TERMS OF REFERENCE (TOR):

ENGLISH LANGUAGE TRAINING FOR PROSPECTIVE MIGRANT WORKERS IN SYLHET REGION

swisscontact



We are a leading organisation for the implementation of international development projects. We promote inclusive economic, social, and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies.

Background

Swisscontact was established in 1959 as an independent foundation by notable figures from the worlds of commerce and science in Switzerland. It is exclusively involved in international development cooperation and has carried out its mandated projects since 1961. Based in Zurich, Swisscontact currently manages over 130 projects in 41 countries on behalf of public and private funding partners.

Project Brief

The project is being implemented by Swisscontact over a five-year period from 2023 to 2028. It aims to enhance teachers' capacity through targeted training, address health and hygiene issues—particularly for female students—and provide logistical support to schools to increase student participation in sports and extracurricular activities. In addition, the project focuses on capacity development and employment opportunities for local youth, promotes cooperative governance and micro-savings, addresses community health challenges, and advances environmental conservation while exploring innovative solutions to meet local needs.

The project is implemented through six key components: **Education, Skills Development, Health, Cooperative Governance, Environment and Community Safety, and Technology Innovation.**

Swisscontact Bangladesh is implementing community-focused interventions in the Sylhet region with an emphasis on skills development, employability, and safe migration. A major challenge faced by Bangladeshi migrant workers is limited English communication ability, which restricts workplace performance, job mobility, and access to information and services in destination countries.

To address this challenge, Swisscontact will pilot a **basic English language training program for**

prospective migrant workers in from neighboring communities of Sylhet Sadar, Habiganj, and Moulvibazar districts. The initiative will equip participants with foundational English skills for everyday communication, workplace interaction, safety, and rights awareness.

Swisscontact intends to engage a qualified training institution/service provider to design, organize, and deliver this training in close coordination with the project team.

Place of delivery: Nabiganj, Sreemangal and Sylhet Sadar.

Objective of the assignment

The objective of this assignment is to enhance the English communication capacity of prospective migrant workers in the Sylhet region so that they can safely, confidently, and effectively engage in employment abroad or in the local labor market. This intervention will also help the workers improve participants' ability to handle workplace communication, daily life interactions, and emergency situations, thus contributing to improved employability, income opportunities, and reduced vulnerability to exploitation.
A **total of 200 trainees (20 participants for each batch) is expected to complete the training, and each batch will participate in a 12-day training program (4 hours each day).**

Roles and responsibilities

Both Swisscontact and the training institution/service provider will strive to accomplish the above-mentioned objective by undertaking the following roles and responsibilities:

Task and specific deliverables

The firm will perform the following tasks:

Training design and preparation
- Review and finalize the English language training module provided by Swisscontact **(Annex 1).**
- Develop training materials, handouts, exercises, and role-play scripts suitable for migrant workers.

Training delivery
- Assign qualified and experienced English language instructor(s)/trainer(s) for the training sessions.
- Conduct engaging, interactive sessions using participatory learning methods (visual aids, simulations, group work).

Logistical management
- Arrange training venues, classroom setup, and required equipment (projector, screen, sound system).
- Manage distribution of training materials, refreshments/snacks, and trainee transportation allowances in line with agreed procurement processes.

Administration and reporting
- Maintain attendance records, session reports, and participant profiles.
- Facilitate pre- and post-training assessments to measure learning outcomes.
- Support certificate preparation and distribution in coordination with Swisscontact team and BMET.
- Arrange inauguration and closing events and including venue booking (for the closing event), logistical arrangements, refreshments and branding materials.

Key deliverables expected from the service provider include:
- Finalized training curriculum and session plan
- Successful completion of training for the agreed number of trainees
- Attendance sheets and trainee database
- Pre- and post-training assessment results
- Training completion report for each batch
- Support to certification, inauguration and closing events

Task of the Swisscontact

The Swisscontact project team will facilitate the work to ensure that the training institution/service provider responds to the objective by carrying out the following tasks:

- Provide overall program oversight and technical guidance.
- Review the resume of the English language instructors.

- Support participant identification and selection in coordination with Union Parishad representatives and BMET.
- Approve training schedules and materials.
- Coordinate and ensure branding visibility where applicable.
- Monitor training quality through field visits, documentation, and photographs.
- Release payments upon verification and completion of training.

Desired criteria for training institution/service provider

- Legal registration as a training institute or service provider in Bangladesh.
- Minimum 2 years of experience in English language training or workforce skills development.
- Availability of qualified English language instructors with teaching experience.

