

**Aga Khan Rural Support Program (AKRSP)**

**REQUEST FOR QUOTATION (RFQ)**

 RFQ No: 711 Delivery Point:

 RFQ Date: 06/03/2024 Submission Date: 13/03/2024

**Subject: Request for Proposal (RFP) for Three-Month Hospitality Management Training in Front Desk, Waiter, and Housekeeping Trade**

The Aga Khan Rural Support Programme (AKRSP) in the Chitral region, under the Building Resilience and Addressing Vulnerability to Emergencies (BRAVE) project, is seeking proposals from qualified vendors to organize a three-month hospitality management training program for the youth of Chitral in Front Desk, Waiter, and Housekeeping Trade.

The Aga Khan Rural Support Program is requesting proposals fromqualified training institutes/ agencies/firms for training and capacity building of hospitality industry.

A firm will be selected under Quality and Cost based Selection (QCBS) and procedures described in the RFP. Proposal both Technical & Financial shall besubmittedonorbeforeMarch 13, 2024upto1400 hoursandwillbeopenedonsameclosingdate at1430hrs. The bidding documents will be submitted to the undersigned:

Admin &Procurement Officer

Aga Khan Rural Support Programs

RPO Chitral

**Background of the Activity:**

The hospitality industry has emerged as one of the fastest-growing sectors, offering numerous career opportunities for the youth. Chitral, with its captivating landscapes and tourist attractions, experiences high demand for hospitality services, creating significant job opportunities for local residents. Recognizing the economic importance of this sector, AKRSP aims to provide comprehensive training to equip the youth with the necessary skills to thrive in hospitality management roles.

**OBJECTIVES**

The primary objectives of Hiring the services of training institutes/ firms/ agencies are as follows:

* Extend employer-led Technical Vocational Education and Training (TVET) to both women and men in partnership with service providers.
* Equip participants with the skills required to succeed in the emerging, high-growth sectors of Front Desk, Waiter, and Housekeeping Trade.
* Facilitate connections between trainees and employers to create future placement or employment opportunities.
* Cultivate a cadre of TVET graduates who will promote inclusive gender equality behaviors in their workplaces.
* Toenhanceemployment/economicgrowthoftheregion.
* ToprovidedifferentTrainingswithfocusonTrainingandCapacityDevelopment.

**Scope of Work:**

The scope of work for this project includes, but is not limited to, the following:

* Development of a customized three-month training curriculum covering Front Desk, Waiter, and Housekeeping Trade skills.
* Delivery of interactive training sessions encompassing theoretical concepts, practical exercises, and real-world scenarios.
* Provision of mentorship and guidance to participants in developing professional skills and fostering inclusive gender equality behaviors.
* Organization of networking events and interactions with employers to facilitate future employment opportunities.
* Evaluation of participants' progress and provision of feedback throughout the training program.
* Post-training support and resources to aid participants in securing freelancing or employment opportunities.

**OUTPUTSOFTHEPROGRAM**

* Improvedservicesofhospitalityindustryattouristdestinationsandattractions.
* Enhancedqualityoftouristrelatedservices.
* ParticipationbylocalserviceproviderssuchasHotelsandrestaurantsstaffetc.

**SCOPEOFSERVICES**

Thescopeofservicesforhiredtraininginstitution/firms/agencieswillincludebutnotnecessarilybe limited to the following: -

* Design and development of course contents, training modules and manuals for specific training Programs with suitable distribution of theory and practical lesson hours.
* Tomakeavailablesuitablyqualifiedandexperiencedtrainers/resourcepersonstoconduct training programs.
* Conductofspecifictrainingprogramsasperfinalizedschedule.
* Providenecessarylinkages/supporttothetrainedpeopleforemployment.
* Properdocumentationandrecordkeepingofvarioustrainingprogramsconducted.

**ReportingRequirements:**

Thetraininginstitution/agencywillsubmit:

* Course Contents, training module details with methodology, required manuals, schedule and CV of trainers/resource persons shall be submitted to the AKRSP for approval prior tothe commencement of the training.
* 03copiesofthefinalcompletionreport,alongwithonesoftcopyinCD/DVDwithsupportof video and pictures, within two weeks of completion of the particulars trainingprogram.

**CONTRACTPERIOD**

* The initialcontract is for three months,subjecttoextensionoftheprojectlifebeyondtheapproved completion period by the competent authority.

**IMPLEMENTATIONARRANGEMENT**

* The training and capacity development plan under AKRSP will be implemented under the direct administrative control of Project Coordinator, AKRSP.

**COORDINATION/LIASONING,MONITORINGANDEVALUATION:**

* The day-to-day coordination/ liaising and monitoring of the training programs to be conducted by the selected institution/firms/agency will be the responsibility of Project coordinator of AKRSP.

