

İstanbul Kodluyor

Supporting Youth Employment in the ICT Sector in Türkiye

FAQ for Delivery Partner selection

Delivery partner application

- **Who will review the applications?**

The applications will be evaluated by Bridges Outcomes Partnerships, supported by Etkiyap. Bridges Outcomes Partnerships may seek third party views from its partners as needed.

- **What is the selection criteria for Phase 1?**

Selection criteria for Phase 1 can be found on page 10 and 11 of the Procurement Phase 1 [document posted on İSTKA's website](#).

- **Do we have to have a company registered in Türkiye and/or Istanbul to make an application?**

You do not have to have your organisation registered in Türkiye or Istanbul. However, any evidence and experience which demonstrates that your organisation can deliver the desired outcomes in Türkiye will be important. Additionally, regardless of your location of registration, any in-person trainings must be delivered within the boundaries of metropolitan Istanbul.

- **Are there restrictions on where trainings can be delivered?**

In person trainings have to be delivered within the boundaries of metropolitan Istanbul. Online training can be delivered from any location of your choice.

- **Our trainings are carried out both in Istanbul and surrounding regions. Can we apply with both locations or for Istanbul only?**

If your training will be in-person, you can apply only for those that will be delivered in Istanbul.

- **Will we have a chance to update the application after the deadline is closed for Phase 1 or during the bidder dialogue phase if we are chosen to proceed?**

You will not be able to change the application. However, should you be selected to proceed to Phase 2, you will be requested to provide additional information and clarification on your application as needed by Bridges Outcomes Partnerships to complete its evaluation.

- **Would it be possible to submit an application for less than the full budget amount, assuming two recipient entities are chosen?**

Given the size of the project, Bridges Outcomes Partnerships ideally will pick one service provider that can deliver the whole of the project. However, bidders can submit smaller scale applications and they will be considered as possible candidates. However, we strongly recommend you present a bid for the whole amount.

- **Could you elaborate on the “detailed description of your proposed delivery/approach”? What exactly is required?**

Bridges Outcomes Partnerships would like to know how your proposed intervention will work – what are the steps you will take to find students, select and train them, place them within employers and then support them to hold their employment for at least 6 months.

- **Can we provide supporting documents containing additional information such as company information, pre-prepared training programmes, etc. in Turkish?**

The procurement process and evaluations will be completed in English by Bridges Outcomes Partnerships, and as such all supporting documents must be submitted in English.

- **For the first application, do we need to supply any official documents about the company?**

Applicants are required to fill and submit Section A, Grounds for Exclusion Questionnaire as part of their Phase 1 application, as provided in the Phase 1 Procurement [document posted on İSTKA's website](#). Official documents will be requested during Phase 2 of the procurement process from those companies selected to proceed.

Selection of program participants

- **How is the target group defined?**

To ensure sufficient diversity in the target population and reach those who are most in need, the following target population requirements will be applied:

- Young people aged 18-35 (age as of the start of the intervention)
 - Currently registered as unemployed (registration with İSKUR)
 - Unemployed in the last one year at least
 - At least high school graduate
 - Priority to female applicants in selecting process
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- **Do they need to be living in Istanbul? Will we ask for a proof of residence?**
Proof of residency is not going to be asked. However, if trainings are delivered in person, they should take place in Istanbul and participants are expected to attend these trainings where they will be delivered.
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- **What are the requirements related to Istanbul?**
 - If the program is planned to be in-person or hybrid, in person trainings must take place in Istanbul.
 - If the program is planned to be fully online, anyone from Türkiye can join, irrespective of their city of residency.
 - For employment after the trainings, there is no city limit, and participants can be employed anywhere in Türkiye.
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- **How will we check their unemployment process?**
Unemployment status of the participants will be verified through İSKUR registration, which must be provided by the participants as part of their application.
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- **If their unemployment period is less than a year (say 9-10 months), will they be eligible to participate in the program?**
Only participants who have been unemployed for at least the last 12 months are eligible to participate in the program.
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- **Will Bridges Outcomes Partnerships or İSTKA or other partners review the participant applications?**
Records of all applications will be archived and subject to review by both Bridges Outcomes Partnerships and İSTKA as well as any third party partners they may choose at any time during the process or after the completion of the program.
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- **Is the service provider responsible to reach out and recruit the young people?**
Yes. Service providers are expected to reach out and recruit participants in the

program. Bridges Outcomes Partnerships, İSTKA and other partners will support the service provider(s), but ultimately it will be the responsibility of the service providers to find and support the right individuals.

- **Is there an expected number of people to train?**

There is a budget available, as shown in the procurement document. Bridges Outcomes Partnerships asks the delivery partners to decide how many people they can train & help with employment. There is no specific number that could be shared.

What is asked from the delivery partners is, within that budget, that they show how many individuals they can work with and how many employment outcomes could be achieved based on their experiences on the ground doing this kind of work.

