

Laos Australia Institute

Supporting Human Resource Development in Laos

Request for Proposal

Alumni Impact Development Survey and
Human Resource Development Impact
Survey Services

For Laos Australia Institute

Structure of Proposal

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Invitation to Submit a Proposal

You are invited to submit a proposal for the provision of:	Services related to the implementation of Alumni Development Impact Surveys (ADIS) and Human Resource Development Impact Survey (HRDIS) for Laos Australia Institute (LAI)
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Principal

Representative Office of Tetra Tech International Development Pty Ltd (as the managing contractor of Laos Australia Institute)

Setthathirath Avenue, Xiengneun Village, Chanthabouly District, Vientiane, Laos
 Vientiane, 01000
 Lao PDR P.O.Box 121

Tetra Tech International Development's Requirements

Tetra Tech International Development Pty Ltd (Tetra Tech International Development) as the managing contractor of the Laos Australia Institute on behalf of the Australian Department of Foreign Affairs and Trade in Laos, is seeking a technical and financial proposal from service providers in Laos to deliver the Alumni Impact Development Surveys (ADIS) and Human Resource Development Impact Surveys (HRDIS) as per the details more fully described in this Request for Proposal (RFP) documentation in Part B, Scope of Services.

To submit this proposal, the service provider must be based in Laos. This will be a sole provider Contract in Laos.

The term of the Contract will be twelve months from September 2023 to September 2024, with the possibility of extension.

Important Dates

Invitation Issue Date	9 August 2023
Briefing Date	25 August 2023, 15:00 to 17:00 Laos time
Closing Date and Time	1 September 2023, 5:00 pm Laos time
Contract Commencement	11 September 2023

Contact Person

Name	Rassavong, Dalaysone
Position	Monitoring, Evaluation, Research, Learning and Adaptation Coordinator, Laos Australia Institute
Email	dalaysone.rassavong@laosaustraliainstitute.org

1. Invitation

Tetra Tech International Development invites interested service providers to submit a proposal in accordance with this Invitation for the provision of Tetra Tech International Development's Requirements.

The interested service provider may only communicate with the Contact Person (listed on the front page of this document) about this invitation, and that contact must be in writing (other than during the Briefing – see below). The service provider may submit a query or request for further information before the proposal closing date. Tetra Tech International Development does not guarantee that it will respond to any query, particularly queries received on the closing date. Responses may be provided to other interested service providers.

The service provider is solely responsible for the cost of preparing and submitting the proposal and all other costs arising from the service provider's participation in the procurement process.

Interested service providers must submit:

1. a Technical Proposal – in accordance with Section 1 of Part C and Annex 1
2. a Financial Proposal – in accordance with Section 2 of Part C and Annex 2

to the Contact Person before the closing date.

Any proposal that is submitted after the closing date and time will be deemed ineligible.

2. Briefing for Interested Service Providers

LAI will conduct a briefing session for interested service providers from **15:00 to 17:00 Vientiane time on Friday, 25 August 2023 at the LAI office**. The purpose of the briefing will be to provide interested service providers with an overview of the scope of requirements, expected outputs, targeted outcomes and expectations of the contracted service provider – and address any questions raised by the interested service providers. Any queries made during the briefing and responses to those queries will be made available by way of an addendum in writing all other interested service providers within two (2) business days.

3. Procurement Process Conduct

Interested service provider must:

- ensure all communications are undertaken via the Contact Person (other than during the Briefing)
- declare any actual or potential conflict of interest
- not employ or engage the services of any person who has a duty to Tetra Tech International Development as an adviser, consultant or employee (or former adviser, consultant or employee) who has been substantially involved in the design, preparation, appraisal, review and/or daily management of this activity
- not offer any incentive to, or otherwise attempt to influence, any employee of Tetra Tech International Development or any member of an evaluation team at any time
- not engage in any collusive or anti-competitive conduct with any Supplier
- comply with all laws in force in Laos applicable to this Procurement Process

- disclose whether the service provider is acting as agent, nominee or jointly with another person(s) and disclose the identity of the other person(s)
- the service provider must not be subject to an adverse Court or Tribunal decision (not including decisions under appeal) for a breach of any workplace relations law, work health and safety law, or workers' compensation law, or if the Tenderer is subject, that the Tenderer has fully complied, or is fully complying with the Court or Tribunal order; and
- the service provider agrees to contract as a single legal entity. Interested parties (organisations or individuals) may form consortia or groups to submit a proposal but must nominate one legal entity (which can be an individual) as the contracting party.