**ELIGIBILITY/EXPERIENCEOFTRAININGINSTITUTION/AGENCY:**

* Corporate Lead Trainer with working experience in Pakistan, with minimum of Five (05) years of experience in designing, development, delivery and advocacy of training programs in hospitality industry.
* Having a team of at least two qualified trainers with Master/ BS (Hons) degree in Tourism and Hospitality sectors.
* Experienceofconductingexperientialactivity-basedlearningprograms.
* Musthave hotels and restaurants on its panel for experimental based trainings sessions/programs.
* Trainer with international exposure and experience or international accreditation institutions will be given due preference.

**SelectionCriteria**

* All institutes/firms/agencies will be evaluated as per evaluation criteria. Scoring weightage proportionfortechnicalandfinancialwillbe70:30(70%forTechnicaland30%forfinancial). Evaluation criteria for hiring of institute/firms/agency will be as follows:

|  |  |
| --- | --- |
| Particulars | Weightagein% (100%) |
| ExperienceofInstitute/firm/Agency (inyears)Marksperyear:02.Maximummarks: 20. | 20% |
| ExperienceofInstitute/firm/Agency (Noofcourses)Markspercourse01.Maximummarks: 20 | 20% |
| Qualification&ExperienceofTrainer/ResourcePersonMarksforMaster/BS(Hons):15 Marks.OneStepHigherqualification:02 Marks.TwoStephigherqualification:05Marks | 20% |
| AffiliationwithNational/InternationalBodyofTrainingInstitute | 10% |
| AssignmentSuitabilityandApproach&Methodology | 30% |

**PERFORMAFORAPPLICATIONFOREMPANELMENTOFTRAININGINSTITUTIONS/ FIRMS/AGENCIES**

|  |  |  |  |
| --- | --- | --- | --- |
| Sl. | Details | Sl. | Details |
| 1 | Nameofthe institute/Agency | 5 | AffiliationwithNational/InternationalFederation/Institutes. |
| 2 | PermanentAddress: | 6 | TrainingExpertise/Categories |
| 3 | AddressforCorrespondence | 7 | Totalexperienceinyearsforconductingthetrainingprogram |
| 4 | Dateof Registration |  |  |

**AssignmentSpecificExperienceofInstitute/Agency Training**

* Pleasegivedetailsof mostrelevant training programsthatthe institute/agencyhas conducted to demonstrate the technical competence under each category/training applied for.
* TrainingArea/Category……………………………

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No | Training Program Name (Location& Number of peopleTrained | Duration & Dates when the training wasconducted | Target Participants &Major contents delivered | Client for whom training was conducted | Total cost for training&Funding Agency |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

ListofTrainers&ResourcePersonsavailableundereachcategory/trainingappliedfor: Training /Category………………………………………….

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SNo | Nameofthe Trainer &Resource Person | Specialization | Noofyears of Experience | Educational/Technical Qualifications(Yearof Passing University/Institution) | Special Achievement/Appreciation/Award/Recognitionetc. |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |

 Describe how your institute/agency best suits for this assignment highlighting your technical competence & related experience (Maximum of 500 words/one page)

Describe your approach & methodology i.e., how will you carry out this assignment ensuring highest quality standards and enhanced livelihood opportunities for the trained people. (Maximum of 1000 words/two pages).

CommentsonTermsofReference(ifany).

Financial Bid/ Proposal must be submitted in the following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Description | Unit | Quantity | Unit Rate (PKR) |
| 01 | Training Fee- Per Participant | Month | 01 |  |
| 02 | Food (Three Times)- Per Participant | Month | 01 |  |
| 03 | Accommodation- Per Participant | Month | 01 |  |
| 04 | Stationery- Per Participant | Lumpsum | 01 |  |

FollowingattachmentstobesubmittedwithRFP.

|  |  |
| --- | --- |
| S.No | Description |
| 1. | Certificateofregistration/incorporation/Affiliation |
| 2. | Supportingdocumentsoftrainingprogramsconducted. |
| 3. | Anyothersupportingdocumentswhichreflecttechnicalcompetence&relatedexperience |
| 4. | NTNandRegistrationwithKhyberPakhtunkhwaRevenueAuthority |

**EligibilityDeclaration.**

We,theundersigned,certifytothebestofourknowledgeandbeliefthat:

Wehavereadtheguidelinesincludingthe termsofreference(TOR),forthisassignment.

We confirm that the qualification details and training references submitted as part of this RFP accurately reflect technical competence & relevant experience.

Neither the institute/agency nor any of its officials/trainers/resource persons/professional partners has ever been convicted of an integrity-related offense or crime related to corruption, fraud, collusion or coercion or not maintaining the applicable ethics and standards for training and capacity development by national/international body / organization.

We understand that any misrepresentations/false information that knowingly or recklessly mislead. Or attempt to mislead may lead to the automatic rejection of the proposal or cancellation of the empanelment/contract/assignment thus awarded, at anystage.

Date…

Place:…………

(AuthorizedrepresentativeofTraining

Institution/Firm/AgencywithStamp)