



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

UNHCR

Representation for Indonesia

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21 March 2024

Notre/Our code: 24/INSJA/HCR/30307

Re: **Request for Quotation – Digital Skills Training Service Provider for UNHCR
Digital Livelihood Project**

Dear Sir/Madam,

The Representation Office of the United Nations High Commissioner for Refugees (UNHCR) in Jakarta is planning to engage with a vendor to provide digital skills training services as part of our Digital Livelihood Project, which aims to address the gap in skills and connectivity among refugees, empowering them to leverage available digital opportunities online for livelihoods and employment.

The training program will have the following objectives:

- Conduct intensive online training (IT Bootcamp) in Front-End, Back-End, or Full Stack Engineering for a maximum of 20 refugees. Trainings are delivered in English for a maximum of four (4) months.
- Conduct online training in several digital skills, such as cyber security, SEO, digital marketing, or web development for a maximum of 60 refugees. Trainings are delivered in English for a maximum of two (2) months.
- Facilitate on-the-job training (internship placement) for 30 participants in digital companies or remote internships for at least 3 months to allow participants to gain more practical experience in the skills and to build their portfolios.

Scope of Works

Under the overall supervision and guidance of the UNHCR, the Supplier is expected to perform the following duties and responsibilities:

1. Develop a curriculum tailored to refugee needs and capabilities, including the need for a soft-skills enhancement program incorporating feedback from UNHCR and refugees as needed.
2. Establish a structured recruitment mechanism, ensuring that the capabilities of refugees match with their learning needs.
3. Facilitate trainings to refugee participants in English.
4. Develop tools to measure the participants' knowledge increase.
5. Develop monitoring tools and mechanism to track the learning progress of the participants, this includes regular report to UNHCR.
6. Provide certificates to participants who meet the passing requirements.
7. Facilitate internship placement by identifying digital companies for the internship and provide support throughout the period for selected participants, ensuring collecting regular feedback and making recommendations for changes.

8. Incorporate feedback and questions from UNHCR staff members in the Indonesia country office to finalise deliverables.

Expected Core Deliverables

If selected, the Supplier is expected to deliver the following:

- Intensive training (IT Bootcamp) in Front-End, Back-End, or Full Stack Engineering for a maximum of 20 refugees.
- Trainings in several digital skills, such as cyber security, Search Engine Optimisation (SEO), digital marketing, or web development for a maximum of 60 refugees.
- Placement for on-the-job training or internship for a maximum of 30 participants in digital companies or remote internship for at least 3 months.

Qualifications and Requirements

UNHCR is looking to engage vendors who meet the following qualifications and professional experience requirements:

- Fluent in English for communication and training delivery **(required)**.
- 3-5 years of experience in facilitating trainings in digital skills **(required)**.
- Experience in facilitating internship placement with digital companies **(desired)**.
- Experience in facilitating trainings for refugees or other minority groups **(desired)**.

For this purpose, we would like to kindly invite your company to submit a quotation for the above-required services which further details are stated in **Annex 1. ToR UNHCR Digital Skills Training Provider**.

Should your company be interested in submitting a quotation for the above services, we would appreciate it if the submission could take into account and include the following details:

1. The quoted price is inclusive of all requirements;
2. The quoted price shall be valid for 30 working days from the date of submission;
3. Include the following components:
 - Proposed curriculum, methodology for learning, and detailed implementation timeline;
 - List of minimum 3 previous similar projects and clients;
 - Company registration profile;
 - Vendor Registration Form (attached), a scanned copy of the company NPWP, and a scanned copy of the company bank statement header.
4. Agreement to UNHCR terms of payment:
Payment will be remitted to the Supplier company bank account within two weeks after invoice submission based on the following conditions:
 - Phase 1 – 50% of the total contract value after the completion of IT Bootcamp training;
 - Phase 2 – 25% of the total contract value after the completion of digital skills training;
 - Phase 3 – 25% of the total contract value after the completion of internship/on-the-job training by participants;
5. The price component must be **in IDR (Indonesian Rupiah)**;
6. Please note that UNHCR is a tax exempted organization therefore is not subject to VAT;
7. Quotation is preferably submitted in English.

