

INTERNATIONAL CALL FOR TENDER – INSTRUCTIONS TO BIDDERS
ACTED LEBANON

Date: 20/04/2018

Tender N°: T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

ACTED is requesting through this tender a company/consultant to provide detailed written offers for the supply of the following service:

PRODUCT SPECIFICATIONS:

1. Description: External employment office or consultant with expertise in job placement to place targeted beneficiaries in apprenticeships with external companies for the below areas:
 - a. North (servicing the beneficiaries of the Bebe Tebbaneh and Al Minieh social development centers) (Lot 1)
 - b. Aley (servicing the beneficiaries of the Baysour social development center) (Lot 2)
 - c. South (servicing the beneficiaries of the El Werdaniyeh, Barja and Saida social development centers) (Lot 3)
 - d. Beirut suburbs (servicing the beneficiaries of the El Chiah, Hay el Solom, Al Ghobeiry and Borjal Barajneh social development centers) (Lot 4)
 - e. Beirut (servicing the beneficiaries of the Sin el Fil, Bourj Hammoud, Al Mazraa social development centers) (Lot 5)
2. Service class / category: Job placement consultancy services
3. Quantity/unit; The service will last for an estimated one (1) month.
4. Location ACTED Beirut Office 8th floor, Eshmoun Bldg, Damascus Road, Sodeco, Ashrafieh, Beirut

RESPONSIBILITIES OF THE CONTRACTOR:

1. Terms of delivery: Specified in the terms of reference attached, deadline depending on contract signature for the consultancies
2. Date of completion for: 1 month
3. Validity of the offer: 6 months

The answers to this tender should include the following elements:

- A written offer including all the consultancy specifications, the deliverable and price per deliverable
- Quotes should be inclusive of detailed VAT.
- A copy of the consultants ID for national consultants or a copy of the passport alongside a copy of the insurance for international consultants (medical insurance including transportation coverage).
- In case of consultancy agency, provide legal representant ID copy.

GENERAL CONDITIONS:

1. The **closing date** of this tender is **04/05/2018 5.00PM Local Lebanon time** in ACTED office at the following address :
8th floor, Eshmoun Bldg, Damascus Road, Sodeco, Ashrafieh, Beirut
Tel: +961 01 324331
or emailed both to : lebanon.tender@acted.org and in cc, tender@acted.org



2. Tenderers will fill, sign, stamp and return the Offer form according to ACTED's format.
3. Tenderers will sign and return all pages of the Consultancy Specifications for which they apply.
4. The offer to the call for tender will not result in the award of a contract.
5. The offer must be submitted to ACTED Logistics department in a sealed envelope stamped and signed by the company and indicating the tender title, date, and time of submission. The envelope must bear the mention (T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001)- **not to opened before 07/05/2018** and the purpose of the offer.
6. The offers must be submitted in **English** and prices must be expressed in **USD**.
7. **ALL THE PAGES OF TENDER DOCUMENTS** (instructions to bidders, offer form, Questionnaire, ToRs, Ethical declaration and bidders checklist) have to be signed stamped by the bidder.
8. Unsealed envelope and late offers will not be considered.
9. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, contractors' data shall be automatically processed.

SPECIFIC CONDITIONS:

The answers to this tender should include the following elements.

1. A written offer form (02 OFFER FORM).
2. Past project experience: Information provided for each relevant past project shall include a summary sheet (highlighting the client, description of the project, location of project, role of the company, project status-completed or ongoing) and a completion certificate (recommended) from the client. All documents shall be provided in English (except completion certificates if not available in English).
3. A preliminary work plan detailing the specific competencies of the staff working on the project at different stages.
4. Concise CVs of key staff expected to work on the projects highlighting their experiences relevant to the project.
5. A copy of the insurance for international consultants (medical insurance including transportation coverage).
6. The attached terms of reference signed.
7. Any relevant certifications the company or freelancer might have.
8. Any other documents relevant to the TOR.

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____



OFFER FORM ACTED Lebanon

Date:

Tender N°: T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

To be Filled by Bidder (COMPULSORY)

Details of Bidding Company:

1. Company Name: _____
2. Company Authorized Representative Name: _____
3. Company Registration No: _____
No/Country/ Ministry
4. Company Specialization: _____
5. Mailing Address: _____
Country/Governorate./City/St name/Shop-Office No
 - a. Contact Numbers: (Land Line: _____
/ Mobile No: _____)
 - b. E-mail Address: _____

I undersigned _____, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

LOT1: Career counselling consultant (NORTH AREA) servicing the beneficiaries of the Bebe Tebbaneh and Al Minieh social development centers

#	Specification	Deliverable	Quantity	Unit Price [USD] VAT excluded	Unit Price [USD] VAT included	Total Price [USD] (VAT excluded)	Total Price [USD] (VAT included)
1	Job counselling information session in each social development center mentioned	Session	4				
2	one-on-one counselling sessions to up to 20 beneficiaries in each center	Lump sum	1				
3	Find apprenticeship opportunities for selected beneficiaries	Lump sum	1				
4	Support the ACTED project team in the development of a market resource guide	Lump sum	1				

ANNEX 1-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 BELOW PRIOR TO PRICING FOR DETAILS

NB:

- **THE QUANTITIES MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE ACCORDING TO THE CONSULTANT'S ASSESSMENT AND GAPS NEEDED**

BIDDER'S TERMS AND CONDITIONS:

1. Valid of the offer: _____ (recommended: 6 months or more)
2. Terms of delivery: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

TERMS OF REFERENCE

Career counselling consultant(s)

Department: Programs - ACTED LEBANON

Area: North (servicing the beneficiaries of the Bebe Tebbaneh and Al Minieh social development centers).

1. ABOUT ACTED

ACTED is an international NGO that has been registered in Lebanon since 2006. It has an established country office in Beirut as well as a field office in Akkar. More recently, it has been carrying out activities in the South and in Tripoli.

ACTED works closely with local authorities and civil society stakeholders at the community level to implement priority humanitarian interventions such as emergency multi-purpose cash assistance, WASH projects (including disease monitoring and infrastructural and behavioral response), and Shelter interventions incorporating multiple modalities. ACTED is also implementing long-term development projects to rehabilitate infrastructure, improve agricultural production, increase livelihood opportunities and support state and non-state actors to improve service delivery and social stability through collective development planning.

ACTED responds to emergency and development needs through a community driven approach which focuses on engagement and capacity building of local civil society and local authorities, with the aim of promoting accountable governance and civic engagement. Moreover, ACTED in Lebanon seeks to support private sector actors to become the key drivers in Lebanon's economic development with the goal of raising the living standards of Lebanese and refugee households, and improving the coping capacity of local communities.

2. PROJECT BACKGROUND

3. Vulnerable refugees and host communities often struggle to access livelihoods-related information and services. Limited employment opportunities and employment-related skills trainings are offered to vulnerable populations. Therefore, ACTED is developing a training program for vulnerable populations offering different trainings (IT, English, Solar energy, plumbing, food processing, sewing, etc.). As part of two projects, beneficiaries will also benefit from access to job counselling services, practical information about accessing the job market, as well as apprenticeships and job placements.

4. ASSIGNMENT

5. The Job Counselor(s) is responsible of the following :

6. Provide two job counselling information sessions in each social development center mentioned above;
7. Provide one-on-one counselling sessions to up to 20 beneficiaries in each center, some of whom are facing socio-economic difficulties. These sessions will be organized in the social development centers where the vocational trainings are taking place.
8. Find apprenticeship opportunities for selected beneficiaries.
9. Support the ACTED project team in the development of a market resource guide through:
10. Creating stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention.
11. Sampling private sector enterprises in areas of intervention to see specific market demand from data provided by sampling. The guide will include specific market data linked to vocational trainings

already provided within social development centers, under the authority of the Ministry of Social Affairs. This may include, for example, the contacts of physical markets, retailers, and wholesalers, etc. for sale of homebased productions, as well as pricing information etc. Moreover, it should also include a mapping of recruitment agencies and large private-sector enterprises with potential employment opportunities. In addition, the resource guide will also include a mapping of TVET service providers in the area.

CHAIN OF COMMAND

Under the authority of:

ACTED Economic Development Technical Coordinator

ACTED Deputy Country Director

WORKING RELATIONS

ACTED Project Manager

Consortium Coordinator

12. FUNCTIONS

Provide career counselling and match job seekers with employment opportunities

- Provide counselling services on employment, self-employment and apprenticeship options (job application training, CV writing, interviews, decent working conditions, etc.);
- Conduct skills assessments with the job seekers;
- Match job seekers with relevant employers and follow up on them after being accepted;
- Generate reports on counselling and matching sessions;
- Any other relevant task that might be assigned.

Create stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention

- Conduct a market study to generate a list of businesses to be assessed by ACTED team.
- Coordinate with relevant stakeholders to identify the main businesses in the area such as Chamber of Commerce, municipalities, Cooperatives etc.
- Create a list of key informants to be interviewed for further knowledge on gaps and trends in the Lebanese private sector.

Sample private sector enterprises in areas of intervention to see specific market demand

- Provide snowball sampling of identified key informants in specified sectors and geographical areas.
- Collect labor market information regarding job opening, entry and skill requirements and any other occupational information: (what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/sectors, what gaps exist)

13. QUALIFICATIONS AND SKILLS

- Previous experience in job counselling
- Previous experience providing employment services in the sectors of: IT, construction, Agro-food, Energy and Retail Sector an added value
- Understanding of the structural, social and financial struggles of vulnerable job-seekers
- Patience and positive attitude is highly requested
- Strong market and private sector knowledge
- Previous experience working with INGO is preferred
- Strong communication skills.



- Excellent command of written and oral English and Arabic
- Good Presentation skills
- Understanding of aspects related to group dynamics and personal psychology

Proficiency with the following :

- Human resources
- Private sector market
- Laws and regulations

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

----- END OF LOT 1-----

LOT2: Career counselling consultant (ALEY AREA) servicing the beneficiaries of the Baysour social development center

#	<u>Specification</u>	<u>Deliverable</u>	<u>Quantity</u>	<u>Unit Price [USD] VAT excluded</u>	<u>Unit Price [USD] VAT included</u>	<u>Total Price [USD] (VAT excluded)</u>	<u>Total Price [USD] (VAT included)</u>
1	Job counselling information session in each social development center mentioned	Session	2				
2	one-on-one counselling sessions to up to 20 beneficiaries in the center	Lump sum	1				
3	Find apprenticeship opportunities for selected beneficiaries	Lump sum	1				
4	Support the ACTED project team in the development of a market resource guide	Lump sum	1				

ANNEX 2-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 BELOW PRIOR TO PRICING FOR DETAILS

NB:

- **THE QUANTITIES MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE ACCORDING TO THE CONSULTANT'S ASSESSMENT AND GAPS NEEDED**

BIDDER'S TERMS AND CONDITIONS:

3. Valid of the offer: _____ (recommended: 6 months or more)
4. Terms of delivery: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

TERMS OF REFERENCE

Career counselling consultant(s)

Department: Programs - ACTED LEBANON

Area: Aley (servicing the beneficiaries of the Baysour social development center).

1. ABOUT ACTED

ACTED is an international NGO that has been registered in Lebanon since 2006. It has an established country office in Beirut as well as a field office in Akkar. More recently, it has been carrying out activities in the South and in Tripoli.

ACTED works closely with local authorities and civil society stakeholders at the community level to implement priority humanitarian interventions such as emergency multi-purpose cash assistance, WASH projects (including disease monitoring and infrastructural and behavioral response), and Shelter interventions incorporating multiple modalities. ACTED is also implementing long-term development projects to rehabilitate infrastructure, improve agricultural production, increase livelihood opportunities and support state and non-state actors to improve service delivery and social stability through collective development planning.

ACTED responds to emergency and development needs through a community driven approach which focuses on engagement and capacity building of local civil society and local authorities, with the aim of promoting accountable governance and civic engagement. Moreover, ACTED in Lebanon seeks to support private sector actors to become the key drivers in Lebanon's economic development with the goal of raising the living standards of Lebanese and refugee households, and improving the coping capacity of local communities.

2. PROJECT BACKGROUND

Vulnerable refugees and host communities often struggle to access livelihoods-related information and services. Limited employment opportunities and employment-related skills trainings are offered to vulnerable populations. Therefore, ACTED is developing a training program for vulnerable populations offering different trainings (IT, English, Solar energy, plumbing, food processing, sewing, etc.). As part of two projects, beneficiaries will also benefit from access to job counselling services, practical information about accessing the job market, as well as apprenticeships and job placements.

3. ASSIGNMENT

The Job Counselor(s) is responsible of the following :

- Provide two job counselling information sessions in the social development center mentioned above;
- Provide one-on-one counselling sessions to up to 20 beneficiaries in the center, some of whom are facing socio-economic difficulties. These sessions will be organized in the social development center where the vocational trainings are taking place.
- Find apprenticeship opportunities for selected beneficiaries.
- Support the ACTED project team in the development of a market resource guide through:
 - Creating stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention.
 - Sampling private sector enterprises in areas of intervention to see specific market demand from data provided by sampling. The guide will include specific market data linked to vocational trainings already provided within social development centers, under the authority of the Ministry of Social Affairs. This may include, for example, the contacts of physical markets, retailers, and wholesalers, etc. for sale of homebased productions, as well as pricing information etc. Moreover, it should also include a mapping of recruitment agencies and large private-sector enterprises with potential

employment opportunities. In addition, the resource guide will also include a mapping of TVET service providers in the area.

