**REQUEST FOR PROPOSAL (RFP)**

**Title:** Hiring a Service Provider Institute for Three-Month Hospitality Management Training Program—comprising One Month of Theoretical and Two Months of Practical training for the youth in Front Desk, Waiter, and housekeeping trades.

**RFP No.:** AKRSP/1463/2024  
**Issued by:** The Aga Khan Rural Support Programme (AKRSP)  
**Project:** Building Resilience and Addressing Vulnerability to Emergencies (BRAVE)  
**RFP Issue Date:** October 28, 2024  
**Proposal Submission Deadline:** November 05, 2024

**Background of the Activity**

The Business Hub identified the need for market-based climate-resilient and local inclusive livelihood skills for both males and females. These trainings will target women and men, including individuals with disabilities, aiming for economic significance through Value Chain Management for sustainable livelihoods.

Hospitality Management has emerged as a critical skill set for the youth in Chitral, given the region's tourism potential, especially in the summer months when hotels are fully booked. The AKRSP Chitral region aims to organize a Three-Month Hospitality Management Training Program—comprising One Month of Theoretical and Two Months of Practical training for the youth in Front Desk, Waiter, and housekeeping trades.

**Activity Objectives**

The primary objectives of the Three-Month Hospitality Management Training Program are as follows:

1. In partnership with Service Providers, extend Employer-Led Technical Vocational Education and Training (TVET) to women and men.
2. Equip a cadre of women and men with skills necessary to succeed in the 21st century, focusing on emerging, high-growth sectors and trades.
3. Foster connections between trainees and employers through ongoing interactions that may lead to future placements, internships, or employment opportunities.
4. Create a cadre of TVET graduates who will champion inclusive gender equality behaviours in their future workplaces.

**Scope of Work**

The selected Service Provider will be responsible for:

1. Designing and delivering a comprehensive Three-Month Hospitality Management Training Program, including:
   * **One Month Theoretical Training** covering hospitality principles, customer service, communication skills, and industry standards.
   * **Two Months Practical Training** at well reputed hotels, focusing on real-world application of skills learned.
2. Providing a list of hotels where trainees will be placed for practical training, ensuring that these hotels are suitable for skill development in Front Desk, Waiter, and housekeeping trades.
3. Developing training materials and resources that align with industry standards.
4. Engaging with local businesses and stakeholders to facilitate employment opportunities for trainees.
5. Ensuring the training is inclusive and accessible to both male and female participants.

**Proposal Submission Requirements**

Proposals must include:

1. **Organization Profile:**
   * Background information of the service provider.
   * Experience in delivering hospitality training programs.
   * Capacity to engage with well reputed hotels and businesses for placements.
2. **Training Plan:**
   * Detailed training curriculum, including the theoretical and practical components.
   * Methodologies and tools for training delivery.
   * List of hotels for practical training placements.
   * Trainer detailed CV
3. **Implementation Timeline:**
   * Proposed schedule for the training program.
4. **Technical Proposal:**
   * Description of how the provider meets the objectives outlined in this RFP.
5. **Financial Proposal:**
   * Detailed budget breakdown, including all associated costs.
6. **Staffing Plan:**
   * Profiles of trainers and facilitators who will conduct the training.
7. **Monitoring and Evaluation:**
   * Plan for assessing the effectiveness of the training and its impact on participants.

**Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

|  |  |
| --- | --- |
| Evaluation Criteria | Weightage (%) |
| Technical Proposal | 70 |
| Financial Proposal | 30 |
| Total | **100** |

**Technical Proposal Weightage Breakdown**

|  |  |  |
| --- | --- | --- |
| **S-No** | **Evaluation Criteria** | **% Weighting** |
| 1 | The quality and completeness of the proposal submitted and the level of understanding of the assignment. (***Course Manual, outline on above-mentioned trades/skillsets, detailed training plan & list of hotels for placement)*** | 30 |
| 2 | The track record & experience of the bidder in handling similar trainings for at least 3 years. (experience certificate etc should be attached) | 20 |
| 3 | The qualification of the instructor.  The individuals must have relevant background. (***CVs should be included****)* | 20 |
| **Total Weighting** | | **70** |

