



## CALL FOR TENDERS:

### PROVISION OF MENTORING SERVICES (Work package 4)

For the 3<sup>rd</sup> phase 4<sup>th</sup> phase of Training Programme

**Deadline is 8<sup>th</sup> February 2023 Maximum by 4:00 PM**

Under the Framework of “CLUSTER — advanCing youth and women social inclusion in The mEditerRanean” (C\_A 3 1\_0014) Project

### About CLUSTER Project:

The CLUSTER project is funded under the European Union’s ENI CBC Mediterranean Sea Basin (ENI CBC Med) Programme, with the European Institute of the Mediterranean (BWF) as the Lead Beneficiary and implemented through a consortium of partners from Italy, Cyprus, France, Jordan, Palestine and Tunisia.

The CLUSTER project aims to create a supportive environment for youth/women employment schemes, by equipping young NEETs (Not in Education, Employment, or Training) between 18-30 years of age, as well as women NEETs of 18+ years, with employability skills in four Sustainable Economy sectors (aquaponics, hydroponics, organic farming, sustainable food processing), promoting long-lasting partnerships between Technical and Vocational Education and Training (TVET) institutions and the private sector, and raising awareness of public authorities and policy-makers.

The project consortium is composed of the following partners:

- Lead Beneficiary — The European Institute of the Mediterranean (BWF), Spain
- Partner 1 — ARCES Association, Italy
- Partner 2 — Cyprus Chamber of Commerce and Industry (CCCI), Cyprus
- Partner 3 — CDE Petra Patrimonia, France
- Partner 4 — National Agricultural Research Center (NARC), Jordan
- Partner 5 — Business Development Center (BDC), Jordan
- Partner 6 — Business Women Forum (BWF), Palestine
- Partner 7 — General Agency for Regional Development (CGDR), Tunisia



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The overall objective of CLUSTER is to tackle social exclusion and poverty amongst vulnerable groups in Cyprus, France, Italy, Jordan, Palestine, Spain, and Tunisia, by capitalizing on results of previous projects and equipping young NEETs and women with marketable skills in the Sustainable Economy sectors.

The project implementation period is 24 months (starting date 01/09/2021 ending date 31/08/2023).

Who Will Benefit from the project:

- NEETs: 18-30 age group and women 18+
- TVET institutions
- Private Sector in particular local SMEs in the Sustainable Economy sectors
- Public authorities and policy-makers in targeted project countries/regions

#### General Information about the CLUSTER Training Programme:

The CLUSTER project will provide a comprehensive set of targeted training activities that aim to equip young NEETs (Not in Education, Employment or Training) between 18 and 30 years of age, and women NEETs who are 18 years and above, with specific employability and technical skills in four sustainable economy sectors (aquaponics, hydroponics, organic farming, food processing) complemented by a soft employment skills training.

CLUSTER s training programme targeting NEETs (of 18-30 age range, and women 18+) in Palestine consists of 4 phases listed in chronological order. Bearing in mind that the hired Mentor(s) through this call will only be involved in phases 3 and 4 of the NEETs training.

Here is a summary of each phase:

The 1<sup>st</sup> phase of the NEETs training programme will be 5 online training courses through CLUSTER s e-learning platform for 250 NEETs based in Palestine. These online trainings will consist of 5 modules:

- Beginner level of the 4 sector modules (aquaponics, hydroponics, organic farming and sustainable food processing) including some basic notions of soft employment skills training.
- Advanced level of the soft employment skills module.

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Applicants can enrol in at least 1 of the 5 online modules. Each of the 5 modules will be asynchronous and self-paced and will include 2 pre- and self-recorded sessions by the trainer in addition to offline content (i.e., there will not be live sessions). The expected number of hours of completion of each of the 5 modules is 36 hours. These courses will end by 15 June.

The 2<sup>nd</sup> phase of the NEETs training programme will be 1 onsite advanced level training dedicated to only 1 of the 4 sector modules (i.e., either aquaponics, hydroponics, organic farming or food processing). In Palestine; the onsite training will be in sustainable food processing based on the NEETs profiling analysis conducted in previous stage of the project. The onsite training will last for 25 hours and be held at the premises of the BWF or other suitable training venue and with some field visits with the trainees to at least 1 enterprise or SME operating in the same sector as the training module. Out of the online trainees who successfully complete the basic level of the same sector module, the best 20 will be selected by the trainer and the BWF's project team to be enrolled in the onsite training. This training is foreseen in March.

