



## Scope of Work / Task Order English Tourism Training in Aqaba

<b>SW # / TO#</b>	SOW-024 -2008
<b>RFP #</b>	RFP- 010 -2008
<b>Potential candidate(s):</b>	
<b>Position:</b>	
<b>Local / International:</b>	Local
<b>Maximum Level of Effort:</b>	45 days
<b>Contract Name:</b>	
<b>Contract Number:</b>	
<b>Period of Performance:</b>	August / September 2008

### I. Aqaba Community and Economic Development Program Background

ACED 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 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 supporting training; and
- Component 3 will be working closely with the local community to develop its capacities and empower NGOs and Community-Based Organizations (CBOs).

### 2. Background:

The labor force in Aqaba amounts to approximately 24,323 out of a total population of 98,750 according to the December 2007 Census conducted by Department of Statistics. This number produce a labor participation rate of 24.6%. The local unemployment rate in Aqaba is estimated at 11.7%, lower than the national average of 14.4%. On the demand side, the number of total jobs that will be required over the next 5-7 years in Aqaba is likely to be in the order of 20,000 according to ASEZA's annual plan of 2006. The key to making these opportunities accessible to Aqabites lies in providing focused training that is designed to produce qualified job applicants for existing and future job opportunities. The ACED Program identified the tourism sector in ASEZ as a prime point of intervention.

Furthermore, the ACED Program conducted a Skills Gap and Training Needs Analysis of the sector, which highlighted a dire need for Tourism English capabilities in hospitality industry. The hospitality graduates of Aqaba University College and the Vocational Training Center receive technical training in housekeeping, catering and hospitality. Language is not successfully integrated in the education and training process, hence the levels of English language capability of these trainees, and of the existing hospitality workforce in general, do not satisfy labor market requirements in Aqaba.

### 3. Objective:

The main objective of the training program will be to upgrade the level of English language utilized by students entering the tourism workforce to effectively communicate in English with tourists, thus creating greater opportunities for the training graduates to work in the hospitality industry.

### 4. Activities required:

**Phase One:** English Placement Test (EPT) and preparation:

- Provide an EPT evaluation sheets and a scoring system;
- Conduct EPT for 60 to 75 applicants recommended by the ACED Program;
- EPT test should include (interviewing, listening, grammar, etc.) ;
- Divide applicants into three levels (for example beginners, intermediate and advanced) and into groups of 15 each at maximum; and
- Conduct the scheduled training for each group.

**Phase Two:** Provide an English Language Training Course catering to the Tourism Sector with the following requirements:

- Provide the trainees with original training materials at the starting date of the training course.
- Upon the completion of the training course, an assessment will be conducted and according to which, a certificate will be awarded to each successful participant; and
- Conduct an overall evaluation report stating the accomplished results, the constraints and any recommendations for duplicating the course on a continuous basis.

### 5. Deliverables:

Deliverables expected during the course of this technical assistance contract are:

- Results of EPT within 1 week of delivery;
- Attendance sheets, signed on a daily basis and submitted weekly to the ACED Program;
- Written Progress Report every two weeks;
- Training materials (in Hard and Soft copies) to be delivered to students; and
- Completion Certificates for the 3 levels of students

## 6. Qualifications:

- 10 years experience in English language training with minimum of 1 year in Tourism English
- Native English language is preferable

## 7. Duration:

The duration to complete this assignment is 6 weeks starting one week after the signing of the contract.

The training course will start one week after completing the placement tests and will cover 45 hours of training for each group of students in their respective levels of proficiency.

## 8. INSTRUCTIONS TO OFFERORS

### 8.1 General

- 8.1.1. The technical proposals should include :
  - 8.1.1.1. CV of Qualified consultants to complete the work
  - 8.1.1.2. No more than two pages of recommendations regarding proposed implementation of the scope of work
  - 8.1.1.3. Curriculum to be used in the training.
- 8.1.2. Offerors are encouraged to submit best offer proposals.
- 8.1.3. The Aqaba Community and Economic Development Program reserves the right to conduct negotiations once a successful proposal is identified, or to make an award without conducting negotiations based solely on the written proposals if it decides it is in its best interest to do so.
- 8.1.4. The Aqaba Community and Economic Development Program reserves the right not to make any award. These Instructions to Offerors will not form part of the offer or of the Contract. They are intended solely to aid Offerors in the preparation of their proposals.

### 8.2 RFP Delivery Schedule

RFP Released .....	July 2, 2008
Proposals Due .....	July 13, 2008
Evaluation .....	July 20, 2008
Final Award Contingent upon USAID approval .....	July 24, 2008

\*SHOULD ANY CHANGES IN THIS SCHEDULE OCCUR, ALL OFFERORS WILL BE NOTIFIED.

### *8.4 Submission Requirements*

8.3.1 Language: The proposal and all associated correspondence must be in English. Any award document resulting from this request will be in English.

8.3.2 Currency: The cost proposal shall be presented in Jordanian Dinars.

8.3.3 Method:

Electronic: Two separate email submissions: one for Technical; one for Cost showing the daily rate

Hard Copy: Two separate envelopes: one for Technical, one for Cost showing the daily rate

Number: In addition to electronic submission, one original and two copies of both technical and cost proposals in hard copy

8.3.4 Marking:

Technical: [Firm Name] Technical Response to RFP No.10 -2008 (SOW-24 -2008)

Cost: [Firm Name] Cost Response to RFP No.10 -2008 (SOW-24 -2008)

8.3.5 Authorized Signer: Offers must be signed by a person duly authorized to submit an Offer on behalf of the Offeror and bind the Offeror to the Offer. An offer submitted by a corporation must bear the seal of the corporation.

8.3.6 Acceptance Period: The Offeror must state in its Proposal the validity period of its offer. The minimum offer acceptance period for this procurement is 120 days after the last date for receipt of proposals. Offers with a shorter acceptance period will be rejected.

8.3.7 Authorized Negotiator(s). Provide name, title, email, and telephone number of the person or persons in the firm who are authorized to negotiate and execute a contract, if awarded.

### *8.4 Eligibility*

The Offerers must demonstrate that they:

- Have a satisfactory performance record;
- Have a satisfactory record of integrity and business ethics;
- Have the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them; under this category the Offeror must provide a description of its legal status, including details such as date and place of incorporation, relationship to parent companies or subsidiaries, etc;
- Have the necessary technical capacity, equipment and facilities, or the ability to obtain them; and
- Are otherwise qualified and eligible to receive an award under applicable laws and regulations.

## 9. EVALUATION

The Aqaba Community and Economic Development Program intends to award a contract resulting from this solicitation. The evaluation criteria will be used as a guide in determining which proposals will present the best value to the Aqaba Community and Economic Development Program and USAID. All Offerors will be notified in writing of the results of the evaluation within fifteen working days after the close of the bid.

The Aqaba Community and Economic Development Program will evaluate each technical proposal quantitatively based upon the technical evaluation factors set forth below:

<b>1) Past Experience</b>	<b>20%</b> (20 total points)
<b>2) Technical Approach</b>	<b>30%</b> (30 total points)
<b>3) Personnel Capabilities</b>	<b>20%</b> (20 total points)
<b>4) Financial proposal</b>	<b>30%</b> (30 total points)
<b>Total</b>	<b>100%</b>

A technical proposal can be categorized as unacceptable when it has many deficiencies or gross omissions or both and thereby: (1) demonstrates a failure to understand much of the scope of work necessary to perform the required tasks; (2) fails to provide a reasonable, logical approach to fulfilling much of the requirements; or (3) fails to meet the personnel requirements. A finding of unacceptable in one technical evaluation factor may result in the entire technical proposal being found to be unacceptable.

Award may be made based on initial proposal submission without discussions or negotiations. Therefore, the Offeror's initial proposal should contain the Offeror's best terms from a cost/price and technical standpoint. The Aqaba Community and Economic Development Program reserve the right to conduct negotiations if it later determines them to be necessary.

## 10. TERMS AND CONDITIONS

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

- 10.1 This is a Request for Proposal only, and in no way obligates AECOM International Development or the Aqaba Community and Economic Development Program to award a contract. This solicitation is subject to the Terms of Contract attached hereto. The resultant award will be governed by these Terms of Contract.
- 10.2 "Supplier" means the firm supplying the services under this RFP.
- 10.3 "Agent" means the AECOM International Development, on behalf of the Aqaba Community and Economic Development Program, under this RFP.
- 10.4 This RFP is being placed on behalf of the Aqaba Community and Economic Development 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.

- 10.5 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 should submit its certified registration form or copy of Jordanian ID.
- 10.6 The Agent may, by written notice of default sent to the Supplier by registered mail, terminate in whole or part of this RFP, if the Supplier fails to perform any of the other provisions of this RFP, or so fails to make progress as to endanger performance of this RFP 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.
- 10.7 In the event of disputes arising in connection with this RFP, 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 Aqaba Community and Economic Development Program Contracting Officer for a written decision.