If the service provider acts contrary to the expectations outlined above, Tetra Tech International Development reserves the right (regardless of any subsequent dealings) to exclude the Tenderer's proposal from further consideration.

Tetra Tech International Development will:

- preserve the confidentiality of any information marked as confidential (subject to conditions concerning confidentiality)
- give interested service providers the opportunity to compete fairly

4. Evaluation Process

Tetra Tech International Development will evaluate and assess only those interested service providers determined to be complying with the requirements of this Documents. The evaluation criteria are as the following:

- a. Prior performance experience
- b. Technical capacity for survey delivery
- c. Core personnel (including Survey Lead and interviewers)
- d. Price

Tetra Tech International Development will convene an Evaluation Committee (EC) to undertake the value for money evaluation. Members of the EC could be Tetra Tech International Development or DFAT representatives, representatives of the Partner Government, and/or externally engaged experts at Tetra Tech International Development's sole discretion.

Tetra Tech International Development reserves the right to accept or reject any service provider at any time prior to the award of a contract, without thereby incurring any liability to the affected service providers.

Tetra Tech International Development may choose to shortlist some interested service providers and continue evaluating offers from those shortlisted service providers. Tetra Tech International Development is not at any time required to notify any service provider or any other person or organisation interested in making an offer of its intentions or decision to shortlist.

Tetra Tech International Development may choose to:

- a) enter into negotiations with the interested service providers (including parallel negotiations with more than one interested service providers) in order to vary its offer on grounds of capability / capacity, technical issues, cost, effectiveness, to finalise agreement on the terms of the contract, or any other matters

- b) suspend, discontinue or terminate at any time negotiations with the interested service provider or any other person or organisation
- c) negotiate with the interested service provider for the provision of any part of Tetra Tech International Development's Requirement and negotiate with any other interested service provider with respect to the same or other parts of Tetra Tech International Development Requirement and to enter into one or more contracts for part or parts of Tetra Tech International Development's Requirement
- d) negotiate at any time with any organisation that is not an interested service provider and enter into a contract in relation to Tetra Tech International Development's Requirement or any part of Tetra Tech International Development's Requirement with that organisation on such terms as Tetra Tech International Development, at its absolute discretion, considers appropriate
- e) seek best and final offers from all or some of the interested service provider. Irrespective of Tetra Tech International Development's right to negotiate and/or seek a best and final offer, The Tenderer is bound by the Offer, and if selected, the interested service provider must be willing to enter into a contract on the basis of the Offer

No legal relationship will exist between an interested service provider and Tetra Tech International Development for the supply of Tetra Tech International Development's requirement until such time as a binding contract is executed by both parties.

Tetra Tech International Development intends to contract based on the Draft Contract contained in Part D. By submitting a proposal, service providers agree to Draft Contract. Any proposed changes to the Draft Contract must be documented in the – **Technical Proposal Response Form (Annex 1)**.

Part B: Scope of Services

Title	ADIS and HRDIS Service Provider
Project	Laos Australia Institute (LAI)
Reports to	LAI MERLA Coordinator
Duration	One year (starting September 2023), with possibility of extension subject to satisfactory performance of the services
Location	Vientiane

1. Program Overview

Laos Australia Institute (LAI) is a multi-year human resource development program managed by Tetra Tech International Development on behalf of the Australian Government, Department of Foreign Affairs and Trade (DFAT). The LAI Objective is to support Australia as a valued and trusted partner in Laos to strengthen human resource development in support of inclusive and sustainable growth

LAI's activities are organized under eight components including:

Human Resource Development Support, Scholarships and training, Alumni engagement, Communications and public diplomacy, Gender Equality, Disability, and Social Inclusion (GEDSI), Information, research, and learning, Stakeholder engagement, Strategic support

LAI's End of Investment Outcomes are:

