**Nature of Assignment:** Livelihoods –Dairy food processing trainings (Women Only)

**Geographical Area:** Tripoli and Akkar

**Annexes:**

* Annex - Key Learning areas
* Annex – I Template for the Technical Proposal
* Annex – IV Template for the financial offer and work plan

**Duration of contract for Assignment:** 4 months

**Last Date to Submit Quotations:** April 23, 2018

**Additional Comments:**

* Only VAT registered companies and registered cooperatives/non-profit with minimum 5 years relevant experience are eligible to apply. If applicant is not registered 7%, VAT will be deducted. if selected.
* Applicants applying must have an existing manual, and session plan to prove expertise both in theoretical and practical part of manual.

**Background:**

Based in rural North Akkar, Concern livelihoods program is focused on promoting socio-economic integration of refugee in to host communities by promoting social integration and employment to which existing social hostility remains a biggest barrier. Based on experience and socio-demographic facts reported by various UN agencies and discussed here too, the project at hand proposes to employ Syrian refugee women in dairy cooperatives by introducing skill trainings for women, improving employment capacity of Lebanese dairy cooperatives and creating employment for skilled women in targeted dairy cooperative after paid apprenticeship. Project focuses on women employment since one refugee in every 5 is a woman and as of UNHCR report published at the end of 2016, which states that 71% households of 251,299 Syrian refugees living in Akkar and Northern Governorates, are living below the poverty line. Proposed project intends to support dairy products value chain in Akkar because the dairy sector in Akkar provide 60% of the area economy income and 2000 families in Akkar benefit from the dairy sector as their principal and only income. The number of dairy cattle as of the data obtained from Ministry of Agriculture office in Akkar is 15000, which is 30% of total national dairy farmers. Besides cows, 10% of the national breeders of sheep and goats are spread in Akkar. About 70% of small-scale farmers in this area are poor and very poor according to studies prepared by experts in the FARES Foundation. In 2015, according to the Lebanese official statistics the rate of the export of dairy products was 11.5% of the total exported food products, which equals to 63 million dollar. Conventionally, local dairy cooperatives operate as a link between dairy farmers and big dairy companies like CANDIA, TAENAYEL operating in the region.

Despite tremendous income opportunities presented by high national demand of milk and dairy products, income from dairy fails to meet basic needs of people. Key reasons behind limited economic benefits despite present market needs are: an overall lack of diversification of dairy products being produced by cooperatives, poor quality control (e.g, lack of awareness on shelf-life leading to spoilt produce), poor hygiene practices, lack of awareness on minimum quality standards among producer and consumer (e.g. limited knowledge of milk grading system), and dairy cooperatives lacking assets as basic as chillers and refrigerated trucks.

Responding to the needs of the area and with the funding of our donors (Dutch government funded addressing root cause fund (ARC), support of Welthungerhilfe (WHH) and Tent Foundation), Concern is implementing a project to strengthen the dairy value chain. Under the project home based dairy Food processing trainings shall cover various topics as mentioned in the learning areas of Hygiene, processing techniques, Starter Cultures, Recipes (Dairy Food Basket), feeding practices and Disease management. At the end of the training, all women must have the knowledge of dairy food processing.

This RFQ seeks a service provider to compile a manual (English and Arabic) with minimum 10 recipes including ice – cream, Halloumi, Qashta, Conduct training of trainers and provide trainings for 100 women.

Objectives of assignment with key activities are listed below sep

**Objective one*: Provision of a dairy food processing manual, and training of trainers on the manual to the trainer(s).***

Under this assignment one manual is requested covering the key learning areas (annex-I) on dairy food processing for un-skilled or semi-skilled women. Once the manual is delivered, the consultant will organize 5 days of Training of Trainer’s workshop on the manual. In this training staff of applicant involved in the training and staff of Concern must participate.

**Activity One:** Provision of dairy food processing manual for semi-skilled women with trainer’s toolkit. (English and Arabic).

***Note:*** *The applicant will cover all the costs incurred.*

* Planning meeting with staff of Concern and staff of applicants (trainers) to discuss the scope of work.
* Minimum 3 focus group discussions with the beneficiaries and marketing team to assess the existing knowledge of the beneficiaries and needs of markets.
* Provision of a training manual based on the key learning areas (Annex – Ia), in English and Arabic.
* Provision of the list of items/equipment needed to conduct trainings for the trainers.
* Provision of the list of the equipment/tools required for small home based dairy food processing (FAO/EU international standards and in-country guidelines of food and safety department must be taken in to the consideration).
* Manual must have minimum 10 standard recipes to make different products from the milk; Arabic ice cream, Labneh, greek-flavored yogurt, various kind of cheese etc.

**Activity Two: Training of Trainers for home based dairy processing trainings.**

***Note:*** *The consultant will provide the stationary, venue and materials for the workshop. Workshop must include theory and practical sessions to learn the recipes provided in the manual.*

* A 8 days long Training of Trainer’s workshop for 10 participants supplemented with pre- and –post evaluation tests, creative ice-breakers and trainer’s toolkit on the manual.
* Post training assessments of all the trainers will be conducted to assess their knowledge and suitability for the job.

**Objective Two: Skills Training for 100 women (4 groups) on small scale dairy production at home.**

***Note:*** *Applicant will provide the transportation and food allowance for the trainers. Concern will cover the cost of all the equipment, material, transportation and venue for the beneficiary women.*

* The consultant will deliver 29 hours of home based dairy processing skills trainings for 100 vulnerable women spread over 12 days.
* Theory sessions will be conducted in 7 days, 2 hours per day.
* Practical sessions will be conducted in 5 days, with 3 hours of practicing recipes each day.

Training approach must be interactive and must focus more on learning by doing. Technical proposal must divide session plans separately in to practical work and theory. Participants must have printed and accurate recipes with instructions to follow minimum standards of health and safety at the end of the trainings.

**3. Instructions for submissions and Evaluation Criteria:**

**What to submit?**

***Note:*** *Failure to submit any of the documents listed below may lead to disqualification of applicant(s)*

Please submit following documents arrange in the same order. All documents must be signed and/or stamped.

* **Letter of Intent** addressed to, “Livelihoods Program, Concern Worldwide, Lebanon.” Dated, signed and/or stamped from the company/non-profit.
* **Annex I** – Technical proposal, which should have;
* Session outlines covering key learning areas mentioned in prescribed template (English only)
* One complete session (Arabic)

If service provider has been using any UN-standard Dairy food processing training manuals, it can be suggested along with clear session plan.

* **Annex II – Applicant’s profile** with registration certificate, VAT certificate, bank details and CVs of all the technical staff who will work on the assignement.
* **Annex III** – Similar training experience from last three years with reference details of last two clients
* **Annex IV -** Financial proposal (templates attached, please see below)

**Technical Evaluation**; Total score = 50

* Previous Experience of similar work and value of contract (10)
* Training outline, session plan and technical proposal (20)
* Qualification of staff (10)
* Session plans and time frame (10)

**Financial Evaluation**; Total score = 35

* Lowest training services fee for ToT and Manual(15)
* Lowest training fee for beneficiaries (15)
* Work plan (5)

**Interview;** Total score = 15

**4. Time Frame:**

Contract will be awarded for the period of 4 months starting tentatively from May01, 2018 to September 30th, 2018. Applicant must respect the work plan included in the technical proposal.

**5. Key Deliverable:**

1. Dairy food processing manual covering all the topics mentioned in the key learning and as described in the objectives of this RFQ along with session plans, assessment tests, list of items. (English and Arabic)
2. Training of trainers manual with clear instructions to conduct each session by the trainer
3. Digital database and original attendance sheets from all the trainings (signed by the trainers).

