



REQUEST FOR PROPOSAL (RFP)

A. RFP no. and Date:	003/2015 – May 12, 2015
B. Subject:	Purchase of Training Courses for ARTC
C. Issuing Office/Section:	USAID RDMA, Executive Office 25th Fl, Athenee Tower 63 Wireless Road, Bangkok 10330, Thailand
D. Closing date for receipt of proposals:	May 26, 2015 – (5pm, Bangkok Time)
E. Type of Award:	Fixed Price – Purchase Order
F. Basis for Award:	Soliciting competition, evaluation of proposals or offers, award and documentation (FAR Part 13.106)

Description of Requirements

The United States Government, represented by the U.S. Agency for International Development (USAID), invites qualified companies/individuals to submit technical and cost proposal of the services specified below. This is to support the operation of Asia Regional Training Center (ARTC), USAID Regional Development Mission Asia in Bangkok Thailand.

Questions regarding this Request for Proposal (RFP) and proposal submission must be via email only to spoomtong@usaid.gov by the time/date specified above.

The award of a contract hereunder is subject to the availability of funds. Issuance of this RFP does not constitute an award or commitment on the part of the U.S. Government, nor does it commit the U.S. Government to pay for costs incurred in the preparation and submission of a proposal.

I. Introduction

The U. S. Agency for International Development (USAID) in Bangkok, Thailand plans to offer two one-week Soft Skills courses commencing consecutively on/about August 24, 2015 and again on/about August 31, 2015. Each class will consist of approximately 30 different participants from USAID missions located in countries in the Asia region and possibly beyond, including Locally-employed staff (LES) and Third Country National (TCN) and American staff. The training venue will be provided by USAID.

II. Background

USAID is the lead U.S. Government agency that works to end extreme global poverty and enable resilient, democratic societies to realize their potential. In the past few years, USAID has recruited and deployed additional staff, increasing its workforce dramatically and quickly. The Regional Development Mission for Asia (RDMA) in Bangkok serves as a knowledge management platform that works closely with Washington headquarters to provide thought leadership for USAID programs throughout the region and manages the Asia Regional Training Center (ARTC). ARTC is a dedicated training facility to deliver skills-building and specialized technical training to USAID staff.

It is our intent to heighten employee performance through tailored soft skills enhancement courses and programs. USAID has a very diverse, global workforce with many employees having less than five years of USAID experience, and nearly half as many eligible for retirement. USAID is dedicated to strengthening its workforce by mentoring and empowering staff, and placing emphasis on the transfer of experience and knowledge. The training outlined here is to better prepare tomorrow's leaders.

III. Services Required

A. Approach

Training must incorporate teaching methodologies that take into account different learning styles and diverse team dynamics. Given the wide range of talent and years of experience, and a workforce that spans generations, this training must consider what motivates employees with different expectations. Enhanced interpersonal and team relationships are important outcomes of this training. Training should be created for delivery to both the supervisory and nonsupervisory employees.

The training shall incorporate the following principles:

- Highly participatory, interactive and experiential for all participants
- Incorporates current and best practices in self-development
- Takes into account/allows for adapting to USAID's organizational culture
- Facilitates personalization/unique experiences for participants (as opposed to a generalized 'one size fits all'), and

- Sets the stage for ongoing self-development, providing forward-looking opportunity for skills, behaviors and supportive systems to continue to improve well after the training is completed.

Core themes to cover in the training course will include:

- **Creating High Performance Teams**

Developing a high-performance team requires transforming the way all team members think and act to create action focused, commitment-based teamwork. How team members act and think impacts the team's ability to perform, build relationships and trust, innovate, align and manage the commitments necessary to obtain results. The training should present an in-depth description of what makes a high performance team, and should teach to USAID's diverse workforce (many cultural and generational differences). The training should include steps to building a successful team, multiple ways to communicate, how to overcome team challenges, effective management skills for working with difficult members and ways to influence them. Participants should also learn how to implement meeting protocols to facilitate teams, promote continual growth, and build team spirit.

- **Conflict Management**

Dealing effectively with workplace conflict can bring important issues to light, open the lines of communication and strengthen relationships. Unmanaged conflict in the workplace can lead to reduced levels of teamwork and cooperation, diminished employee commitment, and lower levels of quality work and productivity. This training should provide participants the ability to recognize the causes of workplace conflict and understand the importance to resolve conflict. The training should provide participants the knowledge and skills to manage conflict, strategies for dealing with conflict, and limitations. An assessment of individual's "typical" conflict resolution approach offers valuable insights into behaviors that may need to be modified and/or enhanced to achieve win-win outcomes.

- **Maximize Individual and Organizational Effectiveness**

Organizational development is a planned effort for a work group and/or the organization, managed by leadership and supported by employees, to increase organization effectiveness through planned change in processes and systems. This training will consist of knowledge and skill building modules that improve individual and organizational effectiveness. The training should provide participants with knowledge of actions they can be taken to create a culture of effectiveness at all levels. The training should adequately address individual stress management, the wear and tear of a high-demand workplace, and effective time management.

- **Supervisory Skills**

This training should provide an in-depth description of how to be an effective supervisor and/or make the transition into a supervisory role. Participants should understand the management skills needed to succeed in a rapidly changing environment, and benefits of adapting appropriate supervisory style to the individual and the situation. The training should provide tools to develop management skills for employees who are supervisors, poised to become a supervisor, or who act as team leaders. Training modules shall include tools for giving constructive criticism, maximizing productivity by leveraging diversity and individual differences, coping with difficult

employees, delegating for effective employee development, effectively managing time, motivating, and coaching to increase job satisfaction and work output.

B. Deliverables

1) The contractor will deliver a course that covers the four soft skills identified for up to 30 participants, lasting one work-week, and delivered twice consecutively for a total of two weeks. Any purchase and delivery of books and other printed training material to Thailand are the responsibility of the contractor, and must be included in the cost proposal. USAID/ARTC will provide the training venue, and access to laptops and projector(s) for presentations.

2) A training evaluation survey completed by course participants (after each course), with summarized metrics, will be provided to the ARTC Training Coordinator within three weeks of completion of the second training. This information will be used as feedback for similar future events that we may wish to undertake.

IV. Proposal Instructions

A) Technical Proposal

The offeror shall include in the technical portion of the quotation:

- A brief summary demonstrating understanding of the topic and learning objective (maximum 1 page)
- A draft agenda for the soft skill courses (maximum 2 pages)
- Demonstrated past experience delivering (within the past three years) similar training to an overseas U.S. Government audience (culturally and generationally diverse) with three references (names and email addresses) (maximum 2 pages)
- Resume of proposed instructor that describes expertise conducting soft skill training (maximum 2 pages); the scope of this course requires one instructor only.

B) Price Proposal

Total fixed price quotation - be sure to consider all costs associated with the delivery of this training course (twice consecutively) including, but not limited to, preparation of course materials, preparation of course survey, delivery of course, airfare, lodging accommodations, meals and incidentals, local transportation, and transport of training materials by express courier. Do not include the cost of the training venue, and cost for access to laptops and projector(s) for presentations in your quotation.

The USAID Contracting Officer will select the successful contractor using a Best Value approach, both technical and price factors included. The Contracting Officer, at the Government's discretion, may enter into negotiations with one or more offeror to discuss improvements in the proposal and cost deduction. Upon successful negotiation with the vendor, a

purchase order will be issued, and a lump sum payment made upon acceptance of all deliverables and within 30 days of receipt of invoice.