

Terms of reference (ToRs) for the procurement of services below the EU threshold

Economic Empowerment of Women and Youth in Areni Community

**Project number/
cost centre:**

2017.4061.2-004.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference

1. Context

“Economic and social participation of vulnerable displaced and local population in the South Caucasus” (EPIC) is a regional South Caucasus project, commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ). In Armenia the project was launched in October 2018.

The project in Armenia serves the following objectives:

- a. improve the overall framework conditions in the country for economic and social integration of vulnerable displaced and local populations through strengthening capacities of state and non-state actors;
- b. increase income opportunities for the target group, especially for women and young people, through increasing their employability skills and improving business development opportunities for them;
- c. create new economic perspectives for vulnerable displaced women, refugee women, women in refugee-like situation and local women;
- d. empower the target group, especially youth and women, and their organizations to promote change in their communities;
- e. strengthen capacities for gender-, inclusion-, context- and conflict-sensitive dialogues between state and non-state actors and the target group.

EPIC is highly committed to gender equality and promotes women’s economic empowerment, social integration, and participation within their communities.

With the recent geopolitical shifts in the region, including the proximity of the Areni Community to the border, local communities face economic challenges which may increase migration flows from the regions, particularly among the youth. Targeted actions are needed to address the existing challenges. The proposed measure is designed to empower the Areni Community and enhance women’s and youth’s employability and economic resilience by equipping them with new skills to secure meaningful employment and socio-economic stability.

This measure will enable women and youth to start their careers in the Hotel, Restaurant, Café (HoReCa) sector, more specifically hotels since it is one of the stigmatized fields for them. It will not only provide knowledge and necessary skills in tourism, but also develop their self-confidence and network, through which they will start accepting the job offers.

Objective, relevance, tasks and deliverables

a. Objective

The measure aims at supporting economic empowerment of women and youth (including displaced women and youth from NK) in Areni community, through provision of (1) trainings on tourism/hospitality development with a focus on service provision in HoReCa sphere, (2) English language courses and (3) gender sensitization sessions.

Relevance

Areni community includes 9 villages (Agarakadzor, Aghavnadzor, Areni, Arpi, Gnishik, Yelpin, Khachik, Chiva and Rind villages) located in Vayots Dzor region, which is the smallest region in Armenia. The total population of Areni is 11,412. While it has rich cultural heritage and attractive landscape for tourism development, economic opportunities in the region are limited, particularly for the women and youth. Tourism has the potential to drive economic growth and employment in Areni, therefore with necessary knowledge and skills women and youth can tap into this potential fully.

This measure aims to address these issues by focusing on three key areas: increasing women's and youth's employability in the tourism sector, enhancing English language skills, and promoting gender sensitization. The measure will be implemented in close collaboration with the Ministry of Economy of RA (MOE).

This initiative aligns with the RA Government's Programme for 2021-2026, where strong emphasis is placed on the development of tourism sector as a key driver for economic growth. Furthermore, the importance of human capital development is also addressed, underscoring the Government's recognition of human rights for education and job creation as instrumental forces in fostering sustainable economic growth. The creation of job opportunities for the local youth and women is pivotal in averting the migration flows and fostering socio-economic stability within the community.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

- 1) Developing curricula on hospitality and English language, Gender sensitization component will be delivered by GIZ expert
- 2) Developing clear selection criteria and methodology for enrolment of up to 100 participants from the mentioned community
- 3) Delivering targeted training courses in the selected community for the target groups
- 4) Establishing partnerships with local educational institutions, potential employers, and community-based organizations to ensure the sustainability of the intervention.
- 5) Monitoring and reporting

Coordination and communication

The hired company report to the GIZ Project Team Leader. The company will coordinate closely in all technical issues with GIZ team. All activities must be agreed with the GIZ team.

Materials to be provided by the selected company:

- Detailed curricula and learning plan on the requested directions,
- List of Participants,
- Progress Report, photos,
- Monitoring plan. Throughout the implementation, the selected company will also fill in the monitoring documents (Logical Frame, Databases). The documents and coordination will be provided by the monitoring team with pre- and post-evaluation forms.