- **Can there be two different groups? One with no-knowledge, one with some background knowledge?**

As long as the individuals fulfill the criteria as listed on page 5 of the Phase 1 Procurement Document posted on İSTKA's website, it is irrelevant what level of knowledge they possess. If you propose a different model for each of these, then this needs to fit with the budget available.

Program curriculum

- **Is there a preference about the physical, online or hybrid structure?**

There is no limit that it has to be online, in person or hybrid. It is up to the delivery partners to decide. The aim is to show what could be most cost effective and work towards better outcomes. This decision is for the delivery partner to prove in their proposal.

- **If the program is online, can people outside from Istanbul be accepted?**

Yes, if the program is fully online. Anyone from Türkiye can join.

- **What is the expected timeline for the program? In which time is it expected to be delivered?**

The maximum period for this program is two years. However, we ask the delivery partners to make their own proposal in terms of timing. . For example, how long the application phase would be, then the training program, then how long it would take for participants to find employment. The total duration of the program should also take into account that there is a 6 month employment period required post job-placements to reach the final target outcome.

Note that the two year period must include the period to achieve the six month employment outcomes.

- **For the outcome skills to the participants, is there expected to be just 'software developer' or can there be options such as 'UX designer', 'backend developer'?**

Service providers are welcome to propose training and employment in any particular subfield related to the mid-skilled ICT space.

- **Can the participants be placed in jobs during the training phase?**

Yes, if it works in your training model and budget, there is no objection.

Program & Partner Structure

- **How will the payments be planned?**

Bridges Outcomes Partnerships will work with the delivery partner on the budget, to make sure they have enough funding to cover the costs as they are being incurred. The payment structure will be planned according to that.

- **What does "paying for employment outcomes" mean, will the delivery partner not get paid if they are not employed?**

Bridges Outcomes Partnerships will make upfront and ongoing payments to the delivery partner during the program. İSTKA will make a payment to Bridges after the outcomes of the program are finalized and verified, but these payments will not affect the payments to the delivery partner. Bridges takes the ultimate performance and financial risk on the delivery of the outcomes by the service providers.

- **What kind of risks is Bridges Outcomes Partnership taking instead of the delivery partners?**

For the dynamics of the program, because ISTKA wants to pay for the outcomes of the program, it means that the payments ISTKA will make will come later, once people have secured the jobs and have been employed for a period of time. Because of the nature of the structure, those payments are not certain to be paid, if the outcome is not achieved.

However, as delivery costs are incurred before outcomes are achieved, Bridges Outcomes Partnerships ensures that delivery partners are fully funded, covering their costs of delivery. Bridges Outcomes Partnerships take the risk of outcomes being delivered or not.

- **What will be the role of Bridges Outcomes Partnerships and other partners for the program planning and during the program?**

As Bridges Outcomes Partnerships is taking on the financial risk, Bridges will work actively with the delivery partner. There will be monthly board meetings with Bridges, ISTKA and the delivery partner which will act as problem solving sessions - to discuss any issues, help improve the quality of the program, see what changes can be made, what is working well etc.

For each meeting Bridges will ask delivery partners to provide a detailed qualitative and quantitative report that will allow us to make decisions. This may include data such as how many people have signed up, which training has been delivered, what has worked well and what could be going better etc. This process is more to create actions, support improvement and to support the delivery of more outcomes. ISTKA may also ask for some reporting based on the definition of employment outcomes. The structure of these will be defined later.

- **Can we give allowance to the participants?**

Yes. If you are planning to give allowance or any other financial support, you need to allocate a budget item and show this cost in your application.

- **What could be potential extensions and/or follow-on contracts? For example, if more time / support is needed for the employment process of the participants, can that be an extension with or without additional budget?**

Under the current program, no budgetary supplement or time extension is foreseen; however if the programme works well there could be opportunities for further work.

- **Within the scope of the project, is there a stakeholder criteria that service delivery partners can work with? Which organizations can become stakeholders and establish strategic collaborations with service providers to help achieve the desired outcomes?**

If you have strong relations with organizations that can help you deliver outcomes and access employment opportunities, we encourage you to leverage those relationships, and they can be part of your bid. As long as they are credible institutions and would add value to the work, there is no criteria to exclude strategic partners that service providers can work with.

- **What is the success criteria for the completion of the training program for any training provider?**

The objective of the program is to support people into employment. As for the number of people, we ask you to define how many individuals you think you'll be able to provide support for training and employment.

One of the criteria for the selection of the delivery partner is what success rates you believe you can achieve, and why that success rate is achievable.

- **What is the total budget for the training and the financial support that will be provided when the graduates are employed?**

The total budget available for delivery is \$750k. This needs to cover ALL costs, including the budget allocated for training and financial support as you believe is needed. Each delivery partner needs to share with us how they would spend this funding.