



## REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

	DATE: 30 May 2022
	REFERENCE: UNDP Project "Strengthen national and local systems to support the effective socio-economic integration of returnees in the Western Balkans"

Dear Sir / Madam:

We kindly request you to submit your Proposal for "Training services in entrepreneurship, business start-up, business growth and providing mentorship for returnee' new entrepreneurs in Albania"

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Monday, June 27, 2022 at 14:00 hrs. via e-Tendering.**

Allowable Manner of Submitting Proposals: e-Tendering only. **Bids not sent in e-Tendering system will not be considered.** Proposal Submission Address: <https://etendering.partneragencies.org>

Please acknowledge receipt of this RFP by using the "Accept Invitation" function in e-Tendering system. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

Please find the link for all the procurement guides and videos:

<https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

Electronic submission (e-Tendering) requirements:

- Format: PDF files only
- File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.
- All files must be free of viruses and not corrupted.
- Max. File Size per transmission: 35 MB
- UNDP reserves the rights to ask for originals during the evaluation.

Please name the submitted files following the structure of the solicitation document and consolidate the files into as few files as possible, using compression tools (zip etc.).

Your Proposal must be expressed in the **English**, and valid for a minimum period of **120 days**.

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. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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 Purchase Order, 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 Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions 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.

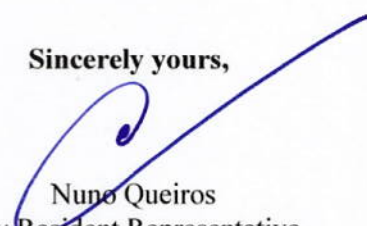
UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

**UNDP encourages every prospective Service Provider 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 : [https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf)

**Thank you and we look forward to receiving your Proposal.**

Sincerely yours,



Nuno Queiros  
Deputy Resident Representative



## Description of Requirements

Context of the Requirement	Implement services to supporting innovative business start-ups and productive partnerships with local businesses
Implementing Partner of UNDP	UNDP
Brief Description of the Required Services <sup>1</sup>	<p><i>"Strengthen national and local systems to support the effective socio-economic integration of returnees in the Western Balkans"</i>, is a UNDP regional project which aims to enhance the capabilities of the Western Balkan authorities to implement holistic solutions to economic and social empowerment of returnees. By tackling the root causes and negative drivers of migration of Roma and vulnerable populations, the project is contributing to implementation of the broader social inclusion agenda in the Western Balkans.</p> <p>While, UNDP will primarily address local level challenges, the ultimate objective of the project is to translate the tested models into national regulation and public policies and programmes for sustainable reintegration of vulnerable returnees.</p> <p>The project is part of the IPA II Multi-Country Action Programme entrusted to UNDP, the WB and the CoE, to support the fundamental rights of Roma community and other vulnerable</p> <p>UNDP implements the project in Albania in partnership with Municipalities of Berat, Devoll and Fier. The key outcomes of the projects are:</p> <p><b>Output 1- Local returnee integration strategies are developed with selected municipalities</b> foresees development of local reintegration strategies, aiming to improve the livelihoods and social wellbeing of returnees and the broader community, tackle local governance issues, capacity and institutional bottlenecks and gaps of service providers and business ecosystems, which hinder the effective implementation of reintegration policies.</p> <p><b>Output 2 - Elements of local returnee integration strategies are implemented in selected municipalities, including innovative activities on livelihoods and skills building, etc</b> aims to demonstrate new approaches to economic empowerment and social cohesion, which will form the main pillars of local reintegration strategies.</p> <p><b>Output 3- Significant number of urgent administrative issues faced by returnees are addressed</b> will seek to identify and develop innovative approaches to public service provision, by developing and utilising a number of digitalized tools and laying the ground for introducing integrated case management.</p> <p>The assessments conducted by the project, bring to light concerns as regards the low levels of employability or engagement in employability programs of individuals from Roma and Egyptian minorities. As such, in 2020, the Labour Offices across Albania count 7,570 unemployed Roma and Egyptian job seekers, which form only 9.1% of all unemployed job seekers in the country. At the meantime, on the same year Roma and Egyptian account for a minimum of 0.1% to a maximum of 8.4% of the total number of beneficiaries from different employment programmes offered by Labour Offices.</p>

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.



Some of barriers of Roma and Egyptians to benefit from employment programs, relate to the lack of adaptation to formal working hours, ethnicity/ race related discrimination and stigmatization, migration, lack of identity cards and other personal and administrative documents, lack of information on the existence of employment programs, etc. Roma and Egyptian women are in worse circumstances than men, as regards employment. Besides the above-mentioned factors, the burden of caring for their children and for the entire family, forms an additional barrier for women and young mothers.

Additional barriers to employment for Roma and Egyptian Community include also the gap related to the level of education, and subsequently the skills gap, or the lack of professional skills; lack of education reflects directly onto the skills and professional level of the unemployed jobseekers, thus making the skill match with the demand from local private businesses rather difficult; together these represent also a barrier to participation in public and/or VET support programmes intended to skills upgrade or obtaining of new skills.

While the project is addressing in different ways the literacy skills, skill acquisition for job preparedness, reduction of discrimination and stigmatization in the community and in the work place for Roma and Egyptian returnees, there is a need to enhance the entrepreneurship knowledge and skills to those returnees who have innovative business ideas, but are unable to access the self-employment programs offered by the Labor Offices, as a result to limited financial means to pre-finance their business ideas.

To address some of the above mentioned issues, under output 2, the project anticipates direct support to returnees who have entrepreneurship ideas, to materialise them, to grow and formalise their businesses through a grant schema for business start-ups, organised in the framework of this project. To reach this goal, the project aims to support new returnees who have innovative business ideas, with a preparatory training course about the relevant concepts, methods and tools of entrepreneurship, business start-up and business growth as a precondition to become beneficiaries of the start-ups' support schema.

Under this call for proposals, a contractor will be engaged to "Implement services to supporting innovative business start-ups and productive partnerships with local businesses" by providing a training course on entrepreneurship and business growth as well as providing personalized mentorship to those who will be beneficiaries of the project start-ups support schema. The personalised mentorship will support new returnee entrepreneurs to grow their businesses and formalise them, potentially by providing job opportunities for their unemployed peer returnees.

In this assignment the contractor should increase the self-employment skills of returnees, and provide opportunity to returnees in Berat, Devoll and Fier, with focus to those from Roma and Egyptian minorities, who have innovative business ideas, to get enrolled, attend and complete the training course in entrepreneurship and business growth, as a precondition to become beneficiaries of project start-ups support schema.

The scope of this assignment is to support returnees with entrepreneurial potential to start their own business. This assignment is expected to promote a culture of partnership and peer support among returnees by encouraging knowledge transfer, use of co-working spaces, business partnerships or other forms of collaboration with the established businesses in the local value chains.



	<p>The contractor is expected to provide its services to returnees in three Municipalities of Devoll, Berat and Fier, between the period of June 2022 – December 2023.</p> <p>Specific objectives include:</p> <ul style="list-style-type: none"> <li>• Assess the needs of a group of Roma and Egyptian returnees from Berati, Fieri and Devolli who have business ideas and develop a comprehensive training curriculum for entrepreneurship, business start-up, business growth that fits to the needs of the selected sample;</li> <li>• Organize at least three calls for business ideas, one in each of the Municipalities of Berati, Fieri and Devolli.</li> <li>• Deliver a business development/ start-ups training course to 30 returnees from Berati, Fieri and Devolli by employing different modalities such as online, in person or blended, as appropriate for the beneficiaries. The training should be interactive, attractive and should fit to adult learning style for beneficiaries at the age group between 16 – 40 years old;</li> <li>• Provide mentoring in preparation of the business plan for not less than 20 participants of the training, so they can apply for start-up support of the UNDP project.</li> <li>• Provide ongoing mentoring to the grant winners and coach them towards growing, formalising their business and providing job opportunities to other peer returnees.</li> <li>• Support purchasing of tools and equipment to the beneficiaries of start-up support schema in line with approved business plans and ensure their handover to the beneficiaries.</li> <li>• Conduct periodical monitoring to ensure sustainability of supported start/ups and/or businesses.</li> </ul>
<p>List and Description of Expected Outputs to be Delivered</p>	<p>Under the supervision of UNDP, the Contractor will:</p> <ol style="list-style-type: none"> <li>1. Submitted inception report describing the goals of the assignment, methodological approach of the assignment, the outline of the training course and of the mentoring service, as well as the workplan with clear timelines for the implementation of the assignment (one week upon contract signature)</li> <li>2. Three open calls (one for each of the selected Municipalities) for start-up support acquisition from Roma and Egyptian returnees conducted and 30 applicants selected to participate in the training and be potential start-up support beneficiaries (tentative timeline by the end of July 2022);</li> <li>3. Comprehensive training curriculum on entrepreneurship, business start-up, business growth developed and consulted with UNDP (tentative timeline by the end of August 2022);</li> <li>4. Deliver the training course to a sample of 30 returnees by employing different modalities such as online, in person or blended, as appropriate for the beneficiaries. The training should be interactive, attractive and should fit to adult learning style for beneficiaries at the age group between 16 – 40 years old (tentative timeline August-December 2022);</li> <li>5. Not less than 20 business plans developed from trainees, mentored by contractors' experts. Tools and equipment purchased for 20 new start-ups in compliance with the respective business plans. The amount for the start-up support to one beneficiary shall be between 500,000-700,000 ALL. (Tentative timeline January- May 2023).</li> </ol>