The 3<sup>rd</sup> phase of the NEETs training programme will be the 2 sessions given as part of the 25 hours of the onsite training, with the aim of guiding and mentoring the onsite trainees in their development of a Corporate Social Responsibility (CSR) initiative. The CSR mentoring involves the following:

- Introduce CSR initiatives and their positive impacts on local communities and how such companies consider the non-financial aspects of their business decisions.
- Mentor trainees to eventually develop their CSR proposal, including a concept note, action plan, and budget estimate.

The 4<sup>th</sup> phase of the NEETs training programme will be up to 3 months internships offered to the best 10 onsite trainees, through a sub-granting scheme. These trainees will apply their knowledge and skills gained in enterprises or SMEs operating in the same sector as the onsite training. These internships are foreseen during March-June 2023.

Furthermore, in addition to these 4 phases, CLUSTER targets vocational trainers and private sector representatives through an “interchange scheme”, wherein 3 vocational trainers from TVET institutions will be invited to visit a company working in the same sector as the onsite training, for these trainers to better understand the sector s needs and accordingly develop their own capacities and training methods in this respect. In the same vein, 3 vocational trainers within private companies will be invited to visit a TVET institution, with the objective to upscale their pedagogical skills. Thus, in total 6 interchanges are foreseen in Palestine.

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## Purpose and scope:

The main purpose of this ToR is to hire a Mentor(s) to assist the BWF s project team in the development and implementation of CLUSTER s above-mentioned NEETs training programme s phases 3 and 4, as well as the interchange scheme. More specifically, the tasks of the hired Mentor(s) are the following:

3<sup>rd</sup> phase (CSR mentoring as part of the on-site training):

1. February: Review, localize, and translate to Arabic the CSR learning material provided by the BWF s project team. Adapt the changes requested by the BWF s project team.
1. March: Deliver 2 in person mentoring sessions for the on-site trainees tasked to design a CSR initiative:
  - a. 1<sup>st</sup> session: introduce the CSR initiative and present their assignment.
  - b. 2<sup>nd</sup> session:
    - i. select and invite at least 1 private sector representative (who attends either online or in-person) to share their own CSR experience and give feedback to the trainees developed initiative;
    - ii. Evaluate the CSR initiative jointly designed by the trainees.
2. March: Throughout the whole duration of the onsite training, and in addition to these 2 sessions, be available for the trainees (through online channels) for any concerns/questions that may arise in relation to their CSR initiative conceptualisation, give feedback and support to the trainees to submit their final version CSR initiative.
3. In addition, the hired Mentor(s) might be interviewed for the BWF to produce videos that will be used to promote and advertise this CSR activity. These videos will be disseminated through CLUSTER s and BWF s social media channels.

4<sup>th</sup> phase (10 internships):

1. March – June: Be the point of contact between the BWF and the SMEs that are hosting the 10 internships.
2. March – June: Coordinate and supervise the 10 internships by evaluating the periodic internship progress report; based on these reports the BWF will then reimburse the interns.
3. March – June: Conduct one field visit per week to each employer s premises during the whole duration of the internships.

NOTE: BWF s project team will provide the templates for the Internship evidence such as:

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- the MoU to be signed between the SME and the Intern;
  - Questionnaire to be filled on a monthly basis by the intern;
  - Questionnaire to be filled on a monthly basis by the SMEs;
  - Monthly Internship progress report template to be filled by the intern.
4. In addition, hired trainer(s) might be interviewed for BWF to produce videos that will be used to promote and advertise these internships. These videos will be disseminated through CLUSTER s and BWF s social media channels.