CHAIN OF COMMAND

Under the authority of:

ACTED Economic Development Technical
Coordinator
ACTED Deputy Country Director

WORKING RELATIONS

ACTED Project Manager
Consortium Coordinator

4. FUNCTIONS

Provide career counselling and match job seekers with employment opportunities

- Provide counselling services on employment, self-employment and apprenticeship options (job application training, CV writing, interviews, decent working conditions, etc.);
- Conduct skills assessments with the job seekers;
- Match job seekers with relevant employers and follow up on them after being accepted;
- Generate reports on counselling and matching sessions;
- Any other relevant task that might be assigned.

Create stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention

- Conduct a market study to generate a list of businesses to be assessed by ACTED team.
- Coordinate with relevant stakeholders to identify the main businesses in the area such as Chamber of Commerce, municipalities, Cooperatives etc.
- Create a list of key informants to be interviewed for further knowledge on gaps and trends in the Lebanese private sector.

Sample private sector enterprises in areas of intervention to see specific market demand

- Provide snowball sampling of identified key informants in specified sectors and geographical areas.
- Collect labor market information regarding job opening, entry and skill requirements and any other occupational information: (what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/sectors, what gaps exist)

5. QUALIFICATIONS AND SKILLS

- Previous experience in job counselling
- Previous experience providing employment services in the sectors of: IT, construction, Agro-food, Energy and Retail Sector an added value
- Understanding of the structural, social and financial struggles of vulnerable job-seekers
- Patience and positive attitude is highly requested
- Strong market and private sector knowledge
- Previous experience working with INGO is preferred
- Strong communication skills.
- Excellent command of written and oral English and Arabic
- Good Presentation skills
- Understanding of aspects related to group dynamics and personal psychology



ACTED

T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

Proficiency with the following :

- Human resources
- Private sector market
- Laws and regulations

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

----- END OF LOT 2-----



LOT3: Career counselling consultant (SOUTH AREA) servicing the beneficiaries of the EI Werdaniyeh, Barja and Saida social development centers

#	Specification	Deliverable	Quantity	Unit Price [USD] VAT excluded	Unit Price [USD] VAT included	Total Price [USD] (VAT excluded)	Total Price [USD] (VAT included)
1	Job counselling information session in each social development center mentioned	Session	6				
2	one-on-one counselling sessions to up to 20 beneficiaries in each center	Lump sum	1				
3	Find apprenticeship opportunities for selected beneficiaries	Lump sum	1				
4	Support the ACTED project team in the development of a market resource guide	Lump sum	1				

ANNEX 3-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 BELOW PRIOR TO PRICING FOR DETAILS

NB:

- **THE QUANTITIES MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE ACCORDING TO THE CONSULTANT'S ASSESSMENT AND GAPS NEEDED**

BIDDER'S TERMS AND CONDITIONS:

- Valid of the offer: _____ (recommended: 6 months or more)
- Terms of delivery: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

TERMS OF REFERENCE

Career counselling consultant(s)

Department: Programs - ACTED LEBANON

Area: South (servicing the beneficiaries of the El Werdaniyeh, Barja and Saida social development centers).

1. ABOUT ACTED

ACTED is an international NGO that has been registered in Lebanon since 2006. It has an established country office in Beirut as well as a field office in Akkar. More recently, it has been carrying out activities in the South and in Tripoli.

ACTED works closely with local authorities and civil society stakeholders at the community level to implement priority humanitarian interventions such as emergency multi-purpose cash assistance, WASH projects (including disease monitoring and infrastructural and behavioral response), and Shelter interventions incorporating multiple modalities. ACTED is also implementing long-term development projects to rehabilitate infrastructure, improve agricultural production, increase livelihood opportunities and support state and non-state actors to improve service delivery and social stability through collective development planning.

ACTED responds to emergency and development needs through a community driven approach which focuses on engagement and capacity building of local civil society and local authorities, with the aim of promoting accountable governance and civic engagement. Moreover, ACTED in Lebanon seeks to support private sector actors to become the key drivers in Lebanon's economic development with the goal of raising the living standards of Lebanese and refugee households, and improving the coping capacity of local communities.

2. PROJECT BACKGROUND

Vulnerable refugees and host communities often struggle to access livelihoods-related information and services. Limited employment opportunities and employment-related skills trainings are offered to vulnerable populations. Therefore, ACTED is developing a training program for vulnerable populations offering different trainings (IT, English, Solar energy, plumbing, food processing, sewing, etc.). As part of two projects, beneficiaries will also benefit from access to job counselling services, practical information about accessing the job market, as well as apprenticeships and job placements.

