



REQUEST FOR PROPOSAL (RFP)

A. RFP no. and Date:	023/2016 – August 16, 2016
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 questions:	August 17, 2016 – (5pm, Bangkok Time)
Closing date for receipt of proposals:	August 29, 2016 – (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 cost proposal of the services specified below. This is to support the operation of USAID/RDMA, Bangkok Thailand.

Proposal submission and questions regarding this Request for Proposal (RFP) shall be ONLY via email 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. **Please be advised that all interested parties are required to be registered in Dun and Bradstreet and are subject to SAM registration before an award can be made.** Information on obtaining the Data Universal Numbering System (DUNS), can be found at this website: <http://fedgov.dnb.com/webform>. Offerors are also required to register their business on the U.S. Government’s System for Award Management (SAM) at www.sam.gov. Information on this process for foreign vendors is available [here](#). Prospective offerors are encouraged to register in SAM prior to the submittal of quotations.

I. Introduction

The U. S. Agency for International Development (USAID) in Bangkok, Thailand plans to offer two one-week soft skills training courses commencing on/about July 10 – 21, 2017. Each class will consist of approximately 25 different participants from USAID missions located in countries in the Asia region and possibly beyond, including Locally-employed staff (LES), Third Country Nationals (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.

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. It is our intent to strengthen the USAID workforce by mentoring and empowering staff, and placing emphasis on the transfer of experience and knowledge. The trainings outlined here aim to build commitment-based teamwork that leads to better communication, conflict management, and job satisfaction.

III. Services Required

A. Approach

Training must incorporate teaching methodologies that take into account different learning styles, reading abilities, and cultural language barriers.

Given the wide range of talent, years of experience, and a workforce that spans generations, this training must also incorporate the following principles:

- Highly participatory, interactive, and experiential for all participants
- Current and best practices in self-development
- Accounts/allows for adapting to USAID’s organizational culture
- Personalization/unique experiences for participants (as opposed to a generalized ‘one size fits all’), and
- Ongoing self-development, providing forward-looking opportunity for skills, behaviors, and supportive systems to continue to improve well after the training is completed.

B. Training courses to be delivered:

1. Creating High-Performance Teams

This course should focus on the dynamics of a high-performance team, keeping in mind USAID’s diverse workforce (cultural and generational differences). The core themes should include, but are not limited to, building a successful, results-

oriented team, creating open communication, overcoming team challenges, and developing management skills for working with and influencing difficult members. Participants will also learn how to implement meeting protocols to facilitate teams, promote continual growth, and build team spirit.

2. **Conflict Management**

In this course, participants will learn to recognize the causes of workplace conflict and understand the importance of resolving conflicts. The training should provide participants the knowledge and skills to manage conflict and strategies for dealing with conflict. 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.

3. **Maximizing Individual and Organizational Effectiveness**

This training consists of knowledge and skill building modules that will improve individual and organizational effectiveness at all levels. The training should address individual stress management, particularly in a high-output workplace environment, and effective time management.

4. **Supervisory Skills**

This course should provide tools for participants to develop multiple management skills needed to become successful supervisors. Training modules should include techniques for giving constructive criticism, maximizing productivity by leveraging diversity and individual differences, coping with difficult employees, delegating to foster employee development, managing time, motivating others, and coaching to increase job satisfaction and work output.

C. Deliverables

1. The contractor will deliver four courses over a period of two consecutive weeks for up to 25 participants per class. 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 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 one page)

- A draft agenda for the course (maximum two pages)
- Demonstrated past experience (within the past three years) delivering similar training to an overseas U.S. Government audience (culturally and generationally diverse) with three references (names and email addresses) (maximum two pages)
- Resume of proposed instructor that describes expertise conducting soft skills training (maximum two pages)

B. Price Proposal

Total fixed price quotation - be sure to consider all costs associated with the delivery of this two training courses 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.

V. Selection Criteria

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.