

Aga Khan Rural Support Program (AKRSP)

REQUEST FOR PROPOSAL (RFP)

RFP No: 711 Delivery Point:

RFP Date: 06/03/2024 Submission Date: 13/03/2024

**Subject: Request for Proposal (RFP) for Three-Month Hospitality Management Training in Front Desk, Waiter, and Housekeeping Trade**

The Aga Khan Rural Support Programme (AKRSP) in the Chitral region, under the Building Resilience and Addressing Vulnerability to Emergencies (BRAVE) project, is seeking proposals from qualified vendors to organize a three-month hospitality management training program for the youth of Chitral in Front Desk, Waiter, and Housekeeping Trade.

The Aga Khan Rural Support Program is requesting proposals from qualified training institutes/ agencies/firms for training and capacity building of hospitality industry.

A firm will be selected under Quality and Cost based Selection (QCBS) and procedures described in the RFP. Proposal both Technical & Financial shall be submitted on or before March 13, 2024 up to 1400 hours and will be opened on same closing date at 1430 hrs. The bidding documents should be submitted to the undersigned:

Admin & Procurement Officer

Aga Khan Rural Support Programs

RPO Chitral

**Background of the Activity:**

The hospitality industry has emerged as one of the fastest-growing sectors, offering numerous career opportunities for the youth. Chitral, with its captivating landscapes and tourist attractions, experiences high demand for hospitality services, creating significant job opportunities for local residents. Recognizing the economic importance of this sector, AKRSP aims to provide comprehensive training to equip the youth with the necessary skills to thrive in hospitality management roles.

**OBJECTIVES**

The primary objectives of Hiring the services of training institutes/ firms/ agencies are as follows:

* Extend employer-led Technical Vocational Education and Training (TVET) to both women and men in partnership with service providers.
* Equip participants with the skills required to succeed in the emerging, high-growth sectors of Front Desk, Waiter, and Housekeeping Trade.
* Facilitate connections between trainees and employers to create future placement or employment opportunities.
* Cultivate a cadre of TVET graduates who will promote inclusive gender equality behaviors in their workplaces.
* To enhance employment/economic growth of the region.
* To provide different Trainings with focus on Training and Capacity Development.

**Scope of Work:**

The scope of work for this project includes, but is not limited to, the following:

* Development of a customized three-month training curriculum covering Front Desk, Waiter, and Housekeeping Trade skills.
* Delivery of interactive training sessions encompassing theoretical concepts, practical exercises, and real-world scenarios.
* Provision of mentorship and guidance to participants in developing professional skills and fostering inclusive gender equality behaviors.
* Organization of networking events and interactions with employers to facilitate future employment opportunities.
* Evaluation of participants' progress and provision of feedback throughout the training program.
* Post-training support and resources to aid participants in securing freelancing or employment opportunities.

**OUTPUTS OF THE PROGRAM**

* Improved services of hospitality industry at tourist destinations and attractions.
* Enhanced quality of tourist related services.
* Participation by local service providers such as Hotels and restaurants staff etc.

**SCOPE OF SERVICES**

The scope of services for hired training institution/firms/agencies will include but not necessarily be limited to the following: -

* Design and development of course contents, training modules and manuals for specific training Programs with suitable distribution of theory and practical lesson hours.
* To make available suitably qualified and experienced trainers/ resource persons to conduct training programs.
* Conduct of specific training programs as per finalized schedule.
* Provide necessary linkages/support to the trained people for employment.
* Proper documentation and record keeping of various training programs conducted.

**Reporting Requirements:**

The training institution/agency will submit:

* Course Contents, training module details with methodology, required manuals, schedule and CV of trainers/resource persons shall be submitted to the AKRSP for approval prior to the commencement of the training.
* 03 copies of the final completion report, along with one soft copy in CD/DVD with support of video and pictures, within two weeks of completion of the particulars training program.

**CONTRACT PERIOD**

* The initial contract is for three months, subject to extension of the project life beyond the approved completion period by the competent authority.

**IMPLEMENTATION ARRANGEMENT**

* The training and capacity development plan under AKRSP will be implemented under the direct administrative control of Project Coordinator, AKRSP.

**COORDINATION / LIASONING, MONITORING AND EVALUATION:**

* The day-to-day coordination/ liaising and monitoring of the training programs to be conducted by the selected institution/firms/agency will be the responsibility of Project coordinator of AKRSP.

**ELIGIBILITY/EXPERIENCE OF TRAINING INSTITUTION/AGENCY:**

* Corporate Lead Trainer with working experience in Pakistan, with minimum of Five (05) years of experience in designing, development, delivery and advocacy of training programs in hospitality industry.
* Having a team of at least two qualified trainers with Master/ BS (Hons) degree in Tourism and Hospitality sectors.
* Experience of conducting experiential activity-based learning programs.
* Must have hotels and restaurants on its panel for experimental based trainings sessions/programs.
* Trainer with international exposure and experience or international accreditation institutions will be given due preference.

**Selection Criteria**

* All institutes/firms/agencies will be evaluated as per evaluation criteria. Scoring weightage proportion for technical and financial will be 70:30 (70 % for Technical and 30% for financial). Evaluation criteria for hiring of institute/firms/agency will be as follows:

|  |  |
| --- | --- |
| Particulars | Weightage in % (100%) |
| Experience of Institute/firm/Agency (in years)  Marks per year: 02.  Maximum marks: 20. | 20% |
| Experience of Institute/firm/Agency (No of courses)  Marks per course 01.  Maximum marks: 20 | 20% |
| Qualification & Experience of Trainer/Resource Person  Marks for Master/ BS (Hons): 15 Marks.  One Step Higher qualification: 02 Marks.  Two Step higher qualification: 05 Marks | 20% |
| Affiliation with National/International Body of Training Institute | 10% |
| Assignment Suitability and Approach & Methodology | 30% |

**PERFORMA FOR APPLICATION FOR EMPANELMENT OF TRAINING INSTITUTIONS / FIRMS/ AGENCIES**

|  |  |  |  |
| --- | --- | --- | --- |
| Sl. | Details | Sl. | Details |
| 1 | Name of the institute/Agency | 5 | Affiliation with National/International Federation /Institutes. |
| 2 | Permanent Address: | 6 | Training Expertise / Categories |
| 3 | Address for Correspondence | 7 | Total experience in years for conducting the training program |
| 4 | Date of Registration |  |  |

**Assignment Specific Experience of Institute/Agency Training**

* Please give details of most relevant training programs that the institute/agency has conducted to demonstrate the technical competence under each category/training applied for.
* Training Area/Category……………………………

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S. No | Training Program Name (Location & Number of people  Trained | Duration & Dates when the training was conducted | Target Participants &Major contents delivered | Client for whom training was conducted | Total cost for training & Funding Agency |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

List of Trainers & Resource Persons available under each category /training applied for: Training /Category………………………………………….

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S  No | Name of the Trainer & Resource Person | Specialization | No of years of Experience | Educational/Technical Qualifications (Year of Passing University/Institution) | Special Achievement  /Appreciation  /Award/Recognition etc. |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |

Describe how your institute/agency best suits for this assignment highlighting your technical competence & related experience (Maximum of 500 words/one page)

Describe your approach & methodology i.e., how will you carry out this assignment ensuring highest quality standards and enhanced livelihood opportunities for the trained people. (Maximum of 1000 words/two pages).

Comments on Terms of Reference (if any).

Financial Bid/ Proposal must be submitted in the following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Description | Unit | Quantity | Unit Rate (PKR) |
| 01 | Training Fee- Per Participant | Month | 01 |  |
| 02 | Food (Three Times)- Per Participant | Month | 01 |  |
| 03 | Accommodation- Per Participant | Month | 01 |  |
| 04 | Stationery- Per Participant | Lumpsum | 01 |  |

Following attachments to be submitted with RFP.

|  |  |
| --- | --- |
| S.No | Description |
| 1. | Certificate of registration/incorporation /Affiliation |
| 2. | Supporting documents of training programs conducted. |
| 3. | Any other supporting documents which reflect technical competence & related experience |
| 4. | NTN and Registration with Khyber Pakhtunkhwa Revenue Authority |

**Eligibility Declaration.**

We, the undersigned, certify to the best of our knowledge and belief that:

We have read the guidelines including the terms of reference (TOR), for this assignment.

We confirm that the qualification details and training references submitted as part of this RFP accurately reflect technical competence & relevant experience.

Neither the institute/agency nor any of its officials/trainers/resource persons/professional partners has ever been convicted of an integrity-related offense or crime related to corruption, fraud, collusion or coercion or not maintaining the applicable ethics and standards for training and capacity development by national/international body / organization.

We understand that any misrepresentations/false information that knowingly or recklessly mislead. Or attempt to mislead may lead to the automatic rejection of the proposal or cancellation of the empanelment/contract/assignment thus awarded, at any stage.

Date…

Place :…………

(Authorized representative of Training

Institution/Firm/Agency with Stamp)