3. ASSIGNMENT

The Job Counselor(s) is responsible of the following :

- Provide two job counselling information sessions in each social development center mentioned above;
- Provide one-on-one counselling sessions to up to 20 beneficiaries in each center, some of whom are facing socio-economic difficulties. These sessions will be organized in the social development centers where the vocational trainings are taking place.
- Find apprenticeship opportunities for selected beneficiaries.
- Support the ACTED project team in the development of a market resource guide through:
 - Creating stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention.
 - Sampling private sector enterprises in areas of intervention to see specific market demand from data provided by sampling. The guide will include specific market data linked to vocational trainings already provided within social development centers, under the authority of the Ministry of Social

Affairs. This may include, for example, the contacts of physical markets, retailers, and wholesalers, etc. for sale of homebased productions, as well as pricing information etc. Moreover, it should also include a mapping of recruitment agencies and large private-sector enterprises with potential employment opportunities. In addition, the resource guide will also include a mapping of TVET service providers in the area.

CHAIN OF COMMAND
Under the authority of:

ACTED Economic Development Technical
Coordinator

ACTED Deputy Country Director

WORKING RELATIONS

ACTED Project Manager
Consortium Coordinator

4. FUNCTIONS

Provide career counselling and match job seekers with employment opportunities

- Provide counselling services on employment, self-employment and apprenticeship options (job application training, CV writing, interviews, decent working conditions, etc.);
- Conduct skills assessments with the job seekers;
- Match job seekers with relevant employers and follow up on them after being accepted;
- Generate reports on counselling and matching sessions;
- Any other relevant task that might be assigned.

Create stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention

- Conduct a market study to generate a list of businesses to be assessed by ACTED team.
- Coordinate with relevant stakeholders to identify the main businesses in the area such as Chamber of Commerce, municipalities, Cooperatives etc.
- Create a list of key informants to be interviewed for further knowledge on gaps and trends in the Lebanese private sector.

Sample private sector enterprises in areas of intervention to see specific market demand

- Provide snowball sampling of identified key informants in specified sectors and geographical areas.
- Collect labor market information regarding job opening, entry and skill requirements and any other occupational information: (what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/sectors, what gaps exist)

5. QUALIFICATIONS AND SKILLS

- Previous experience in job counselling
- Previous experience providing employment services in the sectors of: IT, construction, Agro-food, Energy and Retail Sector an added value
- Understanding of the structural, social and financial struggles of vulnerable job-seekers
- Patience and positive attitude is highly requested
- Strong market and private sector knowledge
- Previous experience working with INGO is preferred
- Strong communication skills.
- Excellent command of written and oral English and Arabic



- Good Presentation skills
- Understanding of aspects related to group dynamics and personal psychology

Proficiency with the following :

- Human resources
- Private sector market
- Laws and regulations

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

----- END OF LOT 3-----

LOT4: Career counselling consultant (BEIRUT SUBURBS AREA) servicing the beneficiaries of the El Chiah, Hay el Solom, Al Ghobeiry and Borj al Barajneh social development centers

#	<u>Specification</u>	<u>Deliverable</u>	<u>Quantity</u>	<u>Unit Price [USD] VAT excluded</u>	<u>Unit Price [USD] VAT included</u>	<u>Total Price [USD] (VAT excluded)</u>	<u>Total Price [USD] (VAT included)</u>
1	Job counselling information sessions in each social development center mentioned	Session	8				
2	one-on-one counselling sessions to up to 20 beneficiaries in each center	Lump sum	1				
3	Find apprenticeship opportunities for selected beneficiaries	Lump sum	1				
4	Support the ACTED project team in the development of a market resource guide	Lump sum	1				

ANNEX 4-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 BELOW PRIOR TO PRICING FOR DETAILS

NB:

- **THE QUANTITIES MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE ACCORDING TO THE CONSULTANT'S ASSESSMENT AND GAPS NEEDED**

BIDDER'S TERMS AND CONDITIONS:

- Valid of the offer: _____ (recommended: 6 months or more)
- Terms of delivery: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

TERMS OF REFERENCE

Career counselling consultant(s)

Department: Programs - ACTED LEBANON

Area: Beirut suburbs (servicing the beneficiaries of the El Chiah, Hay el Solom, Al Ghobeiry and Borj al Barajneh social development centers).

1. ABOUT ACTED

ACTED is an international NGO that has been registered in Lebanon since 2006. It has an established country office in Beirut as well as a field office in Akkar. More recently, it has been carrying out activities in the South and in Tripoli.

ACTED works closely with local authorities and civil society stakeholders at the community level to implement priority humanitarian interventions such as emergency multi-purpose cash assistance, WASH projects (including disease monitoring and infrastructural and behavioral response), and Shelter interventions incorporating multiple modalities. ACTED is also implementing long-term development projects to rehabilitate infrastructure, improve agricultural production, increase livelihood opportunities and support state and non-state actors to improve service delivery and social stability through collective development planning.

ACTED responds to emergency and development needs through a community driven approach which focuses on engagement and capacity building of local civil society and local authorities, with the aim of promoting accountable governance and civic engagement. Moreover, ACTED in Lebanon seeks to support private sector actors to become the key drivers in Lebanon's economic development with the goal of raising the living standards of Lebanese and refugee households, and improving the coping capacity of local communities.

2. PROJECT BACKGROUND

Vulnerable refugees and host communities often struggle to access livelihoods-related information and services. Limited employment opportunities and employment-related skills trainings are offered to vulnerable populations. Therefore, ACTED is developing a training program for vulnerable populations offering different trainings (IT, English, Solar energy, plumbing, food processing, sewing, etc.). As part of two projects, beneficiaries will also benefit from access to job counselling services, practical information about accessing the job market, as well as apprenticeships and job placements.

3. ASSIGNMENT

The Job Counselor(s) is responsible of the following :

- Provide two job counselling information sessions in each social development center mentioned above;
- Provide one-on-one counselling sessions to up to 20 beneficiaries in each center, some of whom are facing socio-economic difficulties. These sessions will be organized in the social development centers where the vocational trainings are taking place.
- Find apprenticeship opportunities for selected beneficiaries.
- Support the ACTED project team in the development of a market resource guide through:
 - Creating stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention.
 - Sampling private sector enterprises in areas of intervention to see specific market demand from data provided by sampling. The guide will include specific market data linked to vocational trainings already provided within social development centers, under the authority of the Ministry of Social

Affairs. This may include, for example, the contacts of physical markets, retailers, and wholesalers, etc. for sale of homebased productions, as well as pricing information etc. Moreover, it should also include a mapping of recruitment agencies and large private-sector enterprises with potential employment opportunities. In addition, the resource guide will also include a mapping of TVET service providers in the area.

CHAIN OF COMMAND
Under the authority of:

ACTED Economic Development Technical Coordinator
ACTED Deputy Country Director

WORKING RELATIONS

ACTED Project Manager
Consortium Coordinator

4. FUNCTIONS

Provide career counselling and match job seekers with employment opportunities

- Provide counselling services on employment, self-employment and apprenticeship options (job application training, CV writing, interviews, decent working conditions, etc.);
- Conduct skills assessments with the job seekers;
- Match job seekers with relevant employers and follow up on them after being accepted;
- Generate reports on counselling and matching sessions;
- Any other relevant task that might be assigned.

Create stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention

- Conduct a market study to generate a list of businesses to be assessed by ACTED team.
- Coordinate with relevant stakeholders to identify the main businesses in the area such as Chamber of Commerce, municipalities, Cooperatives etc.
- Create a list of key informants to be interviewed for further knowledge on gaps and trends in the Lebanese private sector.

Sample private sector enterprises in areas of intervention to see specific market demand

- Provide snowball sampling of identified key informants in specified sectors and geographical areas.
- Collect labor market information regarding job opening, entry and skill requirements and any other occupational information: (what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/sectors, what gaps exist)

5. QUALIFICATIONS AND SKILLS

- Previous experience in job counselling
- Previous experience providing employment services in the sectors of: IT, construction, Agro-food, Energy and Retail Sector an added value
- Understanding of the structural, social and financial struggles of vulnerable job-seekers
- Patience and positive attitude is highly requested
- Strong market and private sector knowledge
- Previous experience working with INGO is preferred
- Strong communication skills.
- Excellent command of written and oral English and Arabic



- Good Presentation skills
- Understanding of aspects related to group dynamics and personal psychology

Proficiency with the following :

- Human resources
- Private sector market
- Laws and regulations

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

----- END OF LOT 4-----

LOT5: Career counselling consultant (BEIRUT AREA) servicing the beneficiaries of the Sin el Fil, Bourj Hammoud, Al Mazraa social development centers