	<p>6. Short bi-monthly reports on the mentoring sessions for 20 start-up support beneficiaries of the UNDP project, indicating quantitative and qualitative information about the prospects of business growth, the formalisation of businesses and whether new job opportunities have been created (tentative timeline: bi-monthly reports during the period of June – December 2023);</p> <p>7. Final report, narrative and financial including qualitative and quantitative information assembled during the service provision, about the prospects of business growth, the formalisation of businesses and the new job opportunities that have been created in the supported start-ups/businesses. In the final report, the contractor should provide UNDP with important findings and recommendations that the contractor has identified during the scope of the assignment, that are relevant for UNDP in conducting future similar activities within the scope of this project. (Tentative timeline December 2023).</p> <p>NOTE: The selected Contractor should discuss the goals of the assignment and methodology with UNDP. The final version of the inception report, training curriculum, training methodology, training tools and timetable for each deliverable should be approved by UNDP.</p>
Person to Supervise the Work/Performance of the Service Provider	UNDP Project Coordinator
Frequency of Reporting	
Progress Reporting Requirements	Written communication
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	19 months
Target start date	<b>1 July 2022</b>
Latest completion date	<b>30 December 2023</b>
Travels Expected	<b>Yes</b>
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <b>N/A</b>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <b>N/A</b>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> <b>Required</b> <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> <b>Required</b> <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> <b>ALL for local companies</b>



Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> <b>must be inclusive of VAT and other applicable indirect taxes (for local companies)</b> <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals ( <i>Counting for the last day of submission of quotes</i> )	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> <b>120 days</b> In exceptional circumstances, UNDP may request the Proposer 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"/> <b>Not permitted</b> <input type="checkbox"/> Permitted
Payment Terms <sup>3</sup>	<p><b>Deliverable 1&amp;2: - 10%</b></p> <ul style="list-style-type: none"> <li>- Submitted inception report describing the goals of the assignment, methodological approach of the assignment, the outline of the training course and of the mentoring service, as well as the workplan with clear timelines for the implementation of the assignment.</li> <li>- Three open calls (one for each of the selected Municipalities) for start-ups support acquisition from Roma and Egyptian returnees conducted and 30 applicants selected to participate in the training and be potential start-up support beneficiaries.</li> </ul> <p><b>Deliverable 3: – 25%</b></p> <ul style="list-style-type: none"> <li>- Comprehensive training curriculum on training curriculum for entrepreneurship, business start-up, business growth developed and consulted with UNDP.</li> </ul> <p><b>Deliverable 4 &amp;5: – 40%</b></p> <ul style="list-style-type: none"> <li>- Deliver the training course to a sample of 30 returnees by employing different modalities such as online, in person or blended, as appropriate for the beneficiaries. The training should be interactive, attractive and should fit to adult learning style for beneficiaries at the age group between 16 – 40 years old.</li> <li>- Not less than 40 business plans developed from trainees, mentored by contractors' experts. Tools and equipment purchased for 20 new start-ups in compliance with the respective business plans.</li> </ul> <p><b>Deliverable 6 &amp; 7: – 25%</b></p> <ul style="list-style-type: none"> <li>- Short bi-monthly reports on the mentoring sessions for 20 start-up support beneficiaries of the UNDP project, indicating quantitative and qualitative information about the prospects of business growth, the formalisation of businesses and whether new job opportunities have been created.</li> <li>- Final report, narrative and financial including qualitative and quantitative information assembled during the service provision, about the prospects of business growth, the formalisation of businesses and the new job opportunities that have been created in the supported start-ups/businesses. In the final</li> </ul>