The quotation shall be sent by email along with the documents in Point 2 above, to the following email address:

Subject : Quotation for **Digital Skills Training Provider**
Email address : **INSJASUP@unhcr.org**

Quotation must be received by UNHCR at the latest on **2 April 2024**. UNHCR will invite shortlisted vendors to present their proposals. The confirmation of the selected supplier will be sent at the latest by **5 May 2024**. Any request for clarification should be referred to the above email address.

Please note that UNHCR holds the right to withdraw or cancel this request for quotation before any confirmation is sent.

Thank you and we look forward to receiving your quotation.

Yours Sincerely,



Tunoy Mukherjee
Associate Finance Officer
UNHCR Jakarta

Terms of Reference
UNHCR Digital Skills Training Provider
Digital Livelihoods Project (DLP)

Project Title : Digital Skills Training Provider for Digital Livelihoods Project

Organisation : UNHCR

Duration : 4-7 months (May-November 2024)

Budget : USD50,000

I. Background:

Refugees in Indonesia face significant challenges when it comes to accessing formal employment due to their lack of legal rights. Despite this limitation, some refugees have managed to secure informal jobs through their personal connections and remote online work for foreign companies. In rare cases, refugees have even been offered employment in countries like Canada and Australia through labour mobility programs, opening doors for their relocation.

These examples highlight the potential that the digital world holds for refugees, who are often excluded from traditional employment due to their documentation status. Digital livelihoods present opportunities for refugees to tap into the digital sphere, gain skills, and generate income. To tap into these opportunities, UNHCR Indonesia has secured funding from The Innovation Service to carry out a pilot aimed at addressing the gap in skills and connectivity among refugees, empowering them to leverage available digital opportunities online for livelihoods and employment.

Focusing on developing and, crucially, supporting refugees to gain practical experience on digital skills that are universally applicable, the pilot will test how such an approach will help refugees find safe, decent and reliable work on their own and empower them to become self-reliant and financially independent. By reducing their dependency on external aid, including UNHCR support, refugees will gain greater autonomy and a sense of dignity.

The proposed program under this project will have three phases:

1. **Training for talented refugees with basic digital skills**
Based on the data from our partner on labour mobility pathway, IT (information and technology) is the top high demand job in the receiving countries like Canada and Australia. The proposed program aims to empower talented refugees with basic digital skills by providing them with advanced technical training in areas such as web development, coding, and web design, to name a few. By providing targeted training and support, refugees will be better equipped to navigate the digital landscape, develop their skills, and access digital livelihoods, thereby enhancing their economic independence and resilience.
2. **On-the-job training support to selected trained participants**
The program will not stop at training. Although an existing labour mobility pathway program in Indonesia has removed the administrative barrier refugees face in accessing formal jobs such as having valid documentation and certifications, the program is very skills-based. This means that even though refugees have already completed several trainings, what matters more is their ability in demonstrating their

skills through work experiences, including voluntary work and/or internship. This need for practical experience and ability to undertake internship opportunities was also highlighted by refugees during previous engagement where they mentioned the lack of relevant experience as a barrier to future opportunities. That is why the second phase of the proposed program is as important as the training itself.

3. **Connecting to labour mobility pathway**

Facilitating connections to non-traditional resettlement opportunities through the labour mobility pathway will offer refugees a chance to pursue a better life that aligns with their aspirations. If successful, this approach can help alleviate the burden on the host country by providing refugees with sustainable solutions for their livelihoods.

As this is an innovation pilot, there will be a strong emphasis on testing and learning throughout the process and adapting based on the feedback from participants and stakeholders. The project aims to find how this approach of supporting practical experience and linking with job opportunities can be more systematically and sustainably implemented. The proposed approach therefore remains flexible to adapt and test different components.

