

## TERMS OF REFERENCE

### Supporting Refugees' Training and Self-Reliance

#### **Background:**

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UNHCR, the UN Refugee Agency, established its presence in Azerbaijan in late 1992 and since then, in partnership with the Government and civil society, has been working to assist IDPs, refugees, asylum seekers, and stateless persons in Azerbaijan.

While our activities aimed to support the IDPs and potential returnees are in track in coordination with the government, UN agencies, and other stakeholders, **this procurement** concerns refugees and asylum seekers and increasing their opportunities to make an income in Azerbaijan through provision of specific trainings.

As of end of April 2022 the Republic of Azerbaijan hosts some 1,696 refugees and 35 asylum seekers from Afghanistan (1191), Russian Federation (Chechnya) (326), Iran (52) and other countries. The majority of refugees and asylum seekers currently reside in the urban areas of Baku and its surroundings. Asylum seekers have access to national asylum procedures; however very few have been able to obtain formal recognition. In both cases, UNHCR provides them with Refugee Protection Card recognized by the Ministry of Interior of the Republic of Azerbaijan, the Ministry of Foreign Affairs of the Republic of Azerbaijan and the State Migration Service.

Progress has been achieved in granting legal access to the labor market for refugees and asylum seekers, which will have a long-run impact on the improvement of the socio-economic situation of refugees and asylum seeker. Since this progress is very recent and in light of the socio-economic consequences of Covid19, in 2022 UNHCR will continue filling the gap in facilitating refugees' access to integration, including self-reliance opportunities.

Despite the progress, refugees and asylum-seekers still experience difficulties to a certain extent in accessing basic social services provided by the national social system. UNHCR has been providing assistance to refugees, asylum seekers and persons of concern in Azerbaijan in terms of access to secondary health care services, education services, legal aid and financial assistance.

In 2021 UNHCR launched pilot project to support integration and self-reliance of refugees and asylum-seekers aimed at providing 52 refugees and asylum-seekers with an access to various self-reliance activities. The project had its findings and is planned to be continued in 2022 in a broader context.

#### **Scope of work and description of needs:**

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UNHCR is looking for commercial entities to provide vocational/skill courses for UNHCR-documented refugees and asylum-seekers. The subject of this procurement is **separable** and potential bidders are free to bid for **one or more training courses**, with a remark that for **each training course a separate offer should be submitted**. UNHCR maintains the right to group several trainings into one contract with one vendor or to have separate contracts for each training based on our internal analyses for best value for money and the evaluation criteria described in the TOR.

The requirement of this procurement includes:

- (a) The bidding entity should possess valid license issued by respective authorities for operating such courses in the country

- (b) Safety and Security in the premises where the training will take place to be in compliance with the Law on Vocational Training of Azerbaijan
- (c) Capacity for provision of tool kits, training materials and supplies. List of available supplies, tool kits and training materials to be submitted as part of the proposal
- (d) Opportunity, if any, for referral course graduates to potential employers should be highlighted in your offer and proposal for each course separately
- (e) Ability to provide participants who successfully finish the course with certificate for completion of the course.
- (f) In an event that any participant of the course suffers injuries during the course, the entity selected for this contract must cover the medical costs in full and depending on the level of injuries provide compensation in accordance with laws of Azerbaijan.
- (g) Availability of qualified trainers for providing certified trainings in the following fields:

1. Technical courses:
  - Car mechanics
  - Vehicle services
  - Furniture making, etc.
2. IT and technology courses:
  - IT programming
  - TV and smartphones repair
3. Hairdressing
4. Tailoring
5. Nursing
6. Cooking
7. Confectioneries
8. Manicure and Pedicure (beauty salons)
9. Azerbaijani language course at the crash level (Nonacademic level, for daily communication purposes).

**Other important considerations**

- The commercial entity staff is expected to have strong command of Azerbaijani, and Russian language.
- The monthly workplan and progress reports should be provided in English based on template shared by UNHCR.
- The commercial entity should maintain logbook for the participation of the refugees in each training session. The refugees should sign the logbook at the beginning of each session and the same must be confirmed with a signature of the trainer. The signed logbooks must be submitted along with the invoices as supporting document.
- UNHCR will conduct monthly satisfaction surveys with selected number of beneficiaries from each course focusing on the perception of the refugees on the quality of the training, availability of training materials, tools and practical exercises as well as the attitude and regular attendance of the trainers. The results of the survey will be shared with the commercial entity providing the training. In instances where results of the surveys are negative and where in minimum two months the commercial entity fails to improve in the selected areas, UNHCR reserves the right to pay partially the invoices, to request the commercial entity to repeat the course for a particular month at its own expense, or not to pay the invoices for a selected number of months.

**Duration or contract:**

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The duration of the contract is until the completion of the courses.

**Submission of Offers**

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- Photocopy of the license to operate such training courses issued by appropriate authorities in Azerbaijan (**Mandatory**. Failure to provide such certificate may disqualify you from the process)
- Photocopy of the registration certificate of your commercial entity (**Mandatory** Failure to provide such certificate may disqualify you from the process)
- Photocopies of technical certification for the courses you are presenting offers (**Desirable**. Providing such certificate may result with your offer being evaluated better compared to another offer without such certificate, provided that the other components and elements of the offers, such as price, previous experience and quality, are in a similar range)
- Photocopy of general certification for quality of services for your company/commercial entity, if any (**Desirable**. Providing such certificate may result with your offer being evaluated better compared to another offer without such certificate, provided that the other components and elements of the offers, such as price, previous experience, and quality, are in a similar range)

Your proposal should be in English and should include:

- Profile of the entity which should include information when the entity was formed, how many staff you have employed, how many students you have in average in the last three years, including certificates of recognition, as well as any other information that describes your company and the work you are doing
- Detailed description in English for each of the courses that you are submitting your offer, including
  - o Subject of the course
  - o Duration of the course in terms of number of classes, days, and months
  - o Frequency in terms, how long a class will last in minutes, how many classes per week
  - o Minimum and maximum number of participants in a group
  - o Fee per person and class (for financial evaluation purposes)
- Information about the tool kit that you will use for the training (description of tools, supplies including simple photos)
- CVs of the trainers and the management staff of your company in English
- Description of premises where the course will take place (location, # of training rooms), equipment (with small photos if possible), etc
- Experience in working with vulnerable groups and involvement in social projects, if any

### **Evaluation criteria**

1. Quality and Capacity 40% (40 points). **Methodology:** Information for this criterion will come from your offer such as the CVs of trainers, Description of Courses, availability and description of the tool kits, description of the course premises (location, # of training rooms). Extra points will be awarded to proposals that the trainings of the refugees will take place in the premises of commercial entities that operate commercial delivery of such services on the market (For example, if auto-mechanic, hairdressing, phone repair training takes place in a mechanic workshop and refugees get on the job training). **As part of evaluating this criterion UNHCR reserves the right to visit your premises with a few days' notice.**
2. Previous experience 30% (30 points). **Methodology:** Please provide a list of customers (companies, institutions or organizations) and contact information (email,

phone numbers) who have contracted you to provide training services for their beneficiaries. Extra points will be awarded to bidders who will provide recommendation letters. **As part of evaluating this criteria UNHCR reserves the right to contact some of your former clients and ask for their input in terms of satisfaction from your provided training.**

3. Price 30% (30 points). **Methodology:** The maximum number of points will be allotted to the lowest price offer that is opened and compared among the other submitted bids. All other price offers will receive points in inverse proportion to the lowest price; e.g.,  $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$ . The price will be calculated based on price per class depending on total price, duration and frequency of courses. ***Please provide the financial offer in the specific form -Annex D***