**Proposed Financial Breakdown**

Please use below format for financial part.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S #** | **Cost Head** | **Unit** | **Qty** | **Unit Cost** | **Total cost** |
| 1 | Training Cost | Per Month Per Person | 01 |  |  |
| 2 | Food and accommodation | Per Month Per Person | 01 |  |  |
| 3 | Stationery Charges | Nos. | 01 |  |  |
| 4 | Certificates Charges | Nos. | 01 |  |  |
| **Total** | | | | |  |

**Submission Deadline**

Proposals must be submitted through courier or by hand by November 05, 2024. Late submissions will not be considered.

**Terms and Conditions for the Three-Month Hospitality Management Training Program RFP**

**1. Eligibility Criteria**

* Proposals will only be accepted from service providers with experience in delivering hospitality management training or related fields.
* Providers must demonstrate capacity for engaging well reputed hotels and businesses for practical training placements.

**2. Proposal Submission**

* All proposals should be signed by an authorized representative of the service provider.

**3. Costs Incurred**

* All costs associated with the preparation and submission of proposals shall be borne by the service provider. AKRSP will not be responsible for any costs incurred.

**4. Proposal Validity**

* Proposals must remain valid for a minimum of 90 days from the submission deadline.

**5. Modification and Withdrawal of Proposals**

* Service providers may modify or withdraw their proposals prior to the submission deadline. Requests for modifications or withdrawals must be made in writing.

**6. Evaluation Process**

* Proposals will be evaluated based on the criteria outlined in the RFP. AKRSP reserves the right to seek clarifications from service providers during the evaluation process.
* AKRSP may conduct interviews or site visits to assess the capabilities of the service provider.

**7. Contract Award**

* The contract will be awarded to the service provider whose proposal is deemed most advantageous to AKRSP, based on technical and financial evaluations.
* AKRSP reserves the right to negotiate the terms of the contract with the selected service provider.

**8. Payment Terms**

* Payment will be made based on mutually agreed milestones outlined in the contract.
* Final payment will be contingent upon successful completion of the training program and submission of all required reports.

**9. Reporting and Accountability**

* The selected service provider must submit periodic progress reports as specified in the contract.
* A final report summarizing the training outcomes, participant feedback, and recommendations for future programs must be submitted at the end of the training period.

**10. Compliance with Regulations**

* The service provider must comply with all relevant local laws and regulations, including Labor laws, health and safety standards, and any applicable licensing requirements.

**11. Intellectual Property Rights**

* All materials developed during the training program, including curricula, training manuals, and assessments, will remain the property of AKRSP.
* The service provider must not use any proprietary materials without prior written consent from AKRSP.

**12. Confidentiality**

* The service provider agrees to keep confidential all information related to AKRSP, its projects, and beneficiaries that may be disclosed during the course of the engagement.

**13. Force Majeure**

* Neither party shall be liable for any failure to perform its obligations under this agreement due to causes beyond its reasonable control, including natural disasters, war, or acts of government.

**14. Termination Clause**

* AKRSP reserves the right to terminate the contract if the service provider fails to comply with the terms and conditions, or if the quality of the training does not meet the agreed standards.
* In case of termination, the service provider will be paid for services rendered up to the date of termination.

**15. Governing Law**

* This RFP and any resulting contract shall be governed by the laws of Pakistan.

**16. Dispute Resolution**

* Any disputes arising out of or in connection with this RFP or contract shall be resolved amicably through negotiation. If unresolved, the dispute shall be referred to arbitration in accordance with the relevant laws.

**Eligibility Declaration.**

We, the undersigned, certify to the best of our knowledge and 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.

**Head of Institute Signature with Stamp: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Submission: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**