Annex 2

Technical Proposal Form

**Supply of Food Voucher and Provision of Relevant Services**

Vocational Education and Training Programme for Employment (VET4JOB-II)

Company Name:

**The technical proposal should be shared in a packaged format and include the following documents:**

**Presentation:**

**Company Description;** *(this document should be submitted as an annex and named Annex-2.1****-Company\_description)***

* Voucher acceptance network (number and diversity of partner retailers: supermarkets, grocery stores, markets, etc.).
* Types of media offered: smart card, mobile app, QR code, paper vouchers…
* Ease of use for beneficiaries (user interface, accessibility, available languages, etc.).

1. **Company Description;** *(this document should be submitted as an annex and named Annex-2.1****-Company\_description)***

* Provide a brief history of your company, including its founding year, mission, and core values.
* Outline the size of your company, including the number of employees, key departments.
* Highlight the key areas of expertise and the products or services your company specializes in.
* List any relevant certifications, industry standards, or recognitions your company has received. This may include quality certifications, awards, or other credentials that demonstrate your commitment to excellence in your field.
* Existing partnerships in for food voucher service… if any

1. **A Comprehensive Breakdown of Proposed Methodology**; *(this document should be submitted as an annex and named Annex-2.2\_* **Methodology***)*

* The methodology section should provide us with a clear understanding of your approach, processes, and how your team intends to meet the project’s objectives.
* Please describe the overall approach you plan to use to achieve the project objectives.

1. **Technical Expertise;** *(this document should be submitted as an annex and named Annex-2.3\_* **Technical Expertise***)*

* Having capacity to provide Customer Support Service in following languages (10):
  1. Turkish
  2. Arabic
* System reliability and security (traceability, fraud management, confidentiality, etc.).

Additional services: customer service management, assistance, reporting/statistics, access to administrative tools…

1. **Human Resources;** *(this document should be submitted as an annex and named Annex-2.4\_* **Human Resources***)*

* Introduce the focal persons who will be involved in this project, including their roles, qualifications, and relevant experiences. Provide brief profiles of the focal persons and their experience in managing projects of similar scale and complexity. (at least one full time staff to the contract.)
* Provide an organizational chart or describe the structure of your team and its relevance to the project.

**Documents Checklist for the Technical Proposal**

| **No** | **Document Name** | **Annex Name** | **Included ✔** |
| --- | --- | --- | --- |
| **2.1** | **Company Description** | Annex-2.1-Company\_description | ☐ |
| **2.2** | **Comprehensive Breakdown of Proposed Methodology** | Annex-2.2\_Methodology | ☐ |
| **2.3** | **Technical Expertise** | Annex-2.3\_Technical\_Expertise | ☐ |
| **2.4** | **Human Resources** | Annex-2.4\_Human\_Resources | ☐ |

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| --- | --- |
| **We hereby confirm that the technical proposal has been submitted in full compliance with the above checklist.** | |
| **Name of the Authorized Person** |  |
| **Title of the Authorized Person** |  |
| **Signature** |  |
| **Stamp** |  |
| **Date** |  |