

TRAINING TERMS OF REFERENCE - DIGITAL LITERACY TRAINING – SAIDA

Project name: DAEM

Lead Applicant: Al Majmoua

Co Applicant: PLAN International (PIL)

About Al Majmoua:

The Lebanese Association for Development – Al Majmoua, an independent, apolitical, not for profit Lebanese Non-Governmental Organization (NGO), is the leading and largest Microfinance Institutions in Lebanon, since 1994. Al Majmoua's core business is to provide "micro" loans to individuals who have limited or no access to formal lending channels.

Al Majmoua views development in a holistic approach. Micro-credit alone may not be sufficient to sustain a small business, therefore, non-financial services, particularly financial literacy and Business Development Services, play a complementary role in improving the quality of life of the most vulnerable, especially women entrepreneurs.

Al Majmoua is active across Lebanon through a network of 10 offices. The branches allow Al Majmoua to be present in the communities it serves and to remain tuned to the needs of the micro-entrepreneurs.

DAEM Project information:

To tackle the multifaceted challenges faced by vulnerable young people in Lebanon, Al Majmoua and PIL propose, under the DAEM project, a holistic approach to empower young people, their family, their community, while engaging a wider ecosystem of local stakeholders to ensure a systemic and durable improvement of conditions of young people in Lebanon.

One of DAEM objectives is that access to employment opportunities of vulnerable job seekers is improved through enhanced marketable skills and linkages with employers. In today's globalized world, digital literacy is increasingly becoming an essential requirement. This is particularly relevant in sectors such as hospitality, tourism, education, businesses working on export where the use of digital tools can significantly enhance operational efficiency and open up new opportunities.

Recognizing the importance of digital literacy, DAEM has identified a need for such training to better equip young people with the necessary skills to engage with local and international clients, suppliers, and stakeholders.

Duties and Responsibilities

1. To provide comprehensive training in digital literacy.
2. To enhance the digital literacy skills of participants
3. Complete daily attendance sheets assuring all signatures.
4. Ensure to strictly follow Al Majmoua code of conduct, PSEAH and child protection policy.

Deliverable/Training

The service provider will be responsible to deliver the following:

1. A detailed training plan and curriculum.
2. Design and deliver a comprehensive digital literacy training program adapted to the target group
3. Deliver the training program to **150 participants in Saida and surroundings.**
4. Provide a suitable venue for the training sessions with all necessary facilities.
5. Supply necessary refreshments and stationery for the participants.
6. Conduct pre-training and post-training assessments to measure the progress of participants.
7. Provide an assessment report for each participant.
8. Agenda of the course for each group.
9. Coordinate with Al Majmoua team about all training sessions.
10. Daily attendance sheets signed by participants and trainers.
11. Pictures of the trainings
12. Weekly training report
13. Training evaluation form at the end of each session.
14. Final training report for each group with table of evaluation and progress status for each participant.
15. Deliver certificates to the participants.

Duration of the Assignment

The assignment is expected to **start in March 2025 and end in June 2026.**

The exact schedule of the training sessions will be decided in consultation with the supplier.

6. Venue and Facilities

The service provider will provide a suitable venue for the training sessions. The venue should be:



- Easily accessible to all participants.
- Equipped with necessary training aids (e.g., projectors, whiteboards, audio-visual equipment).
- Comfortable and conducive to learning.

7. Refreshments

The service provider will provide refreshments for participants during the training sessions. This includes:

- Tea/coffee breaks including light snacks.

This may change based on the training agenda.

8. Stationery

The service provider will provide necessary stationery for the participants, including:

- Notebooks.
- Pens.
- Any other materials required for the training.

9. Qualifications and Experience

The service provider should have:

- Proven experience in delivering foreign language training programs
- Qualified and experienced trainers.
- Access to suitable training facilities.
- Accreditation

10. Application Process

Interested service providers are requested to submit the following:

- A detailed proposal outlining their approach to the training program.
- A budget breakdown, including costs for venue, refreshments, and stationery.
- CVs of trainers.
- References from previous clients.

Request for Quotation Details

Please consider the following when submitting the offer:

1. Training fees per person for the full training including all required deliverables

2. Detailed action plan for the 150 participants.
3. Expected number of participants per group
4. Number of group trainings you can deliver per week
5. Notice for training (time of notification needed in advance to prepare your schedule accordingly to availability)
6. Duration of fees validation.
7. Registration Fiscal number.
8. CVs of trainers and/or bio.
9. Confirmation of area coverage.

Please fill the table below taking all points above in consideration and send back to us by Friday the 7th of February 2025:

No.	Description	Rate in USD
1	Training fees per person for the full training including all required deliverables	
	Total	

Evaluation Matrix:

Criteria	Weighting %
1. Relevance and quality of the proposed training program.	20%
2. Relevant experience and qualifications of trainers, and references from previous clients.	30%
3. Availability & Timeline	20%
4. Area coverage	10%
5. Cost-effectiveness of the proposal	20%