- a) Laos and Australia engage in stronger dialogue and partnership based on strategic investments in human resource development (HRD)
- b) Targeted Laos organisations use their improved capacity to deliver inclusive and systematic HRD
- c) Alumni use their skills, knowledge, and networks to contribute to inclusive and sustainable development

Across the 2021/22 to 2023/24 financial years, LAI also delivers the Building Human Capacity Pillar of the Mekong-Australia Partnership (MAP). A key aim of this investment is to build the human resource capacity of partner countries in the Mekong sub region (Cambodia, Myanmar, Vietnam, Laos, Thailand), contributing to development, prosperity and resilience. A second aim of this investment is to provide opportunities for strengthening strategic partnerships with Australia, and for future men and women leaders and decision-makers in the sub region to be positively disposed to Australia.

LAI is responsible for managing the delivery of a portfolio of MAP-funded activities for Laos including scholarships, short courses and training opportunities in target sectors and partner organisations.

2. Background about Alumni Development Impact Survey

The LAI undertakes Alumni Development Impact Surveys (ADIS) which investigate and report on various aspects of the Program's End of Investment Outcomes. ADIS is implemented by several Australia Award programs in the region and was originally designed to assess the extent to which the Australia Awards

Scholarships have had an impact on alumni and their careers and helped them contribute toward Laos' sustainable development. The tool is revised to better respond to the information needs of the program.

This perception-based survey was implemented online in 2022 by the LAI team where 136 alumni filled out the survey. Moving forward, to receive better quality qualitative data, LAI will move to hybrid and/or face-to-face modality to implement ADIS through a qualified service provider.

3. ADIS's Objectives and Methodology

The objective of the ADIS is to collect a mix of qualitative and quantitative data from selected scholarship alumni (including Laos Australia national scholarship -LANS- recipients) about:

- Their perception of the effectiveness and quality of LAI activities delivered
- Their application of skills and knowledge gained as the result of their AAS or national scholarship (LANS)
- The significant constraints, and enabling factors, in their application of skills and knowledge gained as the result of their AAS or LANS in their workplaces
- The usefulness of the networks that the alumni built as the result of their AAS or LANS

The service provider is expected to conduct ADIS that includes collecting quantitative and qualitative data addressing the program's outcomes. In the 2023-2024 period, approximately ADIS is expected to be completed with approximately 25 AAS alumni, and 140 LANS alumni. Typically, ADIS is conducted with AAS and LANS alumni 18-24 months after they complete their studies.

The service provider is expected to conduct semi-structured interviews with selected alumni using a predeveloped set of questions. The surveys must be implemented either face-to-face in person or via an online videoconferencing platform (such as zoom or MS Teams) and take approximately 45 – 60 minutes. The survey cannot be administered using any other means such as telephone or email. While surveys can be conducted either in Lao or English depending on the type of alumni, the data and analysis must be recorded in English in the report to be submitted to LAI. The survey data will be entered either into KoboToolbox or Survey Monkey.

4. Background about Human Resource Development Impact Survey (HRDIS)

In 2023, LAI developed a new tool similar to ADIS to assess the outcomes of its short courses and technical advisory support to its partner organisations. HRD impact survey will capture how HRD/HRM training participants or recipients of technical HRD support, utilise their acquired knowledge and skills toward delivery of inclusive HRD practices in their workplace with plans to roll it out on an annual basis. The perception-based survey findings will be triangulated with follow-up interviews with supervisors and other relevant stakeholders. The survey data will be entered either into KoboToolbox or Survey Monkey.

5. HRDIS' Objectives and Methodology

The objective of the HRDIS is to collect a mix of qualitative and quantitative data from selected short course alumni and recipients of HRD technical assistance about:

- Their perception of the effectiveness and quality of LAI activities delivered
- Their application of skills and knowledge gained as the result of their short course or technical support toward organisational change
- The significant constraints, and enabling factors, in their application of skills and knowledge gained as a result of their short course/technical assistance toward organisational development
- The usefulness of the networks built as the result of the course they attended or LAI support

The service provider is expected to conduct HRDIS that include quantitative and qualitative data collection addressing the program's outcomes. In the 2023-2024 period, ADIS is expected to be completed with approximately 45-50 short course alumni and individuals who received technical assistance. Typically, HRDIS is conducted with short course alumni 6-12 months after they complete their course.

