



REQUEST FOR PROPOSAL (RFP)

A. RFP no. and Date:	005/2015 – June 1, 2015
B. Subject:	Purchase of Training Courses (LPN) 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:	June 12, 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.

USAID/ARTC Soft Skills Training—November 2015

Scope of Work

I. Introduction

The U. S. Agency for International Development (USAID) in Bangkok, Thailand plans to offer a one-week Soft Skills course commencing on/about November 2, 2015. The class will consist of approximately 30 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:

- **Leadership Challenge**
This training is to be based on the research of award-winning and best-selling authors, Jim Kouzes and Barry Posner, and participants shall learn the Five Best Practices of Exemplary Leadership identified through their research. The training will cover practices leaders use to transform values into actions, visions into realities, obstacles into innovations and risks into rewards. The instructor will exhibit and educate the participants on the Five Best Practices of Exemplary Leadership: Model the Way, Inspire a Shared Vision, and Challenge the Process, Enable Others to Act and Encourage the Heart. The instructor will help participants establish their 10 commitments of Leadership.
- **Approaching Difficult People**
Dealing effectively with difficult people in the workplace 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 different types of difficult people and describe effective techniques for dealing with them. The training will also provide participants methods for improving their own behavior as to not reflect onto others. The training will demonstrate coping strategies for dealing with difficult people and complex situations. The training should provide participants the knowledge and skills to express their frustrations, strategies for dealing with others, and the capability to identify appropriate times to leave the situation.
- **Negotiation Techniques**
Negotiation is an integral part of creating value for the organization. Your success depends on your personal skills as a negotiator whether you are seeking resources for your project or team, deciding on a new hire’s salary, or inking a high-stakes deal for USAID. This training needs to include modules to help show participants how to achieve better results in both formal and informal negotiations; build confidence in bargaining power and abilities; improve negotiations by managing emotions and influencing others; build positive, productive relationships with all parties at the table; and create value and “enlarge the pie” to produce win-win outcomes.

B. Deliverables

1) The contractor will deliver a course that covers the three soft skills identified for up to 30 participants, lasting one work-week. 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, with summarized metrics, will be provided to the ARTC Training Coordinator within three weeks of completion of the second training.

IV. Proposal Instructions

A) Technical Proposal

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

- A brief summary 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 US 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 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.