



One Stop Shop Unit
PITA-TOR-2019-0001

**Terms of Reference –Short-Term Consultancy Service
Request for Service Provider to provide
Consultancy service for “PITA Women One Stop Shop Unit”**

A- Background:

About PITA:

Envisioning a Palestinian nation that nurtures innovation and contributes to world knowledge, Palestinian Information Technology Association of Companies- PITA, in consultation with all players in the ICT ecosystem, has established its three-year strategy for the development of the private ICT sector with the purpose of leading it towards an innovation-based economy. The ultimate target is to place Palestine on the global ICT map.

Accordingly, PITA is running several projects under each pillar of the strategy to further establish the ICT community with the vision of a thought leader and a principal fixture in the make-up of the technology industry scene in Palestine.

One of PITA's strategic goals is sufficient qualified human capital exists in Palestine to boost the ICT sector.

Accordingly, PITA is seeking qualified service providers to deliver on Consulting to provide empower women/female ICT to reduce barriers to business creation and employment opportunities faced by women in ICT.

The assessment should be implemented during 6 months between May 2019 – Oct 2019; as per the following terms of reference:

B- The overall objective of the assignment:

To enhance the women empowerment and increase their competence and business performance, increase their vital participation in the workforce, as well as improve PITA relationship and knowledge of women in the sector.

The outcome of the services:

- Develop actual database including women working or startups in the ICT sector.
- Analyze technical development needs and develop technical development interventions
- Provide technical counseling in the fields of legal, business management, and technical related issues.



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C- Scope of work:

Task 1: Launching and Facilitating the Women OSS unit in PITA [112 hrs. during May – October 2019]

OSS facilitator has to complete the following tasks:

- 1.1 Implement an outreach campaign for women to encourage them to participate and collect the needed data using digital communications, targeting more than 100 women leaded/participate in startups in the ICT sector, in order to build the database for 100 women in PITA OSS unit. Note: PITA will use its own online platform (www.pita.ps) to publish the registration application **[8 hours]**
- 1.2 Analyze the gathered database for 100 women in PITA OSS unit in order to divide the participants among the counselors based on the counseling needed (legal, Business management, or technical). **[8 hours]**
- 1.3 Analyzing the applicant's applications, the analysis will address the type and amount of counseling need for each applicant. **[50 hours]**
- 1.4 Developing counseling profile for each topic (legal, business and technical) based on analysis of the participants' files to identify the interventions and topics to be covered in the counselors' workshops in coordination with PITA and counselors. **[8 hours]**
- 1.5 Managing the counseling workshops (16 workshops), including the facilitation of the workshops logistics and the workshops conduction, as well as following up the outputs of the workshop; as well as update the improvement progress of the participants into the database. **[32 hours]**
- 1.6 Deliver final and completing tasks report, the OSS facilitator is expected to provide PITA with a full report which includes implemented tasks during the assignment and recommendations with pictures, evaluation of the overall program including received tasks (evaluation tools should be checked with PITA). **[6 hours]**

Task 2: Provide Women OSS Legal Counseling for the OSS targeted groups. [32 hrs. During May 2019 - September 2019].

To ensure awareness and compliance to related laws and regulations. The **legal counselor** will:

- 1.1 Prepare the workshop agenda and material, as well as pre-post-test for the participants based on the database and SWOT analysis of the participants. **[4 hours]**



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- 1.2 Conduct four legal counseling workshops (each workshop duration is 4 hours) for the women ICT startups, one workshop in each month. The workshops will cover all the consultancy topics needed by the participants. **[16 hours]**
- 1.3 Submit a report for each workshop include the list of participants, main features of these participants and type of the legal counseling, level of improvements. **[8 hours]**
- 1.4 Submit a FINAL report to include: improvement recommendations as well as next recommended interventions of the OSS. **[4 hours]**

Task 3: Provide OSS business, management and entrepreneurship counseling for the targeted groups. [48 hrs during May 2019 - September 2019]

To improve the efficiency and effectiveness in terms of HR development, operational planning, financial management of women in ICT sector in Gaza strip. The **Business counselor** will:

- 3.1 Prepare the workshop agenda and material, as well as pre-post-test for the participants based on the database and SWOT analysis of the participants. **[4 hours]**
- 3.2 Conduct 8 business, management and entrepreneurship counseling workshops (each workshop duration is 4 hours) for the women ICT startups, two workshops in each month. The workshops will cover all the consultancy topics needed by the participants. **[32 hours]**
- 3.3 Submit a report for each workshop conducted include the list of participants, main features of participants, kind of business and managerial counseling, level of improvements. **[8 hours]**
- 3.4 Submit a FINAL report to include: improvement recommendations as well as next recommended interventions of the OSS. **[4 hours]**

Task 4: Provide OSS technical counseling for the OSS beneficiaries. [32 hrs during May 2019 - September 2019].

To improve the knowledge of participant women in using new technology techniques needed in their business. The **Technical counselor** will:

- 4.1 Prepare the workshop agenda and material, as well as pre-post-test for the participants based on the database and SWOT analysis of the participants. **[4 hours]**



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4.2 Conduct four technical counseling workshops (each workshop duration is 4 hours) for the women ICT startups, one workshop in each month. The workshops will cover all the consultancy topics needed by the participants. **[16 hours]**

4.3 Submit a report for each workshop conducted include the list of participants, main features of participants, kind of technical needed counseling, level of improvements. **[8 hours]**

4.4 Submit a FINAL report to include: improvement recommendations as well as next recommended interventions of the OSS. **[4 hours]**

A- Deliverables/Reports and Time Frame.

The assignment is expected to be implement between May- October 2019, with the following needed resources:

- OSS Facilitator Total LOE 112 hrs
- Legal counselor Total LOE 32 hrs
- Business counselor Total LOE 48 hrs
- Technical counselor Total LOE 32 hrs

| Month | Deliverable | Responsibility |
|------------------|--|---|
| May 2019 | 1- Building data base for 100 women having startups include personnel information/contact information/business information/business ideas. | OSS facilitator [74 hrs] |
| | 2- List of counseling needed and women need counseling to be distributed for the counselors. | |
| | 3- Analysis for each participant in the data base addressing the required topics accordingly to the proposed interventions | |
| | 4- Each counselor category will receive a profile for the topic needed counseling based on SWOT analysis | |
| June – July 2019 | 5- Invitations, attendance sheets, and feedback surveys for 8 workshops | OSS facilitator [16 hrs] |
| | 6- Deliver agenda and pre and posttest for each of the legal workshop, business and management workshop and technical workshop. | Legal counselor [2 hrs], Business counselor [2 hrs], Technical counselor [2 hrs] |
| | 7- Conduct 8 workshops for 8 groups of selected women (4 in business and Management, 2 Legal and 2 Technical technology) | Legal counselor [8 hrs], Business counselor [16 hrs], Technical counselor [8 hrs] |
| | 8- A report for each workshop, the report including the monitoring and evaluation tools and results for each workshop | Legal counselor [4 hrs], Business counselor [4 hrs], Technical counselor [4 hrs] |



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|-------------------|---|---|
| Aug - Sep 2019 | 9- Invitations, attendance sheets, and feedback surveys for 8 workshops | OSS facilitator [16 hrs] |
| | 10- Deliver agenda and pre and posttest for each of the legal workshop, business and management workshop and technical workshop. | Legal counselor [2 hrs], Business counselor [2 hrs], Technical counselor [2 hrs] |
| | 11- Conduct 8 workshops for 8 groups of selected women (4 in business and Management, 2 Legal and 2 Technical technology) | Legal counselor [8 hrs], Business counselor [16 hrs], Technical counselor [8 hrs] |
| | 12- A report for each workshop, the report including the monitoring and evaluation tools and results for each workshop | Legal counselor [4 hrs], Business counselor [4 hrs], Technical counselor [4 hrs] |
| October 2019 | 13- Three Full final report for each counseling topic/category including the monitoring and evaluation focusing on the improvement and project adding value | Legal counselor [4 hrs], Business counselor [4 hrs], Technical counselor [4 hrs] |
| | 14- Completing tasks and final delivery report | OSS facilitator [6 hrs] |

B- Expected outcomes:

The following results are to be achieved by the end of this assignment:

- All women participants in workshops have necessary entry knowledge to start and scale up their business in future.
- Improve business outreach between PITA and women with ICT startups.
- Improved the knowledge of women in legal, technical and business and management issues.
- Women overcome their challenges related to the three topics of the consultancy services.
- OSS under PITA full operated and provide beneficial advisory services as well as improved contribution in empowering women in the ICT sector.