II. Objectives:

The Supplier/Training Provider will work under direct supervision of the Protection Officer and in close coordination with the Community-Based Protection (CBP) unit, particularly the focal point for livelihoods.

Objectives of the Livelihoods project:

- *Conduct intensive online training (IT Bootcamp) in Front-End, Back-End, or Full Stack Engineering for maximum 20 refugees. Trainings are delivered in English for maximum four (4) months.*
- *Conduct online trainings in several digital skills, such as cyber security, SEO or digital marketing, or web development for maximum 60 refugees. Trainings are delivered in English for maximum two (2) months.*
- *Facilitate on-the-job training (internship placement) for 30 participants in digital companies or remote internship for minimum three (3) months to allow participants to gain more practical experience in the skills and to build their portfolios.*

III. Scope of work and expected deliverables:

Scope of works:

- Develop a curriculum tailored to refugee needs and capabilities, including the needs for soft-skills enhancement program incorporating feedback from UNHCR and refugees as needed.
- Establish a structured recruitment mechanism, ensuring that capabilities of refugee match with the learning needs.
- Facilitate trainings to refugee participants in English.
- Develop tools to measure the participants' knowledge increase.
- Develop monitoring tools and mechanism to track the learning progress of the participants, this includes regular report to UNHCR.
- Provide certificates to participants who meet the passing requirements.

- Facilitate internship placement by identifying digital companies for the internship and provide support throughout the period for selected participants, ensuring collecting regular feedback and making recommendations for changes.
- Incorporate feedback and questions from UNHCR staff members in the Indonesia country office to finalise deliverables.

Expected Core Deliverables:

- Deliverable 1: Intensive training (IT Bootcamp) in Front-End, Back-End, or Full Stack Engineering for maximum 20 refugees.
- Deliverable 2: Trainings in several digital skills, such as cyber security, Search Engine Optimisation (SEO) or digital marketing, or web development for maximum 60 refugees.
- Deliverable 3: On-the-job training (internship placement) for maximum 30 participants in digital companies or remote internship for minimum three (3) months.

IV. Timeline of activities

The activities are expected to be completed in 4 to 7 months, with tentative timeline and details as follow:

No	Activity	Duration	Output
1.	Training design, methodology and curriculum development	2 weeks	Training design and curriculum
2.	Recruitment of training participants	2 weeks	List of selected participants and recruitment report
3.	Intensive training (IT Bootcamp)	max 12 weeks	Training report
4.	Trainings in several digital skills	max 8 weeks	Training report
5.	On-the-job training (internship placement)	min 12 weeks	On-the-job training report
6.	Evaluation meeting	2 weeks	Final project report

V. Payment Terms

1. Phase 1: 50 percent of the payment will be disbursed after completion of Intensive training (IT Bootcamp).
2. Phase 2: 25 percent of the payment will be disbursed after completion of Trainings in several digital skills.
3. Phase 2: 25 percent of the payment will be disbursed after completion of On-the-job training (internship placement) and submission of final project report, approved by UNHCR.

VI. Budget

The budget for this project will include the cost of the trainings, including materials, training delivery, trainers fee, and other related services as formally agreed between the Supplier and UNHCR Indonesia.

VII. Supplier Qualifications and Professional Experience Required:

Language

- Fluency in English **(required)**

Competencies:

- 3-5 years of experience in facilitating trainings in digital skills **(required)**.
- Experience in facilitating internship placement with digital companies **(desired)**.
- Experience in facilitating trainings for refugees or other minority groups **(desired)**.

Proposal components:

- Proposed curriculum, methodology for learning, and detailed implementation timeline.
- List of minimum 3 previous similar projects and clients.
- Company registration profile.
- Shortlisted proposals will be invited to present the proposal.