All interested training institution/service provider(s) should submit the following documents.

- A technical proposal demonstrating understanding of the assignment, proof of previous experience, and timeline for delivery of training.
- A separate financial proposal including a detailed budget for the assignment **[please check the Annex 2 for the budget headers].**
- Company registration document (an updated trade license)
- Tax identification number (TIN certificate)
- VAT registration number (BIN certificate)
- Proof of last submitted return (PSR)
- Bank account details (account name, account number, bank name, branch name, routing number)
- A signed statement testifying that all information contained within the proposal is correct and true.

Evaluation criteria

	Criteria	Score
Technical proposal		**80**
	Understanding of the assignment	10
	Technical approach and methodology	15
	Trainer's qualification and capacity	15
	Proven implementation and management capacity	15
Presentation	Discussion on previous experience, expertise and resources (bidders scoring 60% and above in the technical proposal)	25
Financial proposal	Value for money	**20**
	Total	**100**

Note: VAT and TAX will be deducted at source as per government rules (must be mentioned in the proposal)

N.B.: *Bidders who obtain at least **60%** marks in the technical evaluation will be invited to deliver a short presentation. Financial proposals will be opened only for those who achieve a minimum of 60% marks based on the combined score of the technical evaluation and the presentation.*

The following method will be applicable for the evaluation of the potential firm:

• A Quality and Cost (Q&C)-based evaluation will be conducted by an evaluation team.

• The bidder achieving the highest score out of 100 will be awarded the contract, provided both parties reach an agreement on the final budget. If there is no agreement on the final budget, then the bidder with the second-highest score will be considered.

Submission Guideline

Technical Proposal:

Interested training institution/service provider(s) should submit the technical proposal via email bd.procurement@swisscontact.org mentioning **"English language training for prospective migrant workers in Sylhet region"** in the subject line.

Financial Proposal:

Interested training institution/service provider(s) are required to submit a **sealed envelope** containing the hard copy of the financial proposal.

Note: Interested training institution/service providers are requested not to submit any soft copy of the financial proposal through email or digital means.

Hard copies should be submitted to the following address:

Coordinator – Procurement and Govt. Relations
Swisscontact Bangladesh
House 28, Road 43, Gulshan-2, Dhaka 1212, Bangladesh
SWISS FOUNDATION FOR TECHNICAL COOPERATION

The subject line – **"English language training for prospective migrant workers in Sylhet region"** must be mentioned on the envelope and email.

Deadline for submission: 17 November 2026, before 5:00 pm

Swisscontact reserves the right to accept or reject any or all proposals without assigning any reason. Also, Swisscontact reserves the right to select more than one service provider for the assignment.

Swisscontact does not accept any email or phone call for any clarification before the submission deadline. Interested bidders are requested to submit the bid based on their understanding

Annex 01: Module *

Day	Topics expected to be covered
01	Ice-Breaker & Self-Introduction
	Everyday Conversations & Scheduling
02	Greetings & Personal Information
03	Workplace Etiquette & Communication
04	Workplace Problems & Conflict Resolution
05	Workplace Safety & Emergencies
06	Renting & Banking Essentials
	Shopping & Bargaining
07	Ordering Food & Understanding Menus
	Transportation & Travel
08	Workplace Calls
09	Job Interview Preparation
10	Listening & Pronunciation Practice
11	Real-Life Workplace Scenarios
	Practical Role-Plays & Fluency
12	Final Presentations, Feedback & Certification

**This module is a draft version and may be changed/updated in consultation with Swisscontact team*

Annex 02: Budget head

Cost Category	Details	Quantity / Duration	Unit Cost (BDT)	Total Cost (BDT)	Remarks
Venue & logistics	120 days for a total of 10 batches				
Banner and communication materials	3 pcs of banners for the training session				
Training materials	200 trainees (materials will include handouts, power point presentation, notepad, pen and folder only)				
	Module design				
Remuneration of trainer	For 120 days				
Trainee transportation	200 trainees for 120 days (transport should be a rented vehicle; cash transactions with trainees are highly discouraged)				
Refreshments	20 trainees + 1 trainer + organizer (please mention the food items)				
Certificates	200 trainees				
Inauguration event (approx. 30 participants during the first class of batch one at the same training venue)	Including food cost and logistics				
Closing event (approx. 70 participants)	Including food cost, logistics and venue rent				
Administrative costs	Please provide a breakdown of this				

	line item in bullet points				
Subtotal					
AIT					
VAT					
Grand Total					