

# **ANNEX B - TERMS OF REFERENCE FOR SERVICE CONTRACTING**

## **Provision of COMPUTER Training Services to Syrian Volunteers in the Ministry of Education (MoE) Schools- Host Communities**

### **TERMS OF REFERENCE FOR SERVICE CONTRACTING**

<b>Assignment:</b>	Provision of COMPUTER Training Services to Syrian Volunteers in the Ministry of Education (MoE) Schools
<b>Location:</b>	All Governorates across Jordan
<b>Duration:</b>	5 months
<b>Estimate number of calendar days:</b>	Approx. 150
<b>Start date:</b>	August 2023
<b>End date:</b>	December 2023
<b>Reporting to:</b>	Education Officer

#### **1. JUSTIFICATION/BACKGROUND**

UNICEF works closely with the Ministry of Education (MOE) to ensure a safe and accessible school environment for children in **host communities**. The “Support to the Education Sector by Syrian Refugees” Programme was first initiated during the first semester of the 2018/2019 academic year. The programme provides Syrian refugees with volunteering opportunities, which contributes to social cohesion, while simultaneously providing livelihood opportunities for the refugee community.

Under the “Support to the Education Sector by Syrian Refugees” Programme, UNICEF supports the engagement of 435 Syrian refugees in MOE (Ministry of Education) schools in host communities. The main objectives of the programme are to improve livelihoods of vulnerable Syrian refugees through access to volunteering opportunities and to support the delivery of quality education services in MoE schools in Host community through the engagement of Syrian refugees in the provision of administrative support and supporting the schoolteachers inside classroom and improving data collection in schools. To ensure achieving these objectives, in addition to having a long-lasting impact in the lives of Syrian refugees benefitting from the programme and improving their employability skills, UNICEF wants to focus on investing more in the beneficiaries’ capacity building aspect by providing them with access to courses and training that will help develop their skills set. To this end, UNICEF conducted a capacity needs assessment to identify the most urgent needs of the Syrian volunteers benefitting from the programme and ensure addressing those needs through trainings and capacity building activities. One of the training courses identified is ICDL (International Computer Driving License) training. “ICDL Office Application Essentials” training was identified as accredited ICDL program with the main modules of ICDL which are commonly used (Office Productivity Applications, Word Processing, Spreadsheets, Presentation). The other training identified was “ICDL Advanced Databases” that will be provided to volunteers who are certified with ICDL. These two courses were identified through the ICDL Arabia website.

UNICEF is currently looking to identify a qualified contractor to support with high quality, certified training that can be provided to Syrian volunteers supporting the MOE schools in 2023. The training must be delivered in Arabic.

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#### **2. OBJECTIVE AND TARGETS**

The purpose of the assignment is to build the capacity of the trainees in computer skills and provide them with certificates to enhance their employment opportunities. To do so, UNICEF Jordan Country Office looks at providing two types of training for the Syrian Volunteers in the MOE's schools:

##### **I. Provision of certified "ICDL Office Application Essential" course accredited by the service provider**

This training is to be provided face-to-face over 20 training hours. The objective of the training is to support the Syrian Assistant in the following areas:

- Understand the purpose of different common office productivity applications and carry out common tasks.
- Work with text in a document, insert and edit objects and tables, and prepare and print outputs.
- Work with numbers and text in a spreadsheet, manipulate spreadsheet data, use formulas, insert charts, and prepare and print outputs.
- Build a presentation, insert, and format text in slides, insert and edit objects and effects, and create outputs including a slideshow.

##### **II. Provision of certified "ICDL Advanced Database" course accredited by ICDL international**

This training is to be provided face-to-face over 20 training hours. An international certification is mandatory. The objective of this training is to support Syrian Assistant teachers who are ICDL certified in the following areas:

- Understand key concepts of database development and usage.
- Create a relational database using advanced table creation features and complex relationships between tables.
- Design and use queries to create a table, update, delete and append data. Refine queries using wildcards, parameters, and calculations.
- Use controls and sub-forms to enhance forms and improve functionality.
- Create report controls to perform calculations. Create sub-reports and enhance report presentation.
- Enhance productivity by working with macros and use linking and importing features to integrate data.

#### **Overall target of trainees:**

The overall target is to provide at least 90% of the total 435 Syrian volunteers with computer trainings between August and December 2023.

The segregation of volunteers at host community is as follows: 53 Zarqa, 63 Mafraq, Jerash 18, Ajloun 7, Irbid 115, Balqaa 20, Amman 123, Madaba 19, Karak 9, Tafeeleh2, Ma'an 4, Aqaba 2.

