**Request for Proposal (RfP)**

for

Consultancy support to develop curriculum and develop training manual on Housekeeping trade for Uttoron project.

This Request for Proposal (RfP) describes **Part I:** Information of the project implementation agency, Swisscontact, the project’s background, and the Terms of Reference of future cooperation between the consultant and the project and **Part II:** the content, evaluation and submission of the proposal.

PART I

**Organizational profile:**

Swisscontact is the business-oriented independent foundation for international development cooperation. Represented in 38 countries with over 1,100 employees, it promotes - since 1959 - economic, social and environmental development. The focus of systemic interventions in the private sector is the strengthening of local and global value chains. The organisation is based in Zurich. Swisscontact concentrates on four core areas of private sector promotion: Skills Development; Enterprise Development; Inclusive Finance and Climate-Smart Economy.

Swisscontact is registered as an INGO with NGO Affairs Bureau. Our office in Bangladesh is based in Dhaka, Bangladesh and we have a mandate to develop and maintain the foundation’s portfolio of development projects in Bangladesh. For more information, please visit: <https://www.swisscontact.org/en/country/bangladesh/home.html>.

**Project overview:**

Uttoron-*Skills for better life* is a skills development project, funded by Chevron under ‘Workforce Development’ within the Bangladesh Partnership Initiative (BPI) and is being implemented by Swisscontact. In phase-I (2016-2019), Uttoron project has created positive impact on the lives of over 1,400 community youths in Sylhet, Habiganj and Moulavi Bazar districts through building awareness and providing job-oriented trainings. A well-developed trainee selection process, putting high emphasis on post-training employment, engaging stakeholders in every step have made the project unique and successful.

To continue this momentum of development, Chevron has extended Uttoron project for another three years (2019–2022) with an aim to enhance employability of 2,000 community youths in Sylhet and Dhaka divisions through providing training on market demanded trades, facilitate establishment of a permanent training center at Habiganj, and create opportunities of advance welding training for the youths in Bangladesh.

During the inception phase, the project conducted a Rapid Market Assessment (RMA) to identify trades suitable for the target beneficiaries and has higher employment opportunities. Based on the RMA findings the project selected seven trades for Sylhet region of which House keeping is one.

**Rationale of the assignment:**

To achieve the project objectives Uttoron project has identified industry demanded trades and have facilitated development of curricula fulfilling industry demand. One of the reasons for selection of this trade is to ensure the employment opportunity in diversified tourism and hospitality sector and create better opportunity to include female in the skills training. Since the project will be providing the house keeping training for the first time, an industry standard modern and customized curriculum needs to be developed. To further enhance the learning process Uttoron project aims to develop Training Manual as per curriculum. In this connection, Uttoron seeks expertise of qualified individual consultant(s)/consultancy firm(s) to develop the curriculum, training manual and CBLM.

**Objective of the assignment:**

The objective of the assignment is to develop curriculum and appropriate training manual for **Housekeeping trade** following **Competence Based Training & Assessment (CBT&A)** approach.

**Proposed Methodology:**

Uttoron project wants to develop the curriculum on housekeeping occupation by involving expert from **Tourism and Hospitality Sector** according to the current trend and need of the sector. This curriculum is being used by the trainees and instructors for the skills training. The curriculum for Housekeeping trade will be drafted for 300 hours (3 months) and consist of 13 Unit of competencies such as:

1. **GENERIC COMPETENCIES** 
   1. Use Basic Mathematical Concept Communicating in the workplace;
   2. Apply Occupational Health and Safety (OHS) Practice in the workplace Applying electrical measurement and measuring instruments;
   3. Communication and Interpersonal skills;
2. **SECTOR SPECIFIC COMPETENCIES**
   1. Practice Workplace Health and Hygiene;
   2. Provide effective guest service
   3. Work in the tourism and hospitality sector
3. **OCCUPATION SPECIFIC COMPETENCIES**
   1. Clean premises and equipment;
   2. Prepare rooms for guests
   3. Provide housekeeping services to Guests
   4. Provide valet services
   5. Provide lost and found services
   6. Plan and schedule routine maintenance
   7. Contribute to the implementation of emergency procedures

A national consultant experienced in **Curriculum and** **Competency Base Learning Materials (CBLMs)** development will use his/her expertise to develop the curriculum and training manual for **Housekeeping trade** in Bangla. The consultant may utilize the available materials and will consult with relevant industries, as needed, to develop the document. Project team will support the consultant by sharing existing formats of curriculum and training manual for other trades of Uttoron.