6. Key Responsibilities of Service Provider

Key responsibilities of the ADIS and HRDIS Service Provider include:

- Conduct ADIS (appx. 165 interviews) and HRDIS (approx. 50 interviews) with scholarship and short course alumni in the first year. LAI will issue a tasking note for each round containing details of the surveys to be undertaken. The first round of ADIS and HRDIS is expected to be undertaken consecutively in September-November 2023.
- Propose a team of qualified interviewers to conduct each survey and ensure gender balance in the team. All proposed interviewers must be pre-approved by LAI. Make all reasonable efforts to limit the turnover rate of individuals in the pool of interviewers to maintain consistency and reduce the level of re-training required by LAI.
- Nominate a Survey Lead/Survey Coordinator to manage and coordinate the implementation of all ADIS/HRDIS and be the point of contact between LAI and Service Provider
- Ensure that the Survey Lead and interviewers meet the requirements stated in the selection criteria
- Ensure that data collection adheres to ethical principles, confidentiality and are undertaken according to the guidance provided during an ADIS/HRDIS training.
- Guarantee the quality of data collected.

During ADIS/HRDIS implementation, the Service Provider will be expected to:

- Participate in trainings and briefings on ADIS/HRDIS data collection provided by LAI. LAI expects to conduct an initial training session for the selected service provider in September.
- Review the tasking note of each ADIS/HRDIS round to follow all instructions and guidance.
- Submit workplan/schedule that includes a list of interviewers in charge and an estimated budget for that round within a week after receiving a tasking note
- Establish contact with selected interviewees to set up interviews either face-to-face in person or via an online videoconferencing platform
- Conduct survey either face-to-face in person or via an online videoconferencing platform, noting that survey can be conducted during work hours or after work hours including evening time or weekend, subject to alumni availability
- Translate the survey questions/data collected into English if the survey is conducted in Lao
- Submit data into KoboToolbox/Survey Monkey
- Provide progress reporting during the implementation of the survey and a completion report at the end of each ADIS/HRDIS for the LAI team to provide feedback on the process, tools and inform about any issues such as selected interviewee's refusal to be involved etc.

Specific tasks for Survey Lead:

- Assign and oversee all interviewer's duties
- Communicate with LAI as the focal point
- Update and report on survey progress
- Submit the final and clean data

- Coordinate logistics and financial administration

Specific tasks for Interviewers (nominated by the Service Provider and approved by LAI):

- Participate in all trainings and briefings provided by LAI
- Closely follow LAI instructions and established approach to interviews; no variation or redesign of this approach is permitted
- Conduct interviews with alumni either face-to-face in person or via an online videoconferencing platform

Note: Applications received for this opportunity will also be considered for LAI's pipeline research work with a similar scope involving qualitative data collection (i.e. case study consultations).

Part C: Selection Criteria and Information Required for Technical and Financial Assessment

Section 1: Technical Proposal

Service providers should submit a Technical Proposal of up to a maximum of five (5) A4 pages comprising:

1. a Statement of Interest of up to a maximum of two (2) A4 pages
2. Response Form comprising up to three (3) Experience Description Sheets of no more than one (1) A4 page in the form of Annex 1

Plus CVs (no longer than three (3) A4 pages each) for the proposed Survey Lead and Interviewers, which substantively and individually address the selection criteria below.

The Technical Proposal will be worth 70% of the total assessment score.

Technical Criteria

A. Prior performance and experience

The service provider shall demonstrate:

- Prior success in creating and managing appropriately skilled teams of individuals to carry out interview tasks in line with specific external instruction, especially in relation to production of end products in line with quality and timeliness requirements of clients
- Prior experience and success in delivering managerial and logistical requirements similar to those outlined in Scope of Service
- Ability to ensure staff in their employment act professionally and interact respectfully when dealing with interviewees from a broad range of educational, financial and official backgrounds

B. Technical capacity to survey delivery

The service provider shall demonstrate:

- Experience in mixed data collection methods and conduct of semi-structured surveys/interviews
- Demonstrable experience in field research in the Laos context, including obtaining high-quality qualitative information from interviews
- An understanding of broad development concepts across a range of sectors in Laos

C. Core personnel

The service provider shall:

- Demonstrate assured access to a strong pool of qualified interviewers and a Survey Lead who would meet the requirements provided below
- Provide CVs of the proposed team members. CVs should be no longer than three (3) A4 pages.

