



Scope of Work for Indefinite Quantity Contract (IQC) for Training In Support of the ACED Program Activities in Aqaba

SW # / TO#	SOW- 036-2009
RFP #	RFP-015-2009
Potential candidate(s):	All consultants / Consulting firms
Position:	N/A
Local / International:	Local
Contract Name:	IQC for Training
Contract Number:	N/A
Period of Performance:	December 2008 - October 2012
Maximum Level of Effort:	Indefinite

I. AQABA COMMUNITY AND ECONOMIC DEVELOPMENT PROGRAM BACKGROUND

The Aqaba Community and Economic Development (ACED) Program is a five-year program funded by the United States Agency for International Development, benefiting the people and businesses of the Aqaba Special Economic Zone (ASEZ).

The ACED Program is based in Aqaba city and is composed of activities under three major areas:

- Component 1 will work to strengthen the government institutions and will be working directly with Aqaba Special Economic Zone Authority (ASEZA) and Aqaba Development Corporation (ADC),
- Component 2 will strengthen private sector to become more competitive, through enhancing the capabilities of Micro, Small and Medium Enterprises (MSMEs), and
- Component 3 will be working closely with the local community to develop its capacities and empower NGOs and Community-Based Organizations (CBOs).

In addition, cross-cutting training provision and a small grants and commodities program will support various activities within the components.

The ACED Program welcomes the cooperation and coordination with stakeholders in Aqaba to unite all efforts for the good of the ASEZ.

2. INSTRUCTIONSTO OFFERORS

General instructions to Offerors are found in the ACED Program Indefinite Quantity Contract (IQC) Methodology document. This document will be provided to prospective Offerors responding to competitive IQC solicitations. The IQC Methodology document, along with the appropriate discipline-based SOW are the basis of an offeror's response to

an RFP for IQC. Prospective Offerors are responsible for reviewing the documents and seeking clarifications, if any, in accordance with a particular IQC solicitation.

3. WORK TO BE PERFORMED

The Contractor may work with the ACED Program, ASEZA, ADC or local community / businesses/ NGOs / CBOs to provide Trainings and Assessments/ Reports to meet the required needs as may be subsequently defined in any Task Order (TO) under the contemplated IQC. The Contractor may also provide approved technical assistance directly to businesses.

Examples of such technical assistance include, but are not limited to:

1. Management Training (to upgrade the skills of existing MSMEs and within entrepreneurship development programs) for MSMEs covering :

- Strategic planning
- Management & HR
- Marketing
- Production
- IT
- Finance

2. Soft Skills Training :

- Interpersonal skills
- Team spirit
- Social grace
- Business etiquette
- Negotiation skills
- Behavioral skills such as attitude, motivation and time management

3. Vocational training for job seekers, and MSMEs to fulfill the needs of the incoming investors covering :

- Tourism sector and related services
- Construction sector
- Logistics
- IT
- Handicrafts
- Other sectors as needed

4. Training and awareness campaign related to Community development issues (gender, neighborhood mobilization).

For the above mentioned areas, service providers will be requested to conduct:

- Skills gap and training needs analyses, tracer studies that determine the degree of integration of school leavers, etc.
- Design and implementation of training program, design of curricula and pedagogic materials and delivery of training.

- Policy support to design the Aqaba Skills Readiness Index, the Aqaba Skills Development Program and the re-skilling and skills enhancement programs for graduates
- Institutional building and strengthening, such as the creation of an Aqaba Skills Development Center as well as the strengthening of existing training institutions

The assistance will be provided in a timeframe and manner agreed to by the ACED Program and IQC consultant, acceptable to the engaged businesses if applicable, and meeting all requirements as defined in each TO.

Examples of work to be more specifically identified in future Task Orders:

Task 1: Provide Training for Aqaba companies on Corporate Social Responsibility (CSR) Strategic Planning

The service provider would perform initial assessments of existing CSR and community liaison offices in Aqaba and design a manual and conduct a workshop for CSR overview, development of mission and vision, strategic planning, and funding strategies. The goals of this workshop would be increase understanding of the role of CSR and to provide tools for CSR offices to define their overall strategies which will guide their activities. Also he/she will provide follow-up, one-to-one consultations with CSR offices as needed to help them finalize their plans.

Task 2: English Language Training

Provide English Language training catering to specific industries to college and VTC students, and other people in the ASEZ.