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	report, the contractor should provide UNDP with important findings and recommendations that the contractor has identified during the scope of the assignment, that are relevant for UNDP in conducting similar activities within the scope of this project.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Project Coordinator
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> <b>Contract for Professional Services</b> <input type="checkbox"/> Long-Term Agreement <sup>4</sup> <i>(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<p><b><u>Technical Proposal (70%)</u></b></p> <input checked="" type="checkbox"/> Bidder's qualification, capacity and experience (30%) <ul style="list-style-type: none"> <li>• Officially registered organization (commercial, non-profit, non-governmental, with expertise in job preparedness and job creation): up to 30 points.</li> <li>• Minimum 5 years of proven experience in developing comprehensive training curriculum with focus for entrepreneurship, business start-up, business growth – up to 50 points.</li> <li>• Availability of technical resources for preparing the necessary materials and conducting the sessions (online, in person or in blended modalities as relevant) ensuring high-quality and timely completion of assignment: – up to 40 points.</li> <li>• Experience in conducting participatory, interactive and attractive trainings on for entrepreneurship, business start-up, business growth, evidenced by recommendations from other agencies/contracts for similar assignments conducted in the last 5 years – up to 50 points.</li> <li>• 5 years' experience in establishing, mentoring, formalizing and support to business growth for startups established by vulnerable categories of people –up to 40 points.</li> <li>• Experience working with Roma and Egyptian minorities in employment issues and business startups and business growth – 35 points.</li> </ul>

<sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.



- Experience in working with international organizations in areas relevant to the scope of this ToR– 15 points.
  - Quality of prior projects’ results (at least 2 cases clearly illustrating relevance, scope of work and results of Contractor’s work should be provided in the Proposal: - relevance of the cases – up to 10 points; quality of the results – up to 30 points.
- ☒ Proposed Methodology, Approach and Implementation Plan (40%)
- The relevance of the technical proposal to the objectives and tasks of the TOR, the quality of the proposed approach and methodology and its compliance with the stated goals of the TOR:
    - The methodology is well-adjusted to the needs of the ToR – 60 points;
    - The methods and tools proposed meet the purpose and objectives of the assignment are detailed in the proposal – 50 points;
    - The technical proposal is realistic within the timeframe stated in TOR – 40 points.
  - The proposed training methodology:
    - Includes clear structure and specific outlines of training activities – 60 points;
    - Demonstrates understanding of the employability issues for marginalized groups, specifically for Roma and Egyptian returnees – 30 points;
    - Demonstrates understanding of UNDP priorities and needs for the assignment – 20 points;
    - Includes at least one sample agenda of the training on entrepreneurship, business start-up, business growth – 10 points.
  - The proposed mentoring methodology:
    - Includes specific outline of the mentoring principles, methods and tools – 40 points;
    - Demonstrates understanding of the employment issues for marginalized groups, specifically for Roma and Egyptian returnees – 10 points;
    - Demonstrates understanding of UNDP priorities and needs for information – 10 points.
  - Work plan and timelines:
    - Work plan is well elaborated and feasible and includes visualized work schedule – 20 points;
    - Work plan envisages all the activities and deliverables outlined in ToR – 30 points;
    - Work plan presents alternative/mitigation options in case of delays/unexpected events – 20 points
- ☒ Management Structure and Qualification of Key Personnel (30%)
- Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services – 70 points
  - Qualifications of key personnel proposed as indicated in the ToRs– 230 points

**Financial Proposal (30%)**

	To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> <b>One and only one Service Provider</b> <input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>
Annexes to this RFP <sup>5</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>6</sup> <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others <sup>7</sup> [pls. specify]
Contact Person for Inquiries (Written inquiries only) <sup>8</sup>	UNDP Albania Procurement Unit procurement.al@undp.org 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.
Other Information [pls. specify]	

<sup>5</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>6</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>7</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>8</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.



## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>9</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

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 [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. Proposed Methodology for the Completion of Services

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

<sup>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>10</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**C. Qualifications of Key Personnel**

*The Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

**D. Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	<b>Total</b>	100%	

*\*This shall be the basis of the payment tranches*

**E. Cost Breakdown by Cost Component [This is only an Example]:**

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

*[Name and Signature of the Service Provider's Authorized Person]  
[Designation]  
[Date]*



## ***General Terms and Conditions for Services***

### **1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

### **2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

### **3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

### **4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

### **5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

### **6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

### **7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

### **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
- 8.4.1** Name UNDP as additional insured;
  - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
  - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

**9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

**10.0 TITLE TO EQUIPMENT:**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

**11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.
- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.



- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

- 13.1** The recipient ("Recipient") of such information shall:

- 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
- 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.

- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

- 13.2.1** any other party with the Discloser's prior written consent; and,
- 13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

- 13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,
  - 13.2.2.2** any entity over which the Party exercises effective managerial control; or,
  - 13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

- 13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
- 13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.
- 13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.



- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

#### **15.0 TERMINATION**

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

#### **16.0 SETTLEMENT OF DISPUTES**

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.



**16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

#### **17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

#### **18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### **19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

#### **20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions

and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

- 20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

**21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

- 22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

- 22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official.



## Terms of references

### Implement services to supporting innovative business start-ups and productive partnerships with local businesses

#### I. Background

*"Strengthen national and local systems to support the effective socio-economic integration of returnees in the Western Balkans"*, is a UNDP regional project which aims to enhance the capabilities of the Western Balkan authorities to implement holistic solutions to economic and social empowerment of returnees. By tackling the root causes and negative drivers of migration of Roma and vulnerable populations, the project is contributing to implementation of the broader social inclusion agenda in the Western Balkans.

While, UNDP will primarily address local level challenges, the ultimate objective of the project is to translate the tested models into national regulation and public policies and programmes for sustainable reintegration of vulnerable returnees.

The project is part of the IPA II Multi-Country Action Programme entrusted to UNDP, the WB and the CoE, to support the fundamental rights of Roma community and other vulnerable

UNDP implements the project in Albania in partnership with Municipalities of Berat, Devoll and Fier. The key outcomes of the projects are:

**Output 1- Local returnee integration strategies are developed with selected municipalities** foresees development of local reintegration strategies, aiming to improve the livelihoods and social wellbeing of returnees and the broader community, tackle local governance issues, capacity and institutional bottlenecks and gaps of service providers and business ecosystems, which hinder the effective implementation of reintegration policies.

**Output 2 - Elements of local returnee integration strategies are implemented in selected municipalities, including innovative activities on livelihoods and skills building, etc** aims to demonstrate new approaches to economic empowerment and social cohesion, which will form the main pillars of local reintegration strategies.

**Output 3- Significant number of urgent administrative issues faced by returnees are addressed** will seek to identify and develop innovative approaches to public service provision, by developing and utilising a number of digitalized tools and laying the ground for introducing integrated case management.

The assessments conducted by the project, bring to light concerns as regards the low levels of employability or engagement in employability programs of individuals from Roma and Egyptian minorities. As such, in 2020, the Labour Offices across Albania count 7,570 unemployed Roma and Egyptian job seekers, which form only 9.1% of all unemployed job seekers in the country. At the meantime, on the same year Roma and Egyptian account for a minimum of 0.1% to a maximum of 8.4% of the total number of beneficiaries from different employment programmes offered by Labour Offices.

Some of barriers of Roma and Egyptians to benefit from employment programs, relate to the lack of adaptation to formal working hours, ethnicity/ race related discrimination and stigmatization, migration, lack of identity cards and other personal and administrative documents, lack of information on the existence of employment programs, etc. Roma and Egyptian women are in worse circumstances than men, as regards employment. Besides the above-mentioned factors, the burden of caring for their children and for the entire family, forms an additional barrier for women and young mothers.

Additional barriers to employment for Roma and Egyptian Community include the gap related to the level of education, and subsequently the skills gap, or the lack of professional skills; lack of education reflects directly onto the skills and professional level of the unemployed jobseekers, thus making the skill match with the demand from local private businesses rather difficult; together these represent also a barrier to participation in public and/or VET support programmes intended to skills upgrade or obtaining of new skills.



While the project is addressing in different ways the literacy skills, skill acquisition for job preparedness, reduction of discrimination and stigmatization in the community and in the work place for Roma and Egyptian returnees, there is a need to enhance the entrepreneurship knowledge and skills to those returnees who have innovative business ideas, but are unable to access the self-employment programs offered by the Labor Offices, as a result to limited financial means to pre-finance their business ideas.