Working languages:

- Armenian – conducting internal meetings and consultations with target groups, representatives of the community authorities and local stakeholders
- English - progress and final reports submitted to GIZ

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Deliverables	Involvement of experts	Timing/deadlines
1) Developing curricula: - Hospitality-related skills - Soft skills for communication with potential employers and clients - English language proficiency	40 expert days	May 25, 2024
2) Developing clear selection criteria and methodology for enrolment of up to 100 participants from the mentioned community: - A set of selection criteria and draft methodology	20 expert days	June 20, 2024
3) Delivering targeted training courses in the selected community for the target groups based on the agreed curricula with GIZ team. Evidence of conducted trainings on hospitality and English: - List of participants, - Agendas of trainings, - Photo documentation, - Handouts	80 expert days	October 10, 2024
4) Establishing partnerships with local educational institutions, potential employers, and community-based organizations to ensure the sustainability of the intervention. - Meetings/roundtables organised to discuss potential collaboration and employment opportunities for the training participants	10 expert days	October 31, 2024
5) Monitoring and reporting: - Inception report*,	20 expert days	April 30, 2024*

Deliverables	Involvement of experts	Timing/deadlines
<ul style="list-style-type: none"> - Brief quarterly or half-yearly reports on the implementation status of the project - Provision of monitoring documents (Logical Frame, Databases). The documents and coordination will be provided by the monitoring team with pre- and post-evaluation forms 		November 20, 2024

Period of assignment: April – November 2024

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2

(Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert months) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

Further requirements (1.7)

Economic empowerment of women and youth in Areni community has to be conducted taking into account the capacities and needs of local population (considering gender equality and gender ratio while selecting the participants) in close consultations with all the relevant stakeholders and responsible authorities.

Company

The company needs to meet the following requirements:

- A documented path of experience with at least five years in the fields of conducting trainings as well as in the topics of inclusive growth, socioeconomic development and employment support measures;
- Proven ability to access networks and individuals of the economic and social sectors in Armenia;
- Excellent understanding of and ability to meet the demands and standards of an institution of international development cooperation;
- Excellent understanding of how to approach and communicate with private businesses/start-ups, intermediaries, international organisations, government and state institutions;
- Structured, efficient, transparent and professional way of cooperation and communication, especially in case of applying as a consultancy company;
- Experience on gender mainstreaming is a strong asset;
- Creative and innovate approaches for substantial and user-friendly publications and presentations.

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Key expert/Team Leader

Tasks of key expert/Team Leader

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Personnel management, in particular identifying the need for short-term assignments within the available budget, as well as planning and steering assignments and supporting local short-term experts
- Regular reporting in accordance with deadlines

Qualifications of key expert/Team Leader

- Education/training (2.1.1): University degree in Tourism/Hospitality Management, Social Science, Economics or other relevant field
- Language (2.1.2): At least B2-level language proficiency in English
- General professional experience (2.1.3): 8 years of professional experience in the fields of capacity development and economic empowerment
- Specific professional experience (2.1.4): 8 years of professional experience in conducting awareness raising campaigns, trainings and seminars on community level
- Leadership/management experience (2.1.5): 5 years of management/leadership experience as project team leader
- Development cooperation (DC) experience (2.1.7): 7 years of experience in DC projects

Short-term expert pool with minimum 2, maximum 3 members

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 7 Requirements on the format of the bid) for the assessment.

Tasks of the short-term expert pool

- Developing curricula and delivering targeted training courses focused on:
 - hospitality/tourism-related skills,
 - English language proficiency.
- Developing clear selection criteria and methodology for enrolment of up to 100 participants from the mentioned community
- Delivering targeted training courses in the selected community for the target groups
- Support in establishing partnerships with local educational institutions, potential employers, and community-based organizations to ensure the sustainability of the intervention.
- Support in monitoring and reporting.

Qualifications of the short-term expert pool

- Education/training (2.2.1): University degree in Hospitality/Tourism Management, Languages, Social Science, Economics or other relevant field
- Language (2.2.2): At least B2-level language proficiency in English
- General professional experience (2.2.3): 5 years of professional experience in the fields of conducting trainings and capacity building initiatives

- Development cooperation (DC) experience (2.2.6): 3 years of experience in DC projects particularly on community level

The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.

5. Costing requirements

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Designation of TL/key expert/short-term expert pool (please provide clear breakdown on duties and fees of each expert)	3 (including TL)	170		
Transport	Quantity	Price	Total	Comments
Travel expenses (car). Please note that travelling by private car is reimbursed with 100 AMD per km.				Travel within the country of assignment, transfer to/from etc.

6. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English.

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English.

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.