#### Interchange scheme:

1. March - June: Develop and organise the 6 interchanges in collaboration with the BWF s project team. More specifically:
  - a. Elaborate a methodology/roadmap for the sound implementation of this scheme.
  - b. Identify, recruit and supervise 3 junior vocational trainers coming from TVET institutions, for them to visit at least 1 of the internship sites (or other companies if necessary) and thus increase their training capacities.
  - c. Identify a TVET institution willing to accept the visit of 3 vocational trainers coming from private companies. (Note: This TVET institution can be the same as the one where the hired Mentor(s) works at.)
  - d. Identify, recruit and supervise 3 vocational trainers who are employed by the companies hosting the interns (or other companies if necessary), for them to visit the TVET institution and thus upscale their pedagogical skills.

In addition, to the above tasks, the hired Mentor(s) will collaborate with the BWF s project team to organise and conduct an in-person information and networking event in Ramallah, before the launch of the trainings. This 5-hour event will take place 3<sup>rd</sup> quarter of February (Date to be confirmed later) and will gather up to 40 local representatives from the private sector and TVET institutions. This event aims to (1) inform them on CLUSTER s NEETs training programme and Interchange Scheme; (2) gather feedback from participants on how to best conduct the NEETs trainings and internships, as well as the Interchange Scheme; (3) recruit SMEs interested in hosting the on-site training/ field trips and/or internships; (4) recruit TVET institutions interested to become Internship Mentors. Hired trainer(s) trainer scope of work will include but is not limited Hired trainer(s) trainer scope of work will include also inviting possible related attendees, provide presentation about the internship and interchange scheme as well as hired Mentor(s) will then incorporate feedback received from participants into the CSR, Internship and Interchange Scheme documents/processes.

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Finally, hired Mentor(s) might be invited to participate in the closing event of CLUSTER in Barcelona and foreseen in July.

#### Requirements:

- Minimum Bachelor s degree in Business Administration, Social Science, Psychology, or other relevant fields;
- Extensive experience in designing CSR training material, updating existing materials, and localizing training material to the local context.
- Extensive experience in conducting and facilitating trainings;
- Knowledge of the vocational training landscape in Palestine (structures, stakeholders, etc.);
- Extensive experience on building capacities, preferably of NEETs, in terms of professional skills and CSR mentoring.
- Expertise in Vocational Training, Management, or Development Cooperation.
- Demonstrated high level of professionalism and an ability to work independently and in high pressure situations under tight deadlines;
- Excellent interpersonal communication skills;
- Demonstrated ability to develop exercises, evaluations and write reports;
- Excellent oral and written communication skills in Arabic;
- Advanced level of English;
- Expertise in accompanying and mentoring people at risk of social exclusion, preferably in the Palestine context.
- Expertise in coordinating internships and mentoring interns in the process.
- Preference will be given to those holding a TOT certificate, as well as to those with background in any of the 4 sustainable economy sectors of CLUSTER.

#### Duration/Payment/Duty Station:

This is a consultancy with a foreseen duration until 31 August 2023, starting from the date of signing of the contract. It is a hybrid work: remote for the preparation of the final mentoring material but also onsite at the BWF premises, at training venues in Ramallah city, at the internship sites for the periodic visits (phase 4), at the TVET institutions and SMEs (if different from the internship sites) where the interchange scheme will take place.

Starting Date: Early February 2023

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## Application process and Evaluation:

Interested candidates should send:

- Technical (recent CVs, profiles, portfolios, team structure, interest letter; experience in the above-mentioned tasks, previous work examples and samples, suggested methodology, for companies, also to send registration certificate and source deduction. The subject of the envelope must state the following: "CLUSTER Project Mentoring Services Technical Offer"
- Financial offer should be submitted in a separate sealed envelope (separated from the technical offer)
- The Financial offer should be submitted based on the annexed template according to the below table based on the task requested in the scope of work. The subject of the envelope must state the following: "CLUSTER Project Mentoring Services Financial Offer"
- Service Provider shall submit their financial offer excluding VAT.
- The offers should be sent in sealed envelopes to BWF office in Al-Bireh at Al- far' center, 2<sup>nd</sup> floor.
- The deadline for submitting applications is **is 8<sup>th</sup> February 2023 Maximum by 4:00 PM** - The received offers will be evaluated technically and financially.

Where 70% of the final score will be for the technical part of the applied offer, and 30% will be for the financial part.