**Roles and responsibilities**

This ToR provides the main roles and responsibilities of the consultant. The consultant will develop curriculum and develop training manual for **Housekeeping** trade following **Competence Based Training & Assessment (CBT&A)** approach. Specific tasks will be:

| Activity | Roles and responsibilities of consultant | Roles and responsibilities of Uttoron |
| --- | --- | --- |
| Preparation | * + 1. Consult with the project team to understand the objective of the assignment;     2. Prepare and share a work plan; | 1. Provide orientation to the consultant on the specifications and requirements of the assignment; 2. Review the work plan and provide feedback to the consultant; |
| Develop curriculum and development of training manual | 3) Develop curriculum for Housekeeping trade for 3 months (300 hours) duration in English consisting the relevant Unit of Competencies following by **National Competency Standards.**  4) Develop training manual for Housekeeping trade for 3 months (300 hours) duration in Bangla consisting the following:   * **Competency Base Learning Materials (CBLMs)** * **Visual ICT based CBLM (Video/YouTube links/ electronic version), wherever possible** * **Session Plan/ Lesson Plan** * **Delivery Plan / Training Plan** * **Assessment Tools (Job Sheets or Assignment Sheets)** * **Competency Guide (Training Manual)** | 1. Share relevant formats; |
| Submission | 5) Submit the draft curriculum as per the **Course Structure for National Skill Certificate in Housekeeping** for review;  6) Submit the draft training manual developed as per the format given by Uttoron project for review;  7) Incorporate feedbacks of Uttoron project, if any, and submit final version **without any spelling and grammatical mistakes**;  9) Signed time sheet and invoice; | 1. Review the draft curriculum and provide feedback; 2. Review the draft training manual developed and provide feedback; 3. Accept the final version of training manual developed 4. Make payment to the consultant **upon submission of the deliverables** |

# **Task schedule, deliverables and reporting:**

Uttoron requires the assignment to be completed during the period from 19 Nov 2020 to 30 January 2021. The following table provides the deliverables along with tentative corresponding deadlines. The deadlines can be adjusted upon mutual consent. Tentative timeline as below-

**The consultant reports to the Team Leader of Uttoron.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Deliverables** | **From** | **To** |
| 1 | Publish ToR for developing curriculum and develop training manual | 17-Nov-2020 | 28-Nov-2020 |
| 2 | Deadline to submit the proposal | 28-Nov-2020 | 05-Dec-2020 |
| 3 | Selection of consultant | 05-Dec-2020 | 10-Dec-2020 |
| 4 | Initial meeting with project staff and finalization of work plan | 13-Dec-2020 |  |
| 5 | Develop curriculum | 13-Dec-2020 | 24-Dec-2020 |
| 6 | Submission of draft curriculum | 24-Dec-2021 |  |
| 7 | Review and feedback by Uttoron project | 31-Dec-2021 |  |
| 5 | Training manual development | 1-Jan-2021 | 12-Jan-2021 |
| 6 | Submission of draft training manual | 12-Jan-2021 | 13-Jan-2021 |
| 7 | Review and feedback by Uttoron project | 18-Jan-2021 | 20-Jan-2021 |
| 8 | Incorporation of feedback and submission of final training manual with all the documents | 25-Jan-2021 | 30-Jan-2021 |

PART II

**Guideline for submission of the proposal:**

This guideline shall ensure uniformity of proposals submitted by all consultants and transparency of the evaluation process.

**Qualification of the consultant/organization:**

1. At least 3 years’ experience of conducting skills training on Competence Based Training (CBT) on Housekeeping occupation.
2. National certified (CBT&A, NTVQF Level-04) trainer and assessor) on Housekeeping occupation or Tourism and Hospitality Sector.
3. Atleast 3 years’ experience in developing curriculum, CBLM, training manual
4. Valid TIN and VAT registration number (as applicable)

**Selection Criteria:**

Shortlisted consultant will be invited to make a presentation on training. While the exact set of criteria may vary based on the decision of procurement committee, the following criteria are generally applicable for evaluation of the potential vendor:

|  |  |  |
| --- | --- | --- |
| **Sl#** | **Scoring criteria** | **Marks** |
| 1 | **Technical proposal** | 60 |
|  | 1. *Years of experience in curriculum development* |  |
|  | 1. *Work experience in tourism and hospitality sector* |  |
|  | 1. *Work experience with international organization* |  |
|  | 1. *Sample of most recent work* |  |
| 2 | **Financial Proposal** | 40 |
|  | **Total** | **100** |

**Submission of proposal:**

**Proposal Submission:**

The consultant needs to submit the following documents:

1. Cover letter
2. CV (highlighting experience of similar work in the last 2 years)
3. A sample of previous work
4. Budget (see annex 1)
5. TIN and VAT certificate (as applicable)

*Please note that if any applicant does not meet all the above eligibility criteria, the application will be disqualified without further evaluation.*

The proposal must be sent to the following email address:

[bd.procurement@swisscontact.org](mailto:bd.procurement@swisscontact.org)

The subject of the email should be “**Rfp For Consultancy Support To Develop Curriculum And Develop Training Manual On Housekeeping Trade For Uttoron Project”** and needs to be sent by **28th November 2020, 5:00 pm.**

Annex 1

**Applicants should use the budget template below to provide costs.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Installments** | **Deliverables** | **No of days** | **Rate per day**  **(BDT)** | **Total Amount**  **(BDT)\*** | **Payment** |
| **Final Installment**  (100% of the total amount) | 2-4 |  |  |  | Within 21 working days of the receipt of verified papers/report. |
| Total |  |  |  |  |

\*AII amounts are inclusive of VAT, deductible at sources. All statutory taxes (Income Tax and VAT) are applicable.