**6. Who should Apply:**

* Registered Company/ cooperative with minimum five years of experience in the similar natured work, which can provide minimum two dairy food processing trainers, technical staff to write, revise and translate manuals in time.

**7. How to Apply**

* Sealed quotes may be delivered directly to the Concern Worldwide office (HDYS Building (Opposite Abdel Karim Rifai Petrol Station), Halba, Akkar), OR via email at [lebanon.tenders@concern.net](mailto:lebanon.tenders@concern.net) .
* All quotes must be received before 1400 Hrs, **April 23, 2018**
* For clarifications please contact email address: [mahwish.javaid@concern.net](mailto:mahwish.javaid@concern.net)

Email Title**: Livelihoods RFQ Dairy Manual for Women**

Only VAT registered companies and individual(s) are eligible to apply. In-case of non-registration of VAT a 7.5% withholding tax will be deducted from the payment.

**Annex I: Technical Proposal Template**

|  |  |  |  |
| --- | --- | --- | --- |
| **Session Title** | **Specific Learning Outcomes** | **Activities** | **Resources/Materials/needs** |
| **Theory Sessions** | | | |
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| **Practical Sessions** | | | |
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**Annex IV: Financial Proposal**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Description of Services** | **Work Scope** | **Lump sum Cost USD + VAT** |
| **1** | **Dairy food processing Training Manual with trainer’s toolkit.** | **As per objective one activity 1** |  |
| **2** | **Training Fee for Training of Trainers Workshop inclusive or stationary, hand outs and printed manuals** | **As per objective one, activity 2** |  |
| **3** | **Training cost for 100 women beneficiaries (2 locations in Akkar)** | **As per objective 2** |  |
| **Grand Total** | | |  |

**Note:**

Any manual suggested, templates provided and session plan given as part of technical proposal will not be treated as completion of deliverable one. Manual will be accepted as a deliverable only after the approval of Concern. Concern will cover the transportation, boarding, lodging, stationary, projector, venue costs, and any other materials only for the workshop of women beneficiaries.

|  |  |  |
| --- | --- | --- |
| **Work Plan** | | |
|  |  | **Time to deliver** |
| **1** | **Planning Meeting with Concern including all staff of Applicants** | **(Please specify)** |
| **2** | **Submission of work plan to cover all activities in 4 months.** |  |
| **3** | **Submission of Manual and trainer’s toolkit** | **(Please specify)** |
| **4** | **Submission of list of items to Concern for Purchase** | **(Please specify)** |
| **5** | **Training of trainers 8 days (including applicant’s staff)** | **(Please specify)** |
| **6** | **Trainings of women beneficiaries** |  |
| **10** | **Post- training Follow-ups (minimum three follow-ups per group).** |  |

**Additional Responsibilities:**

* **To facilitate visibility and communication team in collecting testimonials and visits.**
* **Adherence with Concern P-4 guidelines and coordination with Concern Business development team**

**Annex – Key Learning Areas**

|  |  |
| --- | --- |
|  | **Total duration for theory: 14 hours spread on 7 days** |
|  | **Total duration for practical: 3 hours spread on 5 days** |
|  | **Course Outline** |
| **1** | Introduction to Course |
|  | Significance of milk and dairy products for humans |
|  | Milk as food |
|  | composition and characteristics of various types of Milk |
|  | Infant nutrition and Lactose Intolerance |
| **2** | Hygiene |
|  | Deterioration due to micro-organisms |
|  | Contamination of milk with extraneous material |
|  | Hygienic, Production and storage of milk |
| **3** | Processing Techniques |
|  | Pasteurization |
|  | Cooling |
|  | Souring by fermentation or acidification |
|  | Creaming |
| **4** | Starter Cultures |
|  | The development of lactic acid bacteria |
|  | Cultivation of starter cultures of lactic acid bacteria |
|  | Growth of starter cultures |
|  | Preparing your own culture |
| **5** | Recipies (Dairy Food Basket) |
| **6** | Feeding practices |
| **7** | Disease Management of cattles |