Requirements for Survey Lead/Survey Coordinator:

- A university degree in social sciences, education, or other relevant fields, preferably at the post-graduate level
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- At least five years of experience in data collection and or field team coordination, especially for qualitative data collection
- Experience in managing a team of qualified individuals to deliver tasks
- Strong analytic and report writing skills and high proficiency in English
- Knowledge of and prior experience in using KoboToolbox or Survey Monkey
- Being an Australia Award alumnus is considered an advantage

Requirements for interviewers:

- A university degree, preferably at the post-graduate level
- At least two years of experience in conducting qualitative interviews
- Excellent communications/interview skills with a wide range of interviewees
- High proficiency in English
- Computer skills, specifically data input with a high degree of accuracy
- Willingness to adopt methodologies and guidance provided by LAI
- High attention to detail and capacity to deliver work on time
- Being an Australian alumnus is considered an advantage

We expect the proposed team to have a gender balance.

Section 2: Financial Proposal

The service provider shall submit a Financial Proposal as part of their submission in an **Excel spreadsheet in the form attached as Annex 2**. It should be a stand-alone proposal and NOT form a part of the Technical Proposal.

The Financial Proposal will be worth 30% of the total assessment score.

The Financial Proposal should be for the estimated cost of delivering one (1) ADIS exercise for 50 interviewees and one (1) HRDIS for 50 interviewees, as per the Scope of Services.

Within the Financial Proposal, service providers must address the criteria as set out in the table below. These criteria will be used to make a like-for-like financial comparison.

Financial Criteria

- **Coordination fee:** Personnel costs for the Survey Lead to manage one ADIS with 50 interviewees and one HRDIS with 50 interviewees, expressed as number of person days at a daily rate. The service provider needs to make an assessment of the number of person days required to deliver these services
- **Interviewer fee:** Personnel costs for the interviewers to conduct 50 interviews for ADIS and 50 interviews for HRDIS, expressed as number of person days at a daily rate of each of the interviewers
- **Management and administration fees:** Total management fee to be charged by the selected provider for the delivery of ADIS and HRDIS as described in the Scope of Service. This may include any additional costs such as financial costs, administration costs, staff on costs, insurance costs, etc.

Part D: Draft Contract

See the draft contract [here](#).

Annex 1: Technical Proposal - Response Form

Organisation/Group's Experience

This Annex is to contain Description Sheets of only relevant activities which clearly demonstrate the service provider's ability to meet the Scope of Services as outlined in Part B. Up to three (3) Description Sheets can be included and must not exceed 1 A4 page each. See Description Sheets below or download the template [here](#).

Description Sheets may include activity undertaken by a key member of the team proposed by the service provider.

Organisation/Group Experience (1 of 3)

1. XXXX title/activity:	
Funding agency:	Approx. value of contract:
Start date:	Completion date:
Name of associated firm(s), if any:	
Participant profile:	
XXXX overview and objectives:	
Organisation's role in the design and delivery of XXXX:	
Support services provided:	
Core personnel provided and functions performed:	

Organisation/Group Experience (2 of 3)

2. XXXX title/activity:	
Funding agency:	Approx. value of contract:
Start date:	Completion date:
Name of associated firm(s), if any:	
Participant profile:	
XXXX overview and objectives:	
Organisation's role in the design and delivery of XXXX:	
Support services provided:	
Core personnel provided and functions performed:	

Organisation Experience (3 of 3)

3. XXXX title/activity:	
Funding agency:	Approx. value of contract:
Start date:	Completion date:
Name of associated firm(s), if any:	
Participant profile:	
XXXX overview and objectives:	
Organisation's role in the design and delivery of XXXX:	
Support services provided:	
Core personnel provided and functions performed:	

Annex 2: Financial Proposal

See MS Excel Spreadsheet template provided [here](#).



REQUEST FOR PROPOSAL

Alumni Development Impact Survey (ADIS) and Human Resource Development Impact Survey (HRDIS) Services for Laos Australia Institute

Tender closes at 5:00pm on 1 September 2023 (Vientiane Time)