Task 3: "On-the-job" Training

An applicant business may provide business, marketing, and financial information to the ACED Program's Component 2 team. The ACED Program's Component 2 team will analyze the information, visit the business locations, and meet with the owners/managers in order to preliminarily define the contractor's training needs. The service provider, based on the issued TO and Statement of Work, will be required to supply "on-the-job" training to assist the business in upgrading the quality of its staff. Training may encompass skilled, semi-skilled and technical students.

Task 4: Technical Handicraft Training

An applicant business or group of businesses may identify a needed skill to enhance the handicraft product produced. The service provider, based on an issued TO and Statement of Work, would supply trainers to provide initial training, and then would have to follow-up the training with practical "on-the-job" training to ensure that products adhere to the required standards for markets.

4. ACED PROGRAM EXPECTATIONS OF THE SUPPLIERS

The ACED Program Indefinite Quantity Contract (IQC) Methodology document more fully describes the acquisition of technical assistance (TA) services from an IQC holder. Prospective Offerors are responsible for familiarizing themselves with the contents of this document. Specific work activities, if any, may be described in future TO or RFP for Task Order documents that will include the technical, schedule, deliverable and Labor Category information as may apply to the services desired by the ACED Program at that time.

4.1 Requirements

Local technical experts in fields related to Training are being sought at four illustrative levels of expertise found in the following Labor Categories:

- Project Director / Principal consultants
- Local STTA, Senior-Level Specialist
- Local STTA, Mid-Level Specialist
- Local STTA, Junior-Level Specialist

Please refer to the ACED Program Indefinite Quantity Contract (IQC) Methodology document, which more fully describes the qualifications required for each of the above noted Labor Categories.

4.2 Duration

The duration of any resulting IQC is “indefinite” and extends from the date of execution by all parties to the end date of the IQC or October 10, 2012, whichever is earlier.

4.3 Coordination

The Service Provider will coordinate with any international or local consultants to be identified at a later stage by the ACED Program and work with the relevant component team members as well as any designated person(s) within the ACED Program as may be determined at the time of signing the contract and thereafter.

5. EVALUATION

The ACED Program intends to award one or more contracts resulting from this discipline-based IQC solicitation. Each technical proposal will be quantitatively evaluated, based upon the specific technical evaluation criteria set forth in the RFP. The evaluation criteria will be used as a guide in determining which proposals will present the best value to the ACED Program and USAID.

6. TERMS AND CONDITIONS

The following terms and conditions are not negotiable and shall be complied with by all Offerors.

- 6.1 This is a Request for Proposal only, and in no way obligates the ACED Program or USAID to award a contract. This solicitation is subject to the Terms and Conditions attached hereto. The resultant award will be governed by these Terms and Conditions.
- 6.2 "Supplier" means the entity that may ultimately supply the services implied under this RFP for IQC.
- 6.3 "Agent" means the ACED Program, under this RFP for IQC.
- 6.4 This RFP for IQC is being placed on behalf of the ACED Program, an official project of the Government of the United States, and as such, it is free and exempt from any consular or legalization fees, inspection or validation charges, and any taxes, tariffs, duties or other levies imposed by laws in effect in Jordan. No such fees, charges, tariffs, duties or levies will be paid under any award(s) as a result of this RFP.
- 6.5 The Supplier must be a citizen or legal resident of, or a legal business organized under the laws of, the United States or Jordan. The Offeror shall submit its certified registration documentation.
- 6.6 The Agent may, by written notice of default sent to the Supplier by registered mail, terminate in whole or in part any IQC or Task Order resulting from this RFP for IQC, If the Supplier fails to perform any of the other provisions of any IQC or Task Order resulting from this RFP for IQC, or so fails to make progress as to endanger performance of any IQC or Task Order resulting from this RFP for IQC in accordance with its terms, and in either of these two circumstances, does not cure such failure within a period of ten (10) days (or such longer period as the Agent may authorize in writing) after receipt of notice from the Agent specifying such failure.
- 6.7 In the event of disputes arising in connection with this RFP for IQC or any resulting IQC or Task Order, if any, the parties shall make reasonable attempts to reach amicable settlement among themselves. In the event that the parties shall fail to reach an amicable settlement within thirty (30) days, the dispute shall be decided under the Contracts Disputes Act of 1978 (41 U.S.C. 601-613). A claim by the Supplier shall be in writing and submitted to the ACED Program Contracting Officer for a written decision.
- 6.8 The Agent reserves the right after signing an IQC with a Supplier to send a Task Order or an RFP for Task Order, with an accompanying Statement of Work, if any, to one or more Suppliers holding relevant IQCs.