To address some of the above mentioned issues, under output 2, the project anticipates direct support to returnees who have entrepreneurship ideas, to materialise them, to grow and formalise their businesses through a support schema for business start-ups, organised in the framework of this project. To reach this goal, the project aims to support new returnees who have innovative business ideas, with a preparatory training course about the relevant concepts, methods and tools of entrepreneurship, business start-up and business growth as a precondition to become beneficiaries of the start-ups' support schema.

## **II. Objectives and scope of work**

Under this call for proposals, a contractor will be engaged to "Implement services to supporting innovative business start-ups and productive partnerships with local businesses" by providing a training course on entrepreneurship and business growth as well as providing personalized mentorship to those who will be beneficiaries of the project start-ups support schema. The personalised mentorship will support new returnee entrepreneurs to grow their businesses and formalise them, potentially by providing job opportunities for their unemployed peer returnees.

In this assignment the contractor should increase the self-employment skills of returnees, and provide opportunity to returnees in Berat, Devoll and Fier, with focus to those from Roma and Egyptian minorities, who have innovative business ideas, to get enrolled, attend and complete the training course in entrepreneurship and business growth, as a precondition to become beneficiaries of project start-ups support schema.

The scope of this assignment is to support returnees with entrepreneurial potential to start their own business. This assignment is expected to promote a culture of partnership and peer support among returnees by encouraging knowledge transfer, use of co-working spaces, business partnerships or other forms of collaboration with the established businesses in the local value chains.

The contractor is expected to provide its services to returnees in three Municipalities of Devoll, Berat and Fier, between the period of June 2022 – December 2023.

Specific objectives include:

1. Submitted inception report describing the goals of the assignment, methodological approach of the assignment, the outline of the training course and of the mentoring service, as well as the workplan with clear timelines for the implementation of the assignment (one week upon contract signature)
2. Three open calls (one for each of the selected Municipalities) for start-up support acquisition from Roma and Egyptian returnees conducted and 30 applicants selected to participate in the training and be potential start-up support beneficiaries (tentative timeline by the end of July 2022);
3. Comprehensive training curriculum on entrepreneurship, business start-up, business growth developed and consulted with UNDP (tentative timeline by the end of August 2022);
4. Deliver the training course to a sample of 30 returnees by employing different modalities such as online, in person or blended, as appropriate for the beneficiaries. The training should be interactive, attractive and should fit to adult learning style for beneficiaries at the age group between 16 – 40 years old (tentative timeline August-December 2022);
5. Not less than 20 business plans developed from trainees, mentored by contractors' experts. Tools and equipment purchased for 20 new start-ups in compliance with the respective business plans. The amount



for the start-up support to one beneficiary shall be between 500,000-700,000 ALL. (Tentative timeline January- May 2023).

6. Short bi-monthly reports on the mentoring sessions for 20 start-up support beneficiaries of the UNDP project, indicating quantitative and qualitative information about the prospects of business growth, the formalisation of businesses and whether new job opportunities have been created (tentative timeline: bi-monthly reports during the period of June – December 2023);
7. Final report, narrative and financial including qualitative and quantitative information assembled during the service provision, about the prospects of business growth, the formalisation of businesses and the new job opportunities that have been created in the supported start-ups/businesses. In the final report, the contractor should provide UNDP with important findings and recommendations that the contractor has identified during the scope of the assignment, that are relevant for UNDP in conducting future similar activities within the scope of this project. (Tentative timeline December 2023).

## Deliverables

The Contractor is expected to complete the tasks within the following timeframe:

Deliverable	Payment	Guiding timeframe
<b>Deliverable 1&amp;2</b> <ul style="list-style-type: none"> <li>- Submitted inception report describing the goals of the assignment, methodological approach of the assignment, the outline of the training course and of the mentoring service, as well as the workplan with clear timelines for the implementation of the assignment.</li> <li>- Three open calls (one for each of the selected Municipalities) for start-ups support acquisition from Roma and Egyptian returnees conducted and 60 applicants selected to participate in the training and be potential start-up support beneficiaries.</li> </ul>	10%	Del. No. 1: one week upon contract signature Del. No. 2: tentative timeline by the end of July 2022
<b>Deliverable 3: – 25%</b> <ul style="list-style-type: none"> <li>- Comprehensive training curriculum on training curriculum for entrepreneurship, business start-up, business growth developed and consulted with UNDP.</li> </ul>	25%	Del. No. 3: tentative timeline by the end of August 2022
<b>Deliverable 4 &amp;5: – 40%</b> <ul style="list-style-type: none"> <li>- Deliver the training course to a sample of 30 returnees by employing different modalities such as online, in person or blended, as appropriate for the beneficiaries. The training should be interactive, attractive and should fit to adult learning style for beneficiaries at the age group between 16 – 40 years old.</li> <li>- Not less than 20 business plans developed from trainees, mentored by contractors' experts. Tools and equipment purchased for 20 new start-ups in compliance with the respective business plans.</li> </ul>	40%	Del. No. 4: tentative timeline August-December 2022 Del. No. 5: tentative timeline January- May 2023
<b>Deliverable 6 &amp; 7: – 25%</b> <ul style="list-style-type: none"> <li>- Short bi-monthly reports on the mentoring sessions for 20 start-up support beneficiaries of the UNDP project, indicating quantitative and qualitative information about the prospects of business growth, the</li> </ul>	25%	Del. No. 6: tentative timeline bi-monthly reports during the period of June – December 2023 Del. No. 7: Tentative timeline December 2023



<p>formalisation of businesses and whether new job opportunities have been created.</p> <ul style="list-style-type: none"> <li>- Final report, narrative and financial including qualitative and quantitative information assembled during the service provision, about the prospects of business growth, the formalisation of businesses and the new job opportunities that have been created in the supported start-ups/businesses. In the final report, the contractor should provide UNDP with important findings and recommendations that the contractor has identified during the scope of the assignment, that are relevant for UNDP in conducting similar activities within the scope of this project.</li> </ul>		
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The payment for the deliverables will be processed upon approval by UNDP.

### III. Skills, Experience and Qualifications

The eligible contractor must fulfill the following general criteria:

1. Officially registered organization (commercial, non-profit, non-governmental, with expertise in training on entrepreneurship, business start-up, business growth and mentorship);
2. Minimum 5 years of proven experience in developing comprehensive training curriculum with focus entrepreneurship, business start-up, business growth for unemployed vulnerable jobseekers;
3. Availability of technical resources for preparing the necessary materials and conducting the sessions (online, in person or in blended modalities as relevant) ensuring high-quality and timely completion of assignment;
4. 5 years of experience in participatory, interactive and attractive trainings on entrepreneurship, business start-up, business growth and mentorship for vulnerable jobseekers;
5. 5 years' experience in establishing, mentoring, formalizing and support to business growth for startups established by vulnerable categories of people;
6. Experience working with Roma and Egyptian minorities in employment and job creation programs;
7. Experience in working with international organizations and donor agencies is an asset.

Requirements for the Key Personnel:

#### **Team Leader**

The Team Leader will be the responsible person for overall coordination of the assignment. S/he will be the responsible person for the quality of the deliverables and act as the counterpart of UNDP for this assignment. The team leader shall act also as the main curriculum developer, key trainer and coordinator of the mentors to be engaged. The team leader competences, qualification and experience should include:

1. Master's degree in relevant fields (i.e., social or public policy, business administration, economics or related fields).
2. 5 years of professional experience in integrated forms of support for socio-economic integration of Roma and Egyptian communities;
3. 7 years of previous experience in designing training curriculums, with focus entrepreneurship, business start-up, business growth for unemployed vulnerable jobseekers and in training delivery;
4. At least 5 years of previous working experience in mentorship for new start-ups.



5. 3 years' experience in social protection sector, on national and local level in Albania, and related strategic, legal and institutional frameworks for Roma and returnees in Albania.
6. Excellent communication and written skills in Albanian and English is required.

***Start-up' mentors (minimum 3 mentors)***

The employment facilitator will be responsible to facilitate the enrollment and completion of VET trainings and on-job training, apprenticeship and internship programmes. His/her qualities should include:

1. Minimum university degree in business administration, economics or another relevant field;
2. At least 5 years' experience in providing mentorship for new start-ups created by vulnerable categories of population.
3. Proven experience in promoting employability, job creation and in providing support to individuals with limited experience in doing business;
4. Previous working experience with Roma and Egyptian or returnee' job-seekers;
5. Excellent communication and written skills in Albanian and English.

#### **IV. Timeframe**

The assignment will start on 01 July 2022 and is expected to be concluded by 30 July 2023.

**The financial proposal shall be provided as all-inclusive amount. All expenses related to travel, allowances for staff traveling and all other relevant costs must be part of the financial proposal.**