#	<u>Specification</u>	<u>Deliverable</u>	<u>Quantity</u>	<u>Unit Price [USD] VAT excluded</u>	<u>Unit Price [USD] VAT included</u>	<u>Total Price [USD] (VAT excluded)</u>	<u>Total Price [USD] (VAT included)</u>
1	Job counselling information session in each social development center mentioned	Session	6				
2	one-on-one counselling sessions to up to 20 beneficiaries in each center	Lump sum	1				
3	Find apprenticeship opportunities for selected beneficiaries	Lump sum	1				
4	Support the ACTED project team in the development of a market resource guide	Lump sum	1				

ANNEX 5-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 BELOW PRIOR TO PRICING FOR DETAILS

NB:

- **THE QUANTITIES MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE ACCORDING TO THE CONSULTANT'S ASSESSMENT AND GAPS NEEDED**

BIDDER'S TERMS AND CONDITIONS:

9. Valid of the offer: _____ (recommended: 6 months or more)

10. Terms of delivery: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

TERMS OF REFERENCE

Career counselling consultant(s)

Department: Programs - ACTED LEBANON

Area: Beirut (servicing the beneficiaries of the Sin el Fil, Bourj Hammoud, Al Mazraa social development centers).

1. ABOUT ACTED

ACTED is an international NGO that has been registered in Lebanon since 2006. It has an established country office in Beirut as well as a field office in Akkar. More recently, it has been carrying out activities in the South and in Tripoli.

ACTED works closely with local authorities and civil society stakeholders at the community level to implement priority humanitarian interventions such as emergency multi-purpose cash assistance, WASH projects (including disease monitoring and infrastructural and behavioral response), and Shelter interventions incorporating multiple modalities. ACTED is also implementing long-term development projects to rehabilitate infrastructure, improve agricultural production, increase livelihood opportunities and support state and non-state actors to improve service delivery and social stability through collective development planning.

ACTED responds to emergency and development needs through a community driven approach which focuses on engagement and capacity building of local civil society and local authorities, with the aim of promoting accountable governance and civic engagement. Moreover, ACTED in Lebanon seeks to support private sector actors to become the key drivers in Lebanon's economic development with the goal of raising the living standards of Lebanese and refugee households, and improving the coping capacity of local communities.

2. PROJECT BACKGROUND

Vulnerable refugees and host communities often struggle to access livelihoods-related information and services. Limited employment opportunities and employment-related skills trainings are offered to vulnerable populations. Therefore, ACTED is developing a training program for vulnerable populations offering different trainings (IT, English, Solar energy, plumbing, food processing, sewing, etc.). As part of two projects, beneficiaries will also benefit from access to job counselling services, practical information about accessing the job market, as well as apprenticeships and job placements.

3. ASSIGNMENT

The Job Counselor(s) is responsible of the following :

- Provide two job counselling information sessions in each social development center mentioned above;
- Provide one-on-one counselling sessions to up to 20 beneficiaries in each center, some of whom are facing socio-economic difficulties. These sessions will be organized in the social development centers where the vocational trainings are taking place.
- Find apprenticeship opportunities for selected beneficiaries.
- Support the ACTED project team in the development of a market resource guide through:
 - Creating stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention.
 - Sampling private sector enterprises in areas of intervention to see specific market demand from data provided by sampling. The guide will include specific market data linked to vocational trainings already provided within social development centers, under the authority of the Ministry of Social

Affairs. This may include, for example, the contacts of physical markets, retailers, and wholesalers, etc. for sale of homebased productions, as well as pricing information etc. Moreover, it should also include a mapping of recruitment agencies and large private-sector enterprises with potential employment opportunities. In addition, the resource guide will also include a mapping of TVET service providers in the area.

CHAIN OF COMMAND
Under the authority of:

ACTED Economic Development Technical Coordinator
ACTED Deputy Country Director

WORKING RELATIONS

ACTED Project Manager
Consortium Coordinator

4. FUNCTIONS

Provide career counselling and match job seekers with employment opportunities

- Provide counselling services on employment, self-employment and apprenticeship options (job application training, CV writing, interviews, decent working conditions, etc.);
- Conduct skills assessments with the job seekers;
- Match job seekers with relevant employers and follow up on them after being accepted;
- Generate reports on counselling and matching sessions;
- Any other relevant task that might be assigned.

Create stakeholder mapping of the private sector and any other relevant economic institutions in the surrounding areas of intervention

- Conduct a market study to generate a list of businesses to be assessed by ACTED team.
- Coordinate with relevant stakeholders to identify the main businesses in the area such as Chamber of Commerce, municipalities, Cooperatives etc.
- Create a list of key informants to be interviewed for further knowledge on gaps and trends in the Lebanese private sector.

Sample private sector enterprises in areas of intervention to see specific market demand

- Provide snowball sampling of identified key informants in specified sectors and geographical areas.
- Collect labor market information regarding job opening, entry and skill requirements and any other occupational information: (what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/sectors, what gaps exist)

5. QUALIFICATIONS AND SKILLS

- Previous experience in job counselling
- Previous experience providing employment services in the sectors of: IT, construction, Agro-food, Energy and Retail Sector an added value
- Understanding of the structural, social and financial struggles of vulnerable job-seekers
- Patience and positive attitude is highly requested
- Strong market and private sector knowledge
- Previous experience working with INGO is preferred
- Strong communication skills.
- Excellent command of written and oral English and Arabic



- Good Presentation skills
- Understanding of aspects related to group dynamics and personal psychology

Proficiency with the following :

- Human resources
- Private sector market
- Laws and regulations

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

----- END OF LOT5-----



BIDDER'S QUESTIONNAIRE ACTED Lebanon

Date:

Tender N° : T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

A. Company Name:

<p>B. Company Owner(s) / Partners full names:</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p>	<p>C. Company Legal Authorized Representative for this Tender:</p> <p>Complete Name:</p> <p>_____</p> <p>Position in the Company:</p> <p>_____</p> <p>Signature:</p> <p>_____</p>
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D. Additional Information about the Company:

1 Official Date of Registration: _____

2 Company Type / Profession as per Registration: _____

3 Full Name of the Three Company Representatives:

Name	Position	Location	Mobile Number

4 Total number of full time employees:

5 Company Telephone Number:

6 Company Fax Number:

7 Email Address:

8 Have you worked with NGOs before? If Yes, please list them with detailed information:

-
-
-

9 Have you worked on similar types of projects before? If Yes, please list them below with detailed information (if needed please provide separate list):

-
-
-

10 Bank Accounts:
(Please mention yes or no only)

In Lebanon	In Europe	Other



E. Past Performances:

1 Contract Award History

Please list the last supply contracts awarded by your company since 2009 up to now

No	Project Description	Location	Partner Name	Duration	Project Cost (USD)
1					
2					
3					
4					
5					

2 Company Assets as of January 1st 2018:

Please list your Company main assets (machine, equipment, premises & warehouses, trucks & heavy machines, production center, etc)

No	Description	Location/Address	Quantity
1			
2			
3			
4			
5			

I undersigned, certify that I am the designated legal representative of this Company, that the information provided above is correct and I am aware of the fact that I will be held responsible for providing false information.

I declare and certify that the information above is true and accurate to the best of my knowledge. I understand and accept any false or inaccurate information may result in the cancellation of any offer made by the Bidder, even if discovered later.

Name _____

Position: _____

Signature & Stamp: _____

Date: _____

BIDDER'S ETHICAL DECLARATION - ACTED Lebanon

Date:

Tender N°: T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

Tenderer's name: _____

Tenderer's address: _____

CODE OF CONDUCT:**1. Labour Standards**

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their

employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

B. Environmental Standards

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- *Safety precautions for transport and cargo handling*

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers's employees or those of its subcontractors.

C. Business Behaviour

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

D. ACTED procurement rules and regulations

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

Operating Principles

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

- Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
- Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
- Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
- Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
- Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
- Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

- Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
- Assign responsibility for implementing the Code of Conduct to a senior manager.
- Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will

- require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
- Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
- Avoid discriminating against enterprises in developing countries.
- Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.



ACTED

T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

- seek arbitration in the case of unresolved disputes.

Qualifications to the Policy Statement

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned [_____], agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Tenderer's authorized representative _____

Authorized signature _____

BIDDER'S CHECK LIST ACTED Lebanon

Date: _____

Tender N°: T/11DDG/E17/JOB/APC/BRT/PRG/20-04-2018/001

BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA :

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. An original and one copy of the bid have been provided					
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. (compulsory)					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. (compulsory)					
4. The prices in the Offer Form are in USD (compulsory)					
5. The Terms of Reference is attached, filled, signed and stamped by the supplier (compulsory)					
6. PART 3 (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. (compulsory)					
7. PART 4 – (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. (compulsory)					
8. The Bidding documents are filled in English . (compulsory)					
9. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided. (compulsory)					
10. ANNEXES – A Copy of Company registration documents and license are included. (compulsory)					
11. ANNEXES – A copy of the legal representative ID for national consultants or a copy of the passport alongside a copy of their insurance for international consultants. In case of consultancy agency, provide legal representative ID copy. (compulsory)					
12. ANNEXES- Concise CVs of key staff expected to work on the projects highlighting their experiences relevant to the project. (compulsory)					

Name & Position of Bidder's authorized representative _____

Authorized signature _____