#### **Breakdown of students against training courses:**

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1- Office Application Essentials for **413** Syrian volunteers in all governorates

2-Advanced Database training for **22** Syrian volunteers as per the table below:

Training Course	Amman	Ajloun	Balqaa	Karak	Ma' an	Madaba	Tafeeleh	Aqaba	Mafrq	Irbid	Zarqa	Jerash
Office Application Essentials	118	7	17	9	4	19	1	2	62	107	51	16
Advanced Database training	5		3				1		1	8	2	2

#### Key notes:

- 1) locations with less than five trainees can be joined to another location based on geographical proximity, however the selected contractor should count for providing extra incentives for transportation.
- 2) Minor alteration on the number of students could happen due to volunteers' replacement.

### **3. SCOPE OF THE WORK (WORK ASSIGNMENT)**

The scope of the assignment is limited to the provision of certified computer trainings (ICDL Office Application Essentials and ICDL Advanced Databases) to the Syrian volunteers working in the MOE schools at host community. The contractor is expected to perform the following activities, provide updates, and reports as detailed below:

- Prepare an inception report with a comprehensive schedule for the delivery of the training in coordination with the Education team at UNICEF.
- Coordinate with UNICEF, on the needed logistical arrangements and the availability of the Syrian volunteers for the training. The school location of the volunteer is annexed to this TOR (Terms of Reference). The training should be held in a location that can be reached by volunteers without the need of overnight accommodation
- Undertake the needed logistical arrangements in coordination with UNICEF for the administration of the training
- UNICEF reserves the right to select more than one supplier.

#### **1) ICDL Office Application Essentials:**

Training should be certified (internationally (preferred) or by the service provider) with approximate 20 training hours over 4 days and include the following modules:

- Office Productivity Applications
- Word Processing
- Spreadsheets
- Presentation

#### **2) ICDL Advanced Databases:**

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Training should be certified (internationally) with approximate 20 training hours over 4 days and include the following modules

- Database Concepts
- Tables and Relationships
- Queries
- Forms
- Reports
- Enhancing Productivity

#### **4. EXPECTED DELIVERABLES**

- The service provider will provide venues for the training centralized to most of each group of volunteers in the area. (Each governorate can have one or more areas according to the number of volunteers and their work location).
- The venue selected by the service provider should be fully equipped for the training, including the running costs, licensed laptops, internet connection, stationery, flash drives, etc.
- The service provider will provide refreshments (Coffee break and snacks)
- The service provider will provide transportation allowances to the attendees in average of 4 to 7 JODs defined according to the distance from the volunteers' residence to the selected venue.
- Provision of participation certification to volunteers upon successful completion of the training (attending 60% or more of the training) and an international certificate for those who pass the international exams.
- Provide necessary simulation for the international certification exams for the students in order to improve their passing rates.
- Coordinate and conduct the international certification exams for all trainees and provide the necessary instructions.
- All volunteers who complete the training should undertake a practice for the international certification exam.
- Provide accredited international certificate for those who pass the international exams.
- Volunteers who score 50% or more in any exam will have the chance to retake the international exams for free during the duration of the contract.
- The service provider will provide one catch-up training for those who missed the sessions for approved justified reasons coordinated with UNICEF. (When needed).
- To monitor the progress of the project, the selected bidder will be expected to submit monthly progress reports as of the starting date of the training, highlighting:
  - Overall progress of the training schedule.
  - Number of training sessions provided during the month.
  - Number of Syrian volunteers attending each training session.
  - Number of Syrian volunteers completing the computer training.
  - Number of Syrian volunteers receiving international certificate.
  - Challenges and lessons learned.

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UNICEF reserves the right to audit any contract, report, financial account, and any other documents/ management information systems pertaining to the contractor.

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#### **5. DESIRED DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED**

<b>Deliverables</b>	<b>Payment schedule</b>	<b>Indicative Timelines</b>
<ul style="list-style-type: none"> <li>• Prepare an inception report with a comprehensive schedule for the delivery of the training and share it with UNICEF.</li> <li>• Provide implementation report following conducting the training to Syrian Assistant Teachers as per the plan detailed in the inception report and ensure the issuance of certificates</li> <li>• Submit a final report on the enrollment of at least 90% of all 435 volunteers and certification as per agreed criteria.</li> </ul>	<p>20% upon submission of the Inception Report</p> <p>50% upon delivery of the training (implementation report)</p> <p>30% upon submission of the final report</p>	<p>Start: August 2023</p> <p>End: End of December 2023</p> <p><b>Overall Period: 5 months</b></p>

#### **6. PAYMENT TERMS**

- Payment is contingent on approval by the contract manager and will be made as indicated in the above table.
- No advance payment to be made. Payments will be made against each milestone/ deliverable and only upon UNICEF's acceptance of the work performed.
- The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be affected by bank transfer in the currency of billing.

#### **7. OFFICIAL TRAVEL INVOLVED**

Local travel (if applicable) arrangements will be the responsibility of the contractor. All local travel costs should be planned properly in the technical proposal and included in the financial proposal.

#### **8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE, OR EXPERIENCE**

##### **The Service Provider:**

The training is planned to be conducted by an institution or by a registered firm being accredited by the ICDL foundation, well-established and highly qualified, with experience in provision of ICDL training, including ICDL trainings including ICDL office essentials and ICDL advanced databases.

The bidder should have established credibility in the following areas:

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- A well-established highly qualified, experienced training provision institution/company, accredited by the ICDL foundation which has at least two (2) years of proven experience in conducting similar work or assignment is required.
- The contractor (training company) should have an excellent experience in the training and development area, with demonstrated knowledge and experience.
- The training company is expected to deliver a high-quality certified training service.

#### **Key personnel/ Team**

In addition to the profile of the institution, the team to deliver the service should have the following profile and qualification. Qualifications of key experts are identified under these Terms of Reference:

- Ability to deliver timely training services to many trainees in an organized manner.
- Ability to track progress and completion of training courses.
- Trainers should be certified to deliver the trainings
- Ability to work within the various levels and knowledge of trainees' computer skills.

#### **9. CONTRACT MANAGEMENT**

The contractor (service provider) will regularly report to UNICEF Education Programme Officer. The Education Section at UNICEF Jordan Country Office will be responsible for managing the contract. Overall supervision of the contract will be provided by the Chief of Education.

#### **10. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS**

Deliverables are submitted on time and the quality of work should be acceptable to UNICEF. Overall performance at the end of the contract will be evaluated against the following criteria:

- Client orientation and interim and final training evaluation/ surveys
- Timeliness (schedule for the delivery and completion of trainings and the selection of sites/venues)
- Flexibility and attention to details and thoroughness in completing actions requested by UNICEF
- Sensitivity in addressing any issues with Syrian refugees
- Delivery of reports as per the deliverables table.

#### **11. FREQUENCY OF PERFORMANCE REVIEWS**

Periodic and at the end of the assignment.

Frequent feedback will be provided to the consultant on the quality and the timely submission of deliverables, as necessary. Final evaluation to be conducted at the end of the contract.

#### **12. CALL FOR PROPOSALS**

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A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

#### **Part 1: Technical proposal**

A technical proposal should be submitted as an overall response to TOR ensuring that the purpose, objectives, scope, criteria, and deliverables of the project are addressed. The proposal shall include a detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.

The Technical section of the proposal should be submitted in English languages. All other sections should be annexed. All sections (components) of the proposal will be evaluated and any omissions will weigh against the quote during the study.

The Technical Proposal must include:

- Company profile
- Company registration
- Overall demonstration of technical capacity relevant to the scope of the work assignment
- Proven Experience in working in similar context
- Detailed breakdown of the necessary components to show ability to organize trainings
- An overall technical approach to the assignment
- Based on the proposed timetable laid down in the TOR, a proposal of detailed workplan and with elaboration on the methodology
- Composition of the team, indicating trainer certification the technical deliverables they will oversee
- Detailed workplan and timeline
- Copy of accreditation by ICDL foundation for the service provider
- Name, position, and email of at least 2 references for the service provider.

#### **Part 2: Financial Proposal**

- A financial proposal with a breakdown of all costs that are to be charged to UNICEF as follows:  
Cost will be charged for conducting the training, including refreshments/lunch breaks and transportation allowances, and based on deliverables. This includes the estimated number of working days, administrative costs, and any additional requirements needed to complete a project or that might impact the cost or delivery of products.
- The Financial proposal should include the costs of venues, training material, and the provision of IT (Information Technology) equipment needed to implement the training sessions and exams. i.e., laptops, internet, books, projector, and the international exams including the international registration number and the cost of printing certificates.
- The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal, with password protection
- The Bidder must submit to UNICEF the audited financial reports for years 2020 to 2022.



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- No financial information should be contained in the Technical Proposal.
- UNICEF has a zero-VAT exemption.

#### **13. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE**

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, misconduct, unacceptable quality, the payment will be withheld until quality deliverables are submitted and subsequently, the contract will be terminated, or contractual penalties shall apply in accordance with the General terms and conditions stated in the tender document if the contractor fails to deliver.

#### **14. REQUEST FOR PROPOSAL and EVALUATION AND WEIGHTING CRITERIA**

**PLEASE REFER TO ANNEX C**

#### **15. CONDITIONS**

- The contractor will work on its own computer(s) and use its own office resources and materials including internet connection in the execution of this assignment.
- The contractor shall provide cost related to rentals of venues, refreshment as part of the financial proposal.
- The contractor's fee shall be inclusive of **all logistical and office administrative costs**.
- The contractor will abide by UNICEF protection policies and code of conduct.

#### **16. ENQUIRIES**

- Please direct any enquiries to the below dedicated email address indicating the bid reference:
- UNICEF Jordan procurement team: [JCO-Procurement@unicef.org](mailto:JCO-Procurement@unicef.org)

#### **17. SUBMISSION**

Proposals with all supporting documents should be addressed separately to:  
UNICEF Jordan Bids: [Jordanbids@unicef.org](mailto:Jordanbids@unicef.org)