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Terms of Reference (ToR) Capacity-Building Training on Conflict Resolution and Media

RFQ No. TAAWON-DW- EU -04-11-25

Project Title

Khobz wa Melh: Getting together to talk

Location: West Bank (Jenin, Nablus, Tulkarm)

Application Opening: 23 November 2025

Application Deadline: 30 November 2025

Email for Submissions: taawon@taawon4youth.org (Please ensure that all application requirements outlined in the application procedure are fully met, as incomplete or non-compliant applications will not be considered.)

**Ta'awon for Conflict Resolution –
Al-Bireh, Al-Madares St., MBC Building, 1st Floor, Ramallah, Palestine
Website:** www.taawon4youth.org
Landline Number: 022967930

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Ta'awon for Conflict Resolution is accepting offers from service providers (professional trainers) for the delivery of capacity-building training services in Conflict Resolution and Media, as part of the project titled: Khobz wa Melh, for which this (ToR) is issued.

1. Services: Technical and Financial Offer Forms (Annex B and C)

Ta'awon warmly invites service providers to provide technical and financial offers for the services detailed in this terms of reference (ToR) (Annex A). Evaluation will be completed under a quality- and cost-based selection procedure, which is further described in the ToR. Offers must be submitted in English by using the technical and financial offer forms attached in Annexes B and C. All offers must be binding and valid for a period of 120 days from the submission deadline indicated in this ToR.

2. Currency: All prices shall be in Euro, see the financial annex below.

3. Mobilization and Duration of Service Provision: The service provision shall commence in December 2025, following the signing of the contract. The exact dates for the commencement and completion of the capacity-building training services will be determined in coordination with the successful bidder.

4. Submission and Due Date

Email for Submissions: taawon@taawon4youth.org Please ensure that all application requirements outlined in **the application procedure are fully met**, as incomplete or non-compliant applications (and late applications) will not be considered.

- Ta'awon reserves the right to split the ToR in whole or in part at its sole discretion.
- Ta'awon reserves the right to accept or reject any offer and to annul the selection process and reject all offers prior to the award of the contract.
- This ToR, and all related correspondence exchanged by the service providers and Ta'awon for Conflict Resolution, shall be in English. All reports prepared by the contracted service provider shall be in English.

Sincerely,

Faris Said

Ta'awon for Conflict Resolution

Tel: 02-2967930

Mobile: 0595131475

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Annex A: Terms of Reference (ToR)

Capacity-Building Training on Conflict Resolution and Media

Introduction

Ta'awon for Conflict Resolution is an independent, national, non-profit Palestinian organization established in 2002. It works with various civil society and governmental institutions to reduce the negative impacts of conflict by promoting social justice, civil peace, human rights, tolerance, participation, and peaceful conflict resolution. Within the “Khobz & Melh” project, Ta'awon partners with DW Akademie (DWA), with funding from the EU and BMZ, to enhance dialogue capacities and foster civil peace in Palestine.

Khobz wa Melh Project aims to strengthen social resilience and constructive dialogue across Palestine through initiatives in media, digital literacy, and peacebuilding. This TOR enhances university students' ability to understand and manage conflicts, develop constructive dialogue skills, and use media responsibly in conflict contexts, enabling them to actively participate in community initiatives and civil peacebuilding.

Scope of Work

Ta'awon for Conflict Resolution is seeking to contract a specialized trainer in the fields of conflict resolution and media to deliver 8 days of training, as follows:

Topic	Location	N. Training day
Conflict & peace building	Nablus	1
Conflict-responsive media literacy	Nablus	1
Conflict & peace building	Jenin	1
Conflict-responsive media literacy	Jenin	1
Conflict & peace building	Tulkarem	2
Conflict-responsive media literacy	Tulkarem	2

NOTE: Applicants may apply to conduct all four trainings across the three regions, covering both topics (8 days). Alternatively, they may apply to deliver a specialized training focused on a single topic (4 days).

Timeframe of the Assignment

The assignment includes 8 days in total. The training consultant shall implement the assignment during the month of December 2025- January 2026 and complete it by January 30th, 2026, at the latest.

Requirements for Experience and Qualifications

- Advanced degree in social sciences, conflict resolution, media, education, or a related field.
- Minimum of 5 years' practical experience in training or higher education, with proven expertise in conflict resolution, dialogue, and media in conflict.
- Experience designing and delivering interactive courses using diverse teaching methods.
- Strong communication skills to engage and motivate university students.
- Ability to document training materials and activities and prepare reports.
- Commitment to ethical standards, professional conduct, gender sensitivity, and cultural context awareness.
- Demonstrated experience and skills in facilitation, training, and coaching.

Application Procedure:

Applicants must submit **two separate files**:

1. Technical Proposal:

- Proposed training methodology.
- CV and relevant experience.
- Sample work or previous training experience.

2. Financial Proposal: In Euros, including taxes and all training-related costs.

All applications should be sent via email to taawon@taawon4youth.org, with the subject: **Capacity-building Training – Khobz wa Melh Project.**

Deliverables:

1. Action plan and/or training schedule.
2. Training material (should be shared with and approved by Taawon prior to conducting the Training)
3. A comprehensive training report that includes an analytical evaluation report and impact assessment, as well as recommendations for improvement (in English language).

