



## Scope of Work Office Management Skills

<b>SW #</b>	SOW-029-2008
<b>RFP #</b>	RFP 014-2008
<b>Potential candidates:</b>	
<b>Local / International:</b>	Local
<b>Maximum Level of Effort:</b>	
<b>Contract Name:</b>	Aqaba Community and Economic Development Program
<b>Contract Number:</b>	
<b>Period of Performance:</b>	One month

### I. Aqaba Community and Economic Development (ACED) 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.

ACED is comprised 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. Summary and Objectives of Required Services

ASEZA is statutory institution empowered with regulatory, administrative, fiscal and economic responsibilities within The Aqaba Special Economic Zone (ASEZ), and is the financially and administratively autonomous institution responsible for the management, and regulation of the ASEZ. Five ministerial – level commissioners, each responsible for a major area of regulatory or operational activity, govern the ASEZ. ASEZA employs about 1500 persons, and has a central Human Resource Management Directorate.

The **Office Management Skills** training program is intended to improve the performance of ASEZA's office personnel, chiefly secretaries and clerks, but also certain technical support staff, to be able to manage each office's day-to-day activities in a more efficient manner. The outcome



of this training is to create a staff that is more responsive, more efficient, and more business-like, benefiting a dynamic environment such as ASEZA.

### 3. Scope of Work

The context of this project is to develop a training program, create professional training materials, and deliver training workshops covering the following topics:

- Telephone calls handling and referrals
- Visitor care and follow up
- Office appearance
- Organizing, scheduling, and supporting meetings both with, and without, outside participants
- Secretarial skills (letter writing, making/confirming appointments, handling information taken on the telephone, acknowledgement courtesies, organizing caseloads).
- Filing practices (Archiving and indexing).

#### TARGETED PARTICIPANTS

This course is targeted at secretaries at all levels within ASEZA and ADC; the total expected number of participants is not more than 45. Due to this size, the participants will be divided into three groups.

#### TRAINING HOURS AND TIME FRAME

The suggested training hours for this training assignment will be 18-24 hours; to be completed within one month from the agreed start-up time.

### 4. Tasks, Terms and Conditions

1. The training provider should conduct pre training assessment by observing the performance of one or two office operations
2. Training materials should be customized to suit ASEZA's and ADC needs and office conditions because lessons, examples, tools, and role playing exercises are preferred to be useful to ASEZA current practice.
3. All Training documents and materials should be reviewed and approved by ASEZA counterparts and ACED Program advisors before commencing any work.
4. The Outcome of the training should have Work Instructions designed by the Trainees supervised by the Trainer.



5. Pre and post assessment will be offered participants to evaluate the learning enhancement.

### **TRAINING VENUE AND RESPONSIBILITIES**

ASEZA will be responsible for providing all required training venues through coordination with the ACED Program and the Training Provider. The training provider will be responsible for all travel arrangements (travel itinerary, flight reservations, per diem, accommodation, shipping, transportation, and meals and incidental expenses).

## **5. Deliverables**

- Pre Training Assessment Report
- Three training workshop for approximately 15 participants.
- Supporting materials, including:
  1. Participants' manual (paper + electronic) containing Case studies and exercises. Two additional copies should be delivered to the ACED Program.
  2. Daily signed attendance records for trainees.
  3. Report on results of Post assessment of trainees
  4. Report on results of trainers evaluation by trainees
- Office Management Skills Work Instructions.
- Recommendation of best 2-3 Trainees performers throughout the training.
- End of project report and recommendations.

## **6. Coordination:**

The consultant expert shall report to the ACED Program Chief-of-Party or his designee.

## **7. Proposal Technical Approach and Guidance on Contents**

The ACED Program and ASEZA prefer that training be conducted in an active learning training setup with focus on exercises, case studies, and examples that will enrich the learning experience of participants and help them relate more to how to implement what they learn on their actual work place. Training should produce employees who practice “best business and government office management.”

The technical proposals should include:

- List, clients, and locations of all training courses that your firm designed, delivered, and evaluated within the past THREE years;



- CV of Qualified trainers;
- Examples of materials proposed to be used
- Description (Maximum two page) of proposed implementation of the scope of work.

## 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 ..... September 14, 2008**

**Proposals Due ..... September 25, 2008, 2:00 pm**

**Evaluation ..... October 8, 2008**

**Final Award Contingent upon USAID approval ..... October 13, 2008**

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

### 8.3 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 will be requested upon acceptance of proposal

#### 8.3.4 Marking:

Technical: [Firm Name] Technical Response to RFP No. 14-2008 (SOW-29-2008)

Cost: [Firm Name] Cost Response to RFP No. 14-2008 (SOW-29-2008)

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 Officers 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>30%</b> (30 total points)
<b>4) Financial proposal</b>	<b>20%</b> (20 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.