Islamic Relief Worldwide - Iraq

Request for Quotation,

TENDER DOCUMENT

BACKGROUND

Islamic Relief Worldwide - Iraq began working in Iraq in 1997 and was one of the few international aid agencies that continued working there in 2003. Our major priority is to provide much-needed emergency support for displaced people, returnees, host communities, and refugees in Anbar, Baghdad, Kerbala, Diyala, ThiQar, Dohuk, Halabja, and around Erbil. We are also helping people to get back on their feet – with more long-term development where it is safe to do so.

حول الإغاثة الإسلامية عبر العالم - العراق،

بدأت منظمة الإغاثة الإسلامية العالمية - العراق عملها في العراق في عام 1997 وكانت واحدة من وكالات الإغاثة الدولية القليلة التي استمرت في العمل هناك في عام 2003. وتتمثل أولويتنا الرئيسية في توفير الدعم الطارئ الذي تشتد الحاجة إليه للنازحين والعائدين والمجتمعات المضيفة واللاجئين في الأنبار وبغداد وكربلاء وديالى وذي قار ودهوك وحلبجة وحول أربيل. كما نساعد الناس على العودة إلى حياتهم الطبيعية من خلال المزيد من التنمية طويلة الأجل حيثما كان ذلك آمنًا.

Subject: Islamic Relief Worldwide Iraq invites qualified suppliers to submit a firm offer for the **Deliver one day training on Building a Responsible, Confidential, and Productive Workplace Through Effective Communication and Time Management in Erbil Governorate** as outlined in **Annex A.**

From: **Procurement Department**	To:
RFQ Number: **RFQ-2026-0051**	Email: tendering@ir-iraq.org, Mobile No.:**07518396949** Address: **Address: IRW – Iraq, Erbil office- Ekhlas Empire Building, 100 Meter street, 2nd floor, Apartment 8, Near Arjan Hotel**
Date: **26 November 2026**	No. of pages including this page**: 06 plus attachment**

SPECIFICATION

Invitation to Submit Offers: Islamic Relief Worldwide Iraq invites qualified suppliers to submit a firm offer for the **Deliver one day training on Building a Responsible, Confidential, and Productive Workplace Through Effective Communication and Time Management in Erbil Governorate** as outlined in **Annex A.**

The attached files are below

- Bill of Quantity **Annex A Minimum time for delivery of materials**:

Requirement on how to fill the Bill of Quantity

- The bidder shall specify the unit price for each item mentioned in **Annex A.**
- Quotation Validation: **180 Days** **or** **90 Days**
- Payment Method: **Bank Transfer** **or** **Cheque**
- Islamic Relief Worldwide Iraq has the right to choose one supplier or more that fits the available budget.

AWARD CRITERIA

The award of the contract will be based on the following criteria

Criteria المعايير	Scoring النقاط
Must be registered to conduct business and in compliance with Government Tax Regulations. يجب أن تكون مسجلة لممارسة الأعمال التجارية والامتثال للضرائب الحكومية.	Mandatory as Essential criteria without registration and Tax clearance the offer did not consider
Price السعر	**100**
Total المجموع	**100**

TIMESCALES

Task	Completion date
Send the RFQ to the bidder	**26 November 2026**
Clarification for details **via email tendering@ir-iraq.org**	**30 November 2026**
Closing Date for submission	**01 December 2026 04:00 PM Iraqi Time**

CURRENCY OF THE BID

IQD Iraqi Dinar

RFQ DATES AND CONTACT DETAILS AND MANNER OF SUBMISSION

All quotations must be submitted before **01 December 2026 04:00 PM Iraqi Time (Iraqi time)** and returned to the **(Address: IRW – Iraq, Erbil office- Ekhlas Empire Building, 100 Meter street, 2nd floor, Apartment 8, Near Arjan Hotel)** in hard copy, or soft copy via email **procurement.committee@ir-iraq.org**.