Annex B: Instructions to Service Providers

1. General Information

- 1.1 Only eligible service providers may submit a technical and a financial proposal for the services required. This ToR shall be the basis for contract negotiations and ultimately for a signed contract with the selected service provider.
- 1.2 Service providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of Ta'awon for Conflict Resolution.
- 1.3 Ta'awon for Conflict Resolution is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the service providers.
- 1.4 Ta'awon For Conflict Resolution shall provide, at no cost to the service provider, the necessary inputs and facilities, and assist the trainer in providing all data needed to carry out the services of conducting the training regarding the tasks provided in the terms of reference.

2. Corrupt, Fraudulent, and Coercive Practices

- 2.1 Ta'awon for Conflict Resolution Policy requires that all Ta'awon Staff, bidders, manufacturers, suppliers, or distributors observe the highest standard of ethics during the procurement and execution of all contracts. Ta'awon shall reject any offer put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive, or coercive practices. In pursuance of this policy, Ta'awon defines for purposes of this paragraph the terms set forth below as follows:
 - Corrupt practice means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
 - Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the procuring/contracting entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
 - Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit.

3. Conflict of Interest

- 3.1 All bidders found to have conflicting interests shall be disqualified. A bidder may be considered to have a conflicting interest under any of the circumstances set forth below:

- A Bidder has controlling shareholders in common with another Bidder;
- A Bidder receives or has received any direct or indirect subsidy from another Bidder;
- A Bidder has the same representative as that of another Bidder for purposes of this bid;
- A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the Mission/procuring entity regarding this bidding process;
- A Bidder submits more than one bid in this bidding process;
- A Bidder who participated as a consultant in the preparation of the design or technical specifications of the related services that are subject to the bid.

4. Clarifications and Amendments

At any time before the submission of the proposal, Ta'awon may, for any reason, whether at its own initiative or in response to a clarification, amend this ToR. Any amendment made will be made available to all short-listed service providers who have acknowledged the Letter of Invitation.

5. Evaluation of Proposals

Once proposals have been submitted to Ta'awon and throughout the evaluation period, service providers must not communicate with any members of the procurement committee or its Secretariat regarding their submissions. Any attempt to influence Ta'awon for Conflict Resolution in the review, evaluation, ranking of offers, or contract award recommendation may lead to the rejection of the service provider's proposal.

6. Technical Evaluation

- 6.1 The entire evaluation process, including the submission of the results and approval, shall be completed in not more than (twenty-one (21) calendar days) after the deadline for receipt of quotations.
- 6.2 The procurement committee shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference (TOR), compliance to all requirements and by applying an evaluation criteria. Each application shall be given a technical score (70 points). The proposal with the highest score or rank shall be identified as the Highest Rated/Ranked proposal.
- 6.3 A proposal shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is 70%.

- 6.4 The technical proposals shall be evaluated based on the following criteria and sub-criteria:

(1) Specific experience of the service providers relevant to the assignment.	Points [25]
(2) Adequacy of the proposed methodology and work plan.	[25]
(3) Service provider skills and qualifications.	[20]
Total weight:	70% [70]

- 6.5 Technical offers shall not be considered for evaluation in any of the following cases:
- Late submission,
 - Failure to submit any of the technical requirements and provisions under the Terms of Reference (ToR);

7. Financial Evaluation

- 7.1 After completion of the Technical offer evaluation, Ta'awon shall notify service providers whose proposals did not meet the minimum qualifying score or were considered non-responsive based on the requirements, indicating that their financial offers shall be returned unopened after the completion of the selection process.
- 7.2 Ta'awon shall simultaneously notify the service providers that have passed the minimum qualifying score, indicating the date and opening of the financial offer. The procurement committee has the option to open the financial offers publicly or not.
- 7.4 The financial offer of service providers who passed the qualifying score shall be opened; the lowest financial offer shall be given a financial score of 30 points, **total weight 30%.**

8. Award of Contract

The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the service provider with the highest rated proposal.

9. Confidentiality

Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the service providers who submitted their offers or to other persons not officially concerned with the process. The undue

use by any service provider of confidential information related to the process may result in the rejection of its application and may be subject to the provision of Ta'awon's anti-fraud and corruption policy.

Annex C: Technical & Financial Quotation Forms

Technical Offer Submission Form

[Location, Date]

To:

Ladies/Gentlemen:

I, the undersigned, offer to provide a technical proposal for delivering a capacity building training for the project of “ **KHOBS wa Melh**” (**Taawon-DW- EU 04-11-25**).

I acknowledge and accept Ta’awon For Conflict Resolution’s right to inspect and audit all records relating to my offer, irrespective of whether I enter into a contract with Ta’awon as a result of this proposal or not.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Trainer/Consultant:

Address:

Financial Proposal Submission Form

[Location, Date]

To:

Ladies/Gentlemen:

I, the undersigned, offer to provide a financial proposal for delivering a capacity building training for the project of “ **KHOBS wa Melh**” (**Taawon-DW- EU 04-11-25**).

I acknowledge and accept Ta’awon For Conflict Resolution’s right to inspect and audit all records relating to my offer, irrespective of whether I enter into a contract with Ta’awon as a result of this proposal or not.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Trainer/Consultant:

Address:

Summary of Costs (EURO)

Description	Unit cost	Total cost
Total Amount of Financial Quotation		

Authorized Signature:

Name and Title of Signatory:

