Terms of Reference
Re-announcement

Project	:	Euromed Clusters Forward (ECF)
Activity Title	:	Training Program: Leveraging AI Tools like Microsoft 365 Copilot for Business Productivity
ToR Number *(Please refer to it when applying)*	:	ECF-TOR-Cluster2-B
Location	:	Palestine
Date of Announcement	:	07/07/2025
Date of activity & Completion	:	July 2025- September 2025

Leaders International

Leaders International is an international network of local organizations that plans, manages, and monitors innovation and economic development interventions in the region. Through its offices in Brussels, Amman, Tunis and Ramallah, Leaders International provides complete project-management services with a focus on private-sector development, enterprise development, job creation, entrepreneurship, D4D, economic policy dialogue, and tourism value chain development.

ECF-Project Background

Euromed Clusters Forward is a 4-year project funded by the European Union running until 2026. The aim of this project is to empower clusters in the South Mediterranean region by helping them increase their contribution to the economy.

Objective

As part of its mission to enhance the digital capabilities and competitiveness of its member companies, PITA seeks to introduce practical, high-impact training programs that equip businesses with cutting-edge tools and knowledge. With the rise of Artificial Intelligence (AI) in workplace productivity, there is a growing need for businesses—particularly in the hardware sector—to understand and adopt AI tools such as Microsoft 365 Copilot.

PITA is looking to engage a qualified training agency to develop and implement a practical, results-driven training program titled "Leveraging AI Tools like Microsoft 365 Copilot for Business Productivity." This course aims to equip participants from hardware companies with the essential skills and knowledge to effectively adopt AI-powered solutions, optimize their operations, enhance productivity, and maintain a competitive edge in the market..

Scope of Work

The selected contractor will be responsible for the following:

1. Target Group
   - 20–25 participants from PITA's member hardware companies.
   - Participants will include operations managers, IT staff, business executives, and administrative professionals.
2. Pre- Training Evaluation assessment to identify the gaps and build a specific training Curriculum.
3. Training Design & Curriculum Development:
   - Develop and customize the training content based on the specific needs of hardware companies.

- Ensure inclusion of practical examples, real-case scenarios, and interactive sessions.
4. Training Delivery:
    - Deliver a 2–3-day workshop.
    - Use real-time demonstrations of Microsoft 365 Copilot in Word, Excel, PowerPoint, Outlook, and Teams.
    - Incorporate group work, use-case development, and Q&A sessions.
5. Materials, topics & Tools:
    - Topics of training are not limited to; Introductions, uses of copilot in word, excel, PowerPoint, outlook, and teams, integrating copilot with business data and automating workflow.
    - Provide all necessary training materials (presentations, manuals, reference guides).
    - Ensure that all software tools required (including access to Microsoft 365 Copilot) are available during training.
6. Post-Training Evaluation:
    - Conduct pre- and post-training assessments.
    - Submit a training report including participant feedback, lessons learned, and recommendations.

Deliverables

The below is a summary of the deliverables:

- Detailed training agenda and curriculum.
- Copies of training materials.
- Attendance sheet.
- Pre- and post-assessment results.
- Final training report.

Qualifications Required

- **Proven Experience**: Minimum of 5 years delivering hands-on training in digital transformation, AI tools, or Microsoft 365 for business productivity, preferably with corporate clients in the tech or hardware sectors.
- **Technical Expertise**: In-depth knowledge of Microsoft 365 applications, including Copilot features in Word, Excel, PowerPoint, Outlook, and Teams, with the ability to demonstrate real-world use cases.
- **Training Design Skills**: Demonstrated ability to design interactive, practical, and results-oriented training programs tailored to the needs of businesses.
- **Educational Background**: Degree in Computer Science, Information Technology, Business Administration, or a related field. Relevant certifications in Microsoft 365 or AI are an asset.
- **Communication Skills**: Excellent facilitation, communication, and interpersonal skills, with the ability to engage both technical and non-technical participants. Fluency in English is required; Arabic is an asset.
- **Organizational Capacity** (for firms): Registered entity with a strong track record in training delivery and the logistical ability to manage all training tools, software access, and support materials. Proposed trainers must meet the above qualifications.

Taxes and Other Terms

- The offer must be addressed to Leaders Organization/ ECF
- The offer should be including VAT.
- For individual consultants, Applicable tax laws apply.
- Other terms may apply and will be communicated before the official awarding.

- Please mention the ToR number: ECF-Cluster-TOR-2-B in the offer & the email subject.

Please submit your application, in addition to your company profile or CV (Individual Consultants) to: palestinefstp@leadersinternational.org, no later than July 14, 2025 using **Euro Currency.**