



United Nations Relief and Works Agency
for Palestine Refugees in the Near East
وكالة الأمم المتحدة لإغاثة
والعمل للأشخاص الفلسطينيين في الشرق الأدنى

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13 February 2017

To : All Bidders

From : OIC/Procurement & Logistics Department

Subject: RFP No.: SER/005/2017
Consultancy to Conduct an Evaluation of UNRWA's Employment
Service Centers in Lebanon

As stipulated in our "Request for Proposal" dated 02 February 2017, and as per set deadlines, please find below 3 questions with relevant answers:

Question 1: What age groups are targeted by this program?

Answer 1: Palestine Refugees job-seekers, aged 18 and above.

Question 2: Are PRS targeted in this program?

Answer 2: Given the current mandate, PRL are targeted through the regular program. With regard to the PRS, currently only those attending the UNRWA Vocational Training Center (STC - Sibilin Training Center) are reached

Question 3: How/in which format are services provided?

Answer 3: The UNRWA Employment Service Centers (ESCs) have been running in four centers in Lebanon (North, Saida, Tyre and Beirut).

The purpose of the centers is to assist jobseekers to enhance their employability, to increase the inclusion of Palestinian refugees in the Lebanese labour market and to assist employers to fill their vacancies using the available pool of jobseekers.

The centers conduct counseling and coaching sessions with job seekers through improving their soft skills (job search techniques, how to prepare a CV, etc) and outreach employers to advocate for decent rights to work and to match skills' offer-demand.

مكتب الإسناد العملياتي
مكتب إقليم لبنان

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With the exception of the ESC in Beirut (which has only one Outreach Officer and one Counseling Officer), each ESC has:

- An Outreach Officer, with the role of developing networks and building relationships with employers, and promoting job seekers to employers. The profile of each company with the vacancies is recorded.
- A Counselling and Placement Officer, responsible for individual capacity assessment of registered jobseekers to evaluate their profiles, their professional objectives and identify their skills gaps. On the basis of this assessment, registered jobseekers are referred to relevant skill training opportunities as well as supported with individualised advisory services (CV writing, job seeking techniques, interview techniques).
- A Registration Officer, in charge of registering the profiles of job seekers in the database.
- A Supervisor, who oversees the work in the centre.

In addition, each ESC benefits from the presence of one Employment Officer, based at LFO, who follows-up on and supports the ESC Supervisors in the implementation of the strategy and achievement of objectives set for the centres, provides day-to-day technical support to the ESC Counseling/Placement Officers and monitoring.



Mohamad El Hadi