

## CBPF-LHF Project (Invitation to Tender)

### Retention Support Facilitators (RSF) – AICA / CBPF-LHF PROJECT

Issued by:

Alawite Islamic Charity Association (AICA)

Eid Center, Alshamal Street, Jabal Mohsen, Tripoli, Lebanon

Website: [aica-lb.org](http://aica-lb.org)

- Reference No.: AICA/ITT/2025/RSF/01
- Location: North & Akkar - Lebanon
- Date of Issuance: 17 February 2025
- Deadline for Submission: 24 February 2025 at 12:00 PM Beirut Time
- Opening of Submission: 24 February 2025 at 12:00 PM Beirut Time
- Announcement of Selected Applicants: 26 February 2025

## 1. Introduction

The Alawite Islamic Charity Association (AICA) is a non-profit organization dedicated to humanitarian aid, providing essential multisectoral services in education, food security, healthcare, livelihood, protection and community engagement. AICA is implementing an OCHA-funded project and invites qualified participants to submit bids for the position of **15 Retention Support Facilitators (RSFs)** across four community centers across multiple project sites in North Lebanon and Akkar. The selected candidates will be responsible for **ensuring student retention, engaging with beneficiaries, supporting educational initiatives, and strengthening learning continuity.**

## 2. Project Overview and Scope

AICA seeks to hire **15 Retention Support Facilitators** to facilitate **student retention, dropout prevention strategies, and educational continuity** in target areas. The RSFs will work closely with identified school administration, center facilitators, project implementing team, students, and their respective parents to ensure effective learning environments.

The RSF will cover learning support sessions in one or more of the four (4) Community Centers located in the below areas:

1. Sahel Akkar (Between Talbire / Tal Hmayra)
2. Deir Amar
3. Mohajreen (between Bab Al Tabbaneh / Jabal Mohsen)
4. Mina

### 2.1 Key Responsibilities:

- Develop and implement **student retention strategies** to prevent school dropouts.
- Provide **counseling and support** to at-risk students and their families.

- Coordinate with AICA's education team, education sector working groups upon PM request, coordinate with the targeted schools' staff, as well as the relevant local authorities for smooth implementation.
- Organize extracurricular activities to enhance student engagement and motivation in coordination with the Community Engagement Volunteers in the walk-in activities.
- Monitor attendance and academic progress, ensuring timely intervention.
- Ensure the RS support align with OCHA's project objectives, MEHE's SOPs as well as RS working group guidelines.
- Report on retention trends, challenges, and recommendations to project management.
- Uphold AICA's safeguarding and child protection policies, ensuring ethical engagement with beneficiaries and adherence to gender equity and safeguarding protocols across all operations.

## 2.2 Contract Details

Contract Element	Details
Duration	6 months
Number of Positions	15 Retention Support Facilitators
Compensation	\$8.5 per hour (subject to 8.5% Non-Residential Tax deduction as per Lebanese labor law)
Location	North Lebanon & Akkar
Option 1: Sessions/Class/Group	Each RSF will provide a minimum of 2 sessions of 45 minutes (each), meaning 1.5 hr/day/class, over a 3 days/week for the class group/month totaling 18 hours/month over a 6-month period, agreed upon RSF availability and stated in the signed agreement
Option 2: Sessions/Class/Group	Each RSF can provide a maximum of two {2 sessions of 45 minutes (each)}, meaning 1.5hr/day/class, over a 3 days/week for the class group/month totaling 36 hours/month over a 6-month period, agreed upon RSF availability and stated in the signed agreement

## 3. Eligibility Criteria

Criteria	Requirements
Education	Bachelor's degree in education and social development related field (Mathematics, Arabic Literature, French/English Literature, Biology, Chemistry, Physics, psychology, social sciences/humanities, specialized education, or social animation) or LT in education



Criteria	Requirements
Experience	Minimum of 3 years of experience in teaching, counseling, or student support roles, preferably with middle school students
Skills & Abilities	Strong understanding of barriers to student retention and effective intervention strategies for cycle 3 students Excellent interpersonal and communication skills to engage with students, parents, and other facilitators. Ability to manage sensitive situations with professionalism and empathy
Compliance & Standards	Familiarity with education Sector Projects or UNICEF-funded projects like (MAKANI, DIRASA) is favored
Languages	Fluency in Arabic and French; English is an asset.
Policies & Conduct	Must adhere to AICA's Code of Conduct, Safeguarding policy, and OCHA's AAP Framework.

#### 4. Evaluation and Selection Process

Tenders will be evaluated based on the following criteria:

##### 4.1 Essential Criteria (Pass/Fail)

- Bidder Response Document (BRD) **signed and dated** document with the initials on each page in the document
- Term of Reference **signed and dated** document with the initials on each page in the document
- ITT document (this document) **signed and dated** document with the initials on each page in the document

##### 4.2 Acknowledgment of the Announced hourly rate (10%)

- BRD document signed and dated

##### 4.3 Capability Criteria (60%)

- Technical Proposal (40%)
- 2 References (20%)

##### 4.4 Social Responsibility Pledge for Education Team/Facilitators (10%)

- Signed and dated

#### 4.5 Interview Scoring (20%)

- Assessment of communication skills, problem-solving abilities, and leadership potential during the interview process

#### 5. Application Procedure

Interested applicants must submit:

1. Bidder Response Document (BRD) Form
2. Technical Proposal (CV, cover letter, certificate) attached
3. **Financial Proposal** in the BRD signed specifically.
4. Tax Identification Number (TIN) and compliance confirmation with Lebanese financial regulations (If applicable).
5. At least two (2) references from previous employers/NGOs.
6. Signed Social Responsibility Pledge for Education Team/Facilitators

#### 6. Submission Guidelines

- **Electronic submission:** via email to [tender@aica-lb.org](mailto:tender@aica-lb.org) (subject: *ITT / CBPF-LHF Project / Retention Support Facilitator Position - AICA*), it's a sealed inbox that is opened only at ITT opening day
- **Paper submission:** Sealed envelope labeled "*ITT / CBPF-LHF Project / Retention Support Facilitator Position - AICA*", submitted to AICA's headquarters.

#### 7. Payment Terms & Tax Compliance

- Payments will be made via bank transfer to a valid account in Lebanon or by a bank letter.
- Selected candidates will receive a contract specifying **tax deduction and payment conditions**.

#### 8. Contact Information

For questions or clarifications, please contact: Email: [proc.log.officer@aica-lb.org](mailto:proc.log.officer@aica-lb.org)

**Working hours:** Monday – Friday (8:00 AM – 5:00 PM Beirut Time), no later than 21 February 2025.

#### 9. Safeguarding, Grievance Mechanism & Ethical Standards

AICA is committed to:

- Gender equity & protection – RSFs must uphold AICA's Safeguarding & GBV Prevention Policies.
- Grievance Mechanism – Staff can submit complaints to **Human Resource** ([hr@aica-lb.org](mailto:hr@aica-lb.org)) regarding workplace concerns or disputes.
- Zero tolerance for Sexual Exploitation and Abuse (SEA) corruption & misconduct – Any violations will lead to contract termination and legal consequences.

#### 10. Terms & Conditions

- AICA reserves the right to reject any or all bids without assigning reasons.
- The contract does not establish an employer-employee relationship with AICA; it is a consultancy-based engagement.

- Selected candidates must comply with AICA's Procurement Manual, HR Policies, Finance Regulations, and OCHA's Localization Guidelines once recruited

## 11. Due Diligence & Compliance Checks

AICA reserves the right to conduct due diligence checks on all potential service providers before finalizing any agreements. These checks will include:

1. **Background Verification:** Validation of the bidder's professional history, reputation, and previous experience.
2. **Sanction Vetting:** Ensuring that the bidder meets the required standards, including checks against global watchlists and PEP (Politically Exposed Persons) lists.
3. **Compliance Assessments:** Confirming that the bidder adheres to AICA's Child Protection Policy, PSEA guidelines, and all applicable legal and regulatory frameworks.
4. **Tax Compliance:** Ensuring that the bidder complies with local tax regulations and that all financial dealings are documented accurately.

Failure to comply with the due diligence process or submit necessary documentation may result in disqualification from the tender process.

## Affirmative Action & Equal Opportunity

AICA is committed to fair and transparent selection. The organization upholds strict anti-discrimination policies and affirmative action measures to promote diversity. We actively encourage applications from:

- Women
- Individuals with disabilities
- Underrepresented communities

Successful bidders will be required to submit periodic reports on financial spending, project progress, and other relevant data as outlined in the contract terms. All payments will be made in accordance with AICA's financial policies, including the use of traceable bank transfers for transparency.

## 12. Bidder Confirmation

By submitting a response to this Invitation to Tender (ITT), the bidder confirms the following:

1. The bidder has thoroughly read and understood the requirements outlined in this ITT document.
2. The bidder agrees to comply with all terms and conditions as set out in this ITT
3. The bidder acknowledges that failure to comply with any of the conditions in this ITT may result in disqualification from the tender process.
4. The bidder confirms that all information provided in the response is accurate and complete to the best of their knowledge.
5. The bidder accepts the fixed hourly rate, as per MEHE's SOPs, and agrees to provide services under the terms outlined in this agreement.
6. The bidder commits to ethical standards and compliance with local laws, including any necessary documentation to verify legal status, tax compliance, and financial integrity.

Bidder Name: \_\_\_\_\_

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

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



13. For Official Use Only

Reviewed by AICA	Date	Comments