For any issues relating to the **RFQ** or its contents or clarification please email directly to; tendering@ir-iraq.org

All quotes will be evaluated and the award made based on 'best value for money'.

1	Wire Transfer Payment Mode طريقة الدفع المصرفي للتحويل	☐ Yes ☐ No
2	Name of Company اسم الشركة	
3	Name of the Owner and Partner اسم صاحب و شركائه	Owner: Partner:
4	Registered Office address العنوان المسجل للشركة	
5	Telephone Number رقم تلفون	

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6	Email بريد الكتروني	
7	Company Registration & Tax number (Please attach a copy of the certificate & Tax)	
8	Please list any Disputes your Company has been involved in with NGOs/UN Organizations over the last 3 Years: يرجى ذكر أي نزاعات قد شاركت شركتكم في المنظمات غير الحكومية / الأمم المتحدة على مدى السنوات ال 3 الماضية:	
9	**Banking information:** المعلومات المصرفية:	
Bank Name: اسم البنك:		
Bank Address: عنوان البنك:		
Bank Branch: فرع بنك:		
Account Name: أسم الحساب:		
Account Number: رقم حساب:		
Swift Code:		
IBAN: رقم الحساب المصرفي الدولي:		

INFORMATION TO BIDDEERS

1. The currency of the offer should be in Iraqi Dinar.	1. عملة العرض يجب أن تكون بالدينار العراقي.
2. Payment will be made to the supplier by bank transfer within 30 days from receipt by Islamic Relief Worldwide of all documents mentioned in the purchase order, or contract.	2. سيتم الدفع إلى المورد عن طريق التحويل المصرفي في غضون 30 يوما من استلام الإغاثة الإسلامية عبر العالم من جميع الوثائق المذكورة في أمر الشراء او العقد.
3. Islamic Relief Worldwide will not be responsible for any bank service charges.	3. .لن تكون الإغاثة الإسلامية عبر العالم مسؤولة عن أي رسوم خدمة مصرفية.
4. Inspection (at the buyer's expense or unless negotiated as the seller's expense) may be applicable and will be advised at the time of purchase order and arranged by Islamic Relief Worldwide or the supplier.	4. التفتيش (على حساب المشتري أو ما لم يتم التفاوض على أنها نفقات البائع) قد تكون قابلة للتطبيق وسيتم إبلاغ في وقت أمر الشراء وترتيبها من قبل الإغاثة الإسلامية عبر العالم أو المورد.
5. Islamic Relief Worldwide does not undertake to pay by letter of credit or in advance of delivery.	5. .لا تتعهد الإغاثة الإسلامية عبر العالم بالدفع بخطاب اعتماد أو قبل التسليم.
6. Islamic Relief Worldwide reserves the right to accept or reject the whole or part of your offer.	6. تحتفظ الإغاثة الإسلامية عبر العالم بالحق في قبول او رفض كل أو جزء من العرض الخاص بك.
7. (if applicable) Goods supplied for Islamic Relief Worldwide are exempt from VAT and all other customs excise duties.	7. .(إن وجدت) السلع الموردة للإغاثة الإسلامية عبر العالم معفاة من ضريبة القيمة المضافة وجميع الرسوم الجمركية الأخرى.
8. Correction pen or incomplete offers or offers which do not comply with any of our tender conditions will not be considered.	8. القلم التصحيح أو العروض غير المكتملة أو العروض التي لا تتوافق مع أي من شروط العطاء لدينا لن ينظر فيها
9. **Supplier Code of Conduct:** Islamic Relief Worldwide expects all suppliers to adhere to their Supplier Code of Conduct. Adherence is expected to	9. مدونة قواعد سلوك الموردين: تتوقع الإغاثة الإسلامية عبر العالم من جميع الموردين الالتزام بقواعد سلوك الموردين

be 100%. If the Supplier has not signed IRI's Supplier Code of Conduct it will be the Supplier's responsible to sign before the performance of any purchase order. Failure to do so will automatically mean the supplier agrees to the Supplier Code of Conduct.	الخاصة بهم .ومن المتوقع أن يكون 100٪ .إذا لم يوقع المورد على مدونة قواعد السلوك الموردين الخاصة بـ الإغاثة الإسلامية، فسيكون المورد مسؤولا عن التوقيع قبل أداء أي أمر شراء .إن عدم القيام بذلك سيعني تلقائيا أن المورد يوافق على مدونة قواعد سلوك الموردين.

SUPPLIER CODE OF CONDUCT Code of Conduct for Suppliers – Islamic Relief Worldwide requires all suppliers to adhere to the Code of Conduct developed by the Inter-Agency Procurement Group (IAPG). Suppliers and manufacturers to Non-Governmental Organizations (NGOs) should be aware of the Code of Conduct initiatives that the Inter-Agency Procurement Group (IAPG) supports. This information is to advise you, our suppliers of the Corporate Social Responsibility (CSR) element in our supplier relationships. • Goods and services purchased are produced and developed under conditions that do not involve the abuse or exploitation of any persons. • Goods produced and delivered by organizations subscribe to no exploitation of children. • Goods produced and manufactured have the least impact on the environment. Code of Conduct for Suppliers: Goods and services are produced and delivered under conditions where: • Employment is freely chosen • The rights of staff to freedom of association and collective bargaining are respected. • Living wages are paid • There is no exploitation of children • Working conditions are safe and hygienic • Working hours are not excessive • No discrimination practiced • Regular employment is provided • No harsh or inhumane treatment of staff is allowed. Environmental Standards:	**قواعد السلوك الخاصة بالموردين** قواعد السلوك للموردين - تتطلب الإغاثة الإسلامية عبر العالم في جميع أنحاء العالم من جميع الموردين الالتزام بقواعد السلوك التي وضعتها مجموعة المشتريات المشتركة بين الوكالات **(IAPG)**. وينبغي أن يكون الموردون والمصنعون للمنظمات غير الحكومية على دراية بمبادرات مدونة قواعد السلوك التي يدعمها فريق المشتريات المشترك بين الوكالات **(IAPG)**. هذه المعلومات هي تقديم المشورة لك، موردينا من المسؤولية الاجتماعية للشركات عنصر في علاقات المورد لدينا. •يتم إنتاج السلع والخدمات المشتراة وتطويرها في ظل ظروف التنطوي على إساءة استخدام أو استغلال أي شخص. •السلع التي تنتجها وتسليمها المنظمات لا تشترك في أي استغلال للأطفال. •السلع المنتجة والمصنعة لها أقل تأثير على البيئة. مدونة قواعد السلوك للموردين: يتم إنتاج السلع والخدمات وتسليمها في ظل الظروف التي: •يتم اختيار العمل بحرية. •احترام حقوق الموظفين في حرية تكوين الجمعيات والمفاوضة الجماعية. •تدفع أجور المعيشة. •لا يوجد استغلال للأطفال. •ظروف العمل آمنة وصحية. •ساعات العمل ليست مفرطة. •لا يمارس أي تمييز. •توفير فرص عمل منتظمة. •لا يسمح بالمعاملة القاسية أو اللاإنسانية للموظفين. المعايير البيئية: يجب أن يمتثل الموردون كحد أدنى لجميع المتطلبات القانونية وغيرها من المتطلبات القانونية المتعلقة بالآثار البيئية لأعمالهم. المجالات التي يجب النظر فيها هي: •إدارة المخلفات •التعبئة والتغليف والورق •صيانة

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Suppliers should as a minimum comply with all statutory and other legal requirements relating to the o environmental impacts of their business. Areas to be considered are: • Waste Management • Packaging and Paper • Conservation • Energy Use • Sustainability Business Behaviour: Islamic Relief Worldwide will seek alternative sources where the conduct of suppliers demonstrably violates anyone's basic human rights, and there is no willingness to address the situation within a reasonable time frame. Islamic Relief Worldwide will seek alternative sources where companies in the supply chain are involved in the manufacture of arms or the sale of arms to governments that systematically violate their citizens' human rights. Qualifications to the statement: Where speed of deployment is essential in saving lives, IAPG members will purchase necessary goods and services from the most appropriate available source.	•استخدام الطاقة •الاستدامة السلوك التجاري: وستسعى الإغاثة الإسلامية عبر العالم إلى إيجاد مصادر بديلة يكون فيها سلوك الموردين انتهاكا واضحا لحقوق الإنسان الأساسية لأي شخص، ولا توجد رغبة في معالجة الوضع في إطار زمني معقول. سوف تسعى الإغاثة الإسلامية عبر العالم إلى مصادر بديلة حيث تشارك الشركات في سلسلة التوريد في صنع الأسلحة أو بيع الأسلحة للحكومات التي تنتهك بشكل منهجي حقوق الإنسان لمواطنيها. المؤهلات للبيان: وحيثما تكون سرعة النشر ضرورية لإنقاذ الأرواح، فإن أعضاء الفريق سوف يشترون السلع والخدمات الضرورية من أنسب مصدر متاح.

Company Name: **اسم الشركة :**	
DOB of owner: **تاريخ ميلاد صاحب الشركة :**	
Date & Time: **التأريخ و الوقت :**	
Company Stamp **ختم الشركة :**	
Signature: **التوقيع :**	

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الإغاثة الإسلامية منظمة
Islamic Relief Worldwide Organization

Annex A - Deliver one day training on Building a Responsible, Confidential, and Productive Workplace Through Effecti Communication and Time Management in Erbil Governorate

#		Measuring Unit	Quantity	Unit price IQD	Total Price IQD
1	IRW Iraq will organize a one-day staff training in Erbil focusing on confidentiality, professional communication, time management, and productivity. The trainer will be required to spend 2–3 days at the IRW Iraq office beforehand to finalize the training agenda and materials, followed by one day of interactive training delivery.	Days	1 day		
Total Cost					

ISLAMIC RELIEF WORLDWIDE
Branch of Foreign NGO (FNGO)
Iraq, Erbil, Ekhlas Empire Building, 100 Meter
Street, 2nd Floor, Apartment 8, Near Arjan Hotel

الإغاثة الإسلامية عبر العالم
فرع منظمة اجنبية غير حكومية
العراق، أربيل، شارع 100، بناية إخلاص إمباير،
الطابق الثاني، شقة 8، بالقرب من فندق أرجان

TERMS of REFERENCES (TORs)

Deliver one day training on Building a Responsible, Confidential, and Productive Workplace Through Effective Communication and Time Management

Date: 25/11/2026

Position Title: External Trainer – One-Day Staff Capacity Building Training

Location: Iraq – [Erbil / Venue to be confirmed]

Reporting to: HR Department / Designated IRW Iraq Focal Point

Duration: One working day

Daily Rate: To be determined based on the trainer's qualifications and submitted financial proposal

1. Background

In the humanitarian and operational context of IRW Iraq, continuous staff capacity building is essential to strengthening individual competencies, improving organizational performance, and ensuring the effective delivery of humanitarian programmes. Investing in staff development enables employees to enhance their knowledge, develop practical skills, adapt to evolving operational needs, and contribute more effectively towards achieving organizational objectives

Recognizing the importance of continuous learning and professional development, IRW Iraq has identified key capacity-building priorities through a staff needs assessment survey, conducted with guidance from HQ. Based on the survey findings, the selected training topics focus on confidentiality, professional communication, and productivity, reflecting the importance of strengthening staff competencies in these areas staff regularly handle sensitive organizational, personnel, and programme-related information and coordinate with colleagues, partners, and other stakeholders across different departments and locations, responsible information-sharing, clear communication, and effective time management are essential. Strengthening these competencies will help promote a respectful, professional, and productive working environment while reinforcing trust, accountability, teamwork, and operational efficiency.

2. Purpose of the Assignment

The purpose of this assignment is to engage a qualified external trainer to deliver a practical, one-day capacity-building session for IRW Iraq staff on confidentiality, responsible workplace communication, and effective time management. The training will strengthen staff knowledge, awareness and practical skills in protecting sensitive information, communicating respectfully and professionally, prioritizing tasks, managing competing responsibilities, and improving individual and team productivity.

3. Objectives of the Training

- Strengthen staff understanding of confidentiality and their responsibility to protect sensitive organisational, personnel, and programme information.
- Promote clear, respectful, and responsible communication in face-to-face, written, and digital workplace interactions.
- Strengthen staff ability to communicate appropriately, share information on a need-to-know basis, and collaborate effectively across departments and locations.
- Develop practical skills for prioritizing tasks, setting work priorities, managing interruptions, and meeting deadlines.
- Encourage reflection and experience-sharing on common workplace challenges related to confidentiality, communication, and time management.
- Provide practical tools and techniques that staff can apply to protect information, communicate responsibly, and improve daily productivity. Promote a respectful, accountable, and productive working environment.
- Support participants to identify specific actions for applying the learning within their respective roles.

4. Scope of Work and Key Responsibilities

A. Training Preparation

- Review the identified training needs and adapt the content accordingly.
- Develop training materials appropriate for a diverse group of staff.
- Develop a detailed training agenda in consultation with IRW Iraq focal person/point.
- Ensure that the training is relevant to the humanitarian and organizational context in which IRW Iraq staff operate.
- Prepare practical exercises, group work activities, case studies, role plays, discussions, or other participatory methods as appropriate.
- Share the proposed agenda and training materials with IRW Iraq for review prior to the training.

B. Training Delivery

- Deliver a one-day training session for IRW Iraq staff.
- Facilitate the training in an engaging, interactive, and inclusive manner.
- Use practical examples, case studies, role plays, group discussions, exercises, and other appropriate learning methods.
- Encourage active participation and experience-sharing among participants.
- Respond appropriately to participants' questions and provide practical guidance.
- Manage the training time effectively and ensure that the planned objectives are covered.
- Create a respectful and inclusive learning environment for all participants.

C. Post-Training Support

- Conduct a short evaluation of participants' learning and satisfaction.
- Collect participants' feedback where appropriate.

- Provide recommendations for further learning or capacity-building based on observations during the training.
- Submit the agreed training materials and a brief training report to IRW Iraq after completion of the assignment.

5. Expected Deliverables

- Training Agenda – A detailed one-day training agenda, including sessions, timing, methodology, and learning objectives.
- Training Materials – Presentation slides, exercises, case studies, handouts, or other relevant materials required for the training.
- One-Day Training Delivery – Successful delivery of the agreed training session for IRW Iraq staff.
- Participant Evaluation – A suitable method for collecting participants' feedback and/or assessing learning.
- Training Report – A brief report summarizing the training delivered, number of participants, key topics covered, participant engagement, key observations, and recommendations. Final Training Materials – Submission of the final training materials to IRW Iraq for internal learning and reference.

6. Duration and Working Days

- The assignment will consist of one full working day of training delivery.
- The trainer will be required to allocate approximately 2–3 days for the preparation and development of training materials and the agenda, coordinating with the designated focal point and/or the HR Department as needed.
- The training date will be agreed between the selected trainer and IRW Iraq.
- Any additional training days or consultancy work, if required, must be agreed in advance with IRW Iraq.

7. Payment Terms

The trainer will be paid an agreed professional daily rate based on their qualifications, experience, proposed methodology, and financial offer. The agreed rate should clearly indicate whether preparation, training materials, transportation, accommodation, meals, and other related costs are included. Payment will be processed within 10 working days upon satisfactory completion of the assignment and submission of the required deliverables. The trainer will be responsible for any applicable taxes or other statutory obligations in accordance with relevant regulations and the agreed contractual arrangement.
All payments will follow IRW Iraq's finance and administrative procedures.

8. Supervision and Support

- The trainer will work under the overall coordination of the IRW Iraq HR Department / designated focal point.
- IRW Iraq will provide relevant information regarding the training needs and target participants.
- IRW Iraq will coordinate with participants and relevant departments.
- IRW Iraq will provide the agreed training venue and logistical arrangements, as applicable.
- IRW Iraq will provide available organizational information required for contextualizing the training.
- IRW Iraq will coordinate and communicate before, during, and after the training.

- IRW Iraq will provide feedback on the proposed agenda and training materials.

9. Qualifications and Requirements

- University degree in education, training, management, organizational development, human resources, social sciences, or a relevant field.
- Proven experience in designing and delivering professional training programmers.
- Demonstrated experience delivering interactive training for adult learners.
- Strong knowledge and practical experience in the proposed training topic.
- Previous experience working with NGOs, INGOs, humanitarian organizations, development organizations, or similar institutions is highly desirable.
- Strong facilitation and presentation skills.
- Ability to adapt training content to participants with different professional backgrounds and levels of experience.
- Excellent communication and interpersonal skills.
- Ability to use participatory and practical training methodologies.
- Strong organizational and time-management skills.
- Ability to develop clear, professional, and user-friendly training materials.
- Experience in conducting training evaluations and preparing training reports.
- Fluency in English is required. Knowledge of Kurdish and/or Arabic is an advantage.

10. Training Methodology

- Interactive presentations.
- Group discussions.
- Practical exercises.
- Case studies.
- Role plays or simulations, where appropriate.
- Problem-solving activities.
- Individual and group reflection.
- Experience-sharing among participants.
- Question-and-answer sessions.

11. Confidentiality and Code of Conduct

The trainer shall maintain strict confidentiality regarding any organizational, staff, operational, or other information obtained during the assignment.

No information, documents, photographs, training records, or other materials obtained through IRW Iraq may be shared, copied, published, or disclosed to third parties without prior authorization from IRW Iraq.

The trainer is expected to comply with relevant IRW policies and procedures, including applicable safeguarding, Prevention of Sexual Exploitation and Abuse (PSEA), Code of Conduct, confidentiality, and Do No Harm requirements.

12. Application / Selection Process

- Updated CV/profile of the trainer.
- Brief description of relevant experience.
- Proposed training approach and methodology.
- Proposed one-day training agenda.
- Examples of previous relevant training assignments, where available.
- Financial proposal indicating the proposed daily rate and any additional costs.
- At least two relevant references, where available.
- Applications will be assessed based on qualifications, relevant experience, previous experience delivering similar training, understanding of the proposed topic, methodology, proposed agenda, financial competitiveness, value for money, and availability.

13. Expected Training Outcome

- Improved understanding of confidentiality obligations and responsible information handling in the workplace.
- Improved ability to communicate clearly, respectfully, and professionally with colleagues and stakeholders.
- Greater ability to priorities responsibilities, manage time, and complete tasks efficiently.
- Practical tools and techniques for protecting sensitive information and improving individual and team productivity.
- Stronger awareness of how confidentiality, responsible communication, and effective time management contribute to trust, teamwork, and organizational effectiveness.

14. Acknowledgement

I have read and understood the Terms of Reference and agree to deliver the assignment in accordance with the agreed scope of work, IRW Iraq policies and procedures, and the requirements outlined above

Prepared by: Rezhin Mathy Shaikha

Position: HR Assistant

Reviewed by: Muzhda Ahmed Jamal

Position: HR Officer

Approved by: Zahid Hussain Jalbani

Position: Country Director

Signature: