INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 25 April 2022

<table>
<thead>
<tr>
<th>Country</th>
<th>BOTSWANA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of the assignment:</td>
<td>Training of participating Supplier SMMEs on the UNDP ATISA Supplier Development Programme on Quality Management.</td>
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<tr>
<td>Period of assignment/services:</td>
<td>12 working days</td>
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<tr>
<td>Project Title:</td>
<td>Support to Implementation of the ATISA Supplier Development Programme (SDP)</td>
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<tr>
<td>Project Number:</td>
<td>00102694</td>
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<tr>
<td>Supervision:</td>
<td>Project Manager – ATISA Supplier Development Programme (SDP)</td>
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<td></td>
<td>Projects Manager - Botswana Chamber of Mines</td>
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<tr>
<td>Expected duration:</td>
<td>12 Days</td>
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Proposals Submission Email
Proposals, with references, should be emailed with subject line ‘Training of Supplier SMMEs in the ATISA Supplier Development Programme (SDP)’s on Quality Management’ at the following address no later than 9th May 2022 Time 12:00 Noon (Botswana Time).
email to: procurement.bw@undp.org

Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mailed to enquiries.bw@undp.org. UNDP Botswana will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of the inquiry to all prospective facilitators.

Consultancy firms/companies interested in applying for this assignment are free to do so, provided they: Submit a CV of only one qualified consultant and present its bid in a manner that would allow for evaluation of the bid in accordance with the evaluation criteria specified in these solicitation documents. The experience required is that of the individual whose CV would have been submitted by the company.
rather than that of the company. In this regard, the company, by submitting a CV, is bidding as an individual bidder rather than a company/firm. Further, if the submitted bid wins, the ensuing contract will be between the UNDP and the company/firm, not the individual.

1. BACKGROUND

UNDP operates in more than 170 countries and territories around the world. UNDP offers global perspective and local insight to help empower lives and build resilient nations that can withstand crisis, and that drive and sustain growth that improves the quality of life for everyone. In Botswana, the role of UNDP is shaped by the status of the country as an upper middle-income country. UNDP has been collaborating with the Government, civil society, and the private sector to develop solutions to meet global and national development challenges. UNDP’s approach has been to develop and sustain strategic partnerships that find innovative solutions to address gaps on both the demand and supply side of development processes.

Botswana has reached a relatively high level of infrastructure development, is well-resourced and able to fund most of its developmental needs. However, Botswana requires best practices, high-quality policy advice on how best to respond to challenges associated with its middle-income status, including widening inequalities and disparities, persistent poverty among population groups, and climate change and natural disaster risks.

Business Supplier Development Programme (SDP) Background:
In support of its development mandate, UNDP Botswana has partnered with government of Botswana and private sector to implement the ATISA Supplier Development Programme (ATISA-SDP). The project aims to create demand-based, market-driven opportunities for SMEs to increase their competitiveness through the innovative Suppliers Development Methodology while connecting essential small-scale producers/suppliers to larger markets locally as well as abroad.

ATISA-SDP as a tool of Implementation:
As a tool, the ATISA-SDP has a targeted approach to engage large scale companies purchasing (or willing to purchase) goods and services from SMEs. The ATISA-SDP focuses on integrating suppliers into a strategic relationship that allows them to improve their productivity, competitiveness, and quality of products. The SMEs will go through a rigorous six stage improvement process over a period of 10-12 months with close involvement of the lead/anchor company.

Objectives of the Programme
• Develop the productive capacity of SMEs, to improve their competitiveness to become efficient and competitive suppliers to buyers
• Create demand-based, market-driven opportunities for SMEs to increase their competitiveness
• Connect essential small-scale producers/suppliers to larger markets locally as well as abroad
• Strengthen the entrepreneurial ecosystem in country to encourage innovation and create employment and
• Expand and create more jobs for the SMEs/suppliers

The following are the current value chains implemented on the programme:
• Mining,
• Agro-processing
• Infrastructure,
• Leather,
• Textiles,
• Health,
• Energy
• Digital and,
• Other Manufacturing

2. PROBLEM STATEMENT

Following the successful implementation of the UNDP Supplier Development Methodology on the selected value chains of the programme in year 1 of implementation, majority of the findings of the diagnostic review across value chains revealed the following challenges faced by the supplier SMMEs which hinder their optimum operations:

• Inadequate cash flow streams to sustain daily business operations as well as inability to access credit facilities,
• Poor project management skills fundamental for efficient business operations,
• Market access challenges.
• High prices of locally produced goods and services
• Poor quality of goods/services.

It is this last point which, when broken down to identify contributing factors, SDP consultants comprehensively identified the following impediments, which were predominantly common with the mining value chains of the programme;

• No quality management systems in place
• Not understanding the quality needs of their clients (Buyers)
• Lack of knowledge on issues relating to Quality Management and quality assurance processes

As a result of these challenges, the majority of suppliers on the programme have found themselves unable to supply the different buyers due to competition and lack of compliance to the quality requirements that would give them a fair chance of accessing this competitive market.
3. OBJECTIVES AND SCOPE OF THE ASSIGNMENT

Complementing the above programme objectives, UNDP Botswana, through the ATISA Supplier Development Programme, desires to procure the services of Botswana Qualifications Authority (BQA) accredited Quality Management expert who will develop and execute a training program for Suppliers (participating SMMEs) and Consultants in this programme. The objective of the training is to impart awareness, knowledge, and appreciation of the standards relevant to Quality Management. Training should provide knowledge to the Suppliers to:

- Understand the main concepts of Quality Management,
- Understand benefits of having a Quality Management System

Specifically, the consultant will undertake the following tasks

- Produce and share with the ATISA-SDP Management Team an inception report which will detail the proposed action plan, schedule of tasks, activities and deliverables, the methodology and timeline of all activities for its approval.
- Develop a training manual that will guide on the delivery of the assignment and share with the management team of the programme a week prior to training of participants,
- Develop a training programme which will explicitly and comprehensively detail the content/modules to be delivered in training, desired, and expected outcomes, method of training as well as the method of “testing” knowledge-transfer to the participants.
- Conduct the training according to the designed and approved manuals,
- Undertake assessment of quality of training and satisfaction of trainees over the training delivery,
- Share training modules with the Management team for disbursing to participants. These should be provided as a sealed manual (both a soft copy and a hard copy computer disc).
- Share a close-out report detailing the assessment of the training in the trainer’s perspective in terms of what was taught, reception, training setting, recommendations, and areas of improvement as well as potential opportunities for enhancing knowledge shