pts. 10-12 Years: 3 pts.	5
	Total Part 3.5:	10
Total Part 3		50

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%)