- The technical evaluation will take into consideration the applicants' responsiveness to the ToR with a key focus on; general and additional qualifications: general education and training, length of experience, positions held, time as a consultant, extent of the applicant's connection to the vocational training landscape in Palestine and their access to young NEETs and women who might benefit from CLUSTER's trainings; suitability for the assignment and experience in the sector and other information relevant to the particular assignment; experience of having undertaken similar assignments in the past (e.g., preparing self-recorded training sessions; organising field visits; administering an e-learning platform, etc.) among other factors.
- Consultations to the references given for previous assignments may be done to confirm CVs and profile.

## 10. General notes

- BWF has the right of cancelling the tender or changing any of the above-mentioned items or dividing the bid awarding.
- BWF is not obligated to accept the lowest prices.
- Service Provider should submit taxable invoice; in case this was not possible, 10% of the total amount will be deducted.

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- Service Provider must submit a valid source deduction and registration documents (Companies).
- Service Provider must ensure to show the work in progress to BWF and incorporate any changes as requested.
- Service Provider shall ensure the availability of the team and resources to complete the assignment on time.
- The completed deliverables shall be the property of BWF, and BWF reserves full copyright of it.
- For more information about the CLUSTER project, please visit this [link](#).

ANNEX: Financial official template

| <u>Financial Offer Template</u>   |                          |      |                             |
|---|--------------------------|------|-----------------------------|
| <u>CALL FOR TENDERS:</u>  |                          |      |                             |
| <u>PROVISION OF MENTORING SERVICES (Work package 4)</u>   |                          |      |                             |
| For the 3 <sup>rd</sup> phase 4 <sup>th</sup> phase of Training Programme   |                          |      |                             |
| Item  | Expected level of effort | Unit | Euro/Unit/<br>Excluding VAT |
| 3 <sup>rd</sup> phase (CSR mentoring as part of the on-site training)   |                          |      |                             |
| Review and localize the the CSR learning material   | 10 Hours                 | Hour |                             |
| translate to Arabic the training material, as well as the advanced level of soft skills training material. <i>If needed</i>   | 10- 20 Pages             | Page |                             |
| Deliver 2 in person mentoring sessions for the on-site trainees tasked to design a CSR initiative   | 10 Hours                 | Hour |                             |
| Follow up trainee s concerns/questions that may arise in relation to their CSR initiative conceptualisation, give feedback and support to the trainees to assure the timely submission of their final version CSR initiative. | 40 hours                 | Hour |                             |

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|   |          |      |  |
|---|----------|------|--|
| The hired Mentor(s) might be interviewed for the BWF to produce videos that will be used to promote and advertise this CSR activity. These videos will be disseminated through CLUSTER s and BWF s social media channels. | 2 Hours  | Hour |  |
| 4th phase (10 internships)  |          |      |  |
| Be the point of contact between the BWF and the SMEs that are hosting the 10 internships.   | 30 Hours | Hour |  |
| Coordinate and supervise the 10 internships by evaluating the periodic internship progress report; based on these reports the BWF will then reimburse the interns.  | 60 Hours | Hour |  |
| Hired trainer(s) might be interviewed for BWF to produce videos that will be used to promote and advertise these internships. These videos will be disseminated through CLUSTER s and BWF s social media channels.        | 2 Hours  | Hour |  |
| Interchange scheme:   |          |      |  |
| Develop and organise the 6 interchanges in collaboration with the BWF s project team  | 50 Hours |      |  |
| Additional Task:  |          |      |  |
| Collaborate with the BWF s project team to organise and conduct an in-person information and networking event at in Ramallah, before the launch of the trainings.   | 10 Hours | Hour |  |

*\* Expected level of effort could be subject to change based on BWF analysis and project need.*

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## ANNEX: CSR Toolkit Outline

### CSR Toolkit Outline that will be offered in the on-site training:

Definition of CSR

About the Toolkit:

Who is the Toolkit for?

Trainer s Guidelines

The CSR Initiative Design:

The CSR Initiative Design General Details

The CSR Initiative Introduction Phases

The CSR Initiative Preparation Phases

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