C- Required qualifications, competences and experience

1. OSS facilitator:

- Education: University degree with a major in a relevant discipline (eg. Business administration and Management, public relationships, Information Technology, Engineering, or any other related).
- At least 3 years' experience in implementation of similar activities, or management, or administration, or coordination, especially in conducting workshops events and sessions.



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2. Legal counselor Skills and Qualifications:

- Education: University degree with a major in a relevant discipline (eg. Law or any related field), postgraduate is preferred.
- At least 3 years of proven experience as a legal counsel in business environment (preferably in IT sector)

3. Business, management and entrepreneurship counselor Skills and Qualifications:

- Education: University degree with a major in a relevant discipline (eg. Business, management, entrepreneurship, or any related field). Postgraduate is preferred.
- At least 3 years of proven experience as a business, management, leadership or entrepreneurship counsel in business issues and topics (preferably in IT sector)

4. Technical counselor Skills and Qualifications:

- Education: University degree with a major in a relevant discipline (eg. Computer Engineering, Information Technology, Computer Science, Software Engineering, or any other related fields). Postgraduate is preferred.
- At least 3 years of proven experience as IT, or any related to IT and computer counsel in business environment.

D- Payment:

Payments shall be effected, depending on the type of remuneration, following the performance of services, submission of deliverables, and acceptance of services performed. The payments shall be as follows:

- Interim Payment in July: Payment up to 60% of the total contract value upon approval of due deliverables (May – July 2019).
- Final Payment: Remaining Payment up to 50% of the total contract value at the end of Contract after completion of all tasks.

E- Other Terms / Conditions

- The contracted companies will be expected to commence the assignment from the date of contract signature.
- Indicated hourly rate in the submitted financial offer shall be in ILS and shall include all remunerations, transportations, communications, and any other costs and expenses necessary to perform the tasks.
- All tasks are to be prepared and realized in coordination with the PITA.
- The outputs of this assignment will be considered as deliverables upon its approval by the PITA.



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The consultant shall assure highest quality and maximum conformity with the approved design. In case of any emerging changes during this assignment, the consultant should refer to PITA and receive their feedback on the proposed/proper intervention.

- **The income tax applicable on the payment will be deducted as per the percentages specified in the applicable income tax law and regulations.**

Biding Conditions

F- Submission of Proposals

- 1- Bidders' offers shall be delivered in sealed envelopes to PITA office(s) prior to **14:00 on Monday April 22, 2019.**

Submission Address:

PITA – Gaza Office,
Al Sourani Building-behind Al Shefa'a Hospital
To: Attention Eng. Islam Badwan
T: +970 (2) 8 8 111 0

Should include:

- Detailed CVs
 - Technical Offer includes:
 - a. Training agenda, used tools, and methodology
 - b. Company profile
 - c. Detailed trainer/mentor/coach CV, related certifications and listing of previous similar trainings.
 - d. Previous relevant experience
 - Financial Offer (includes: Training fees per person)
 - a. Prices should be in **ILS** and valid for 3 months
 - b. Price should be including VAT
 - Signed ToR
- 2- Offer should be drafted in English Language.
 - 3- Envelopes must clearly indicate:
 - a. Tender purpose
 - b. Bidder's name.
 - c. Copy or Original.
 - d. Technical and/or financial.

G- Technical Offer:

- Your bid should contain the following information:
 - a. Detailed working concept which allows us to examine the technical aspects in the light of the project objective.



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- This includes:
 - A description of the services you plan to provide and the scheduled working methods.
 - Possible alternative concepts, including time and personnel involved - a concept for monitoring and evaluation - a time schedule, in graph form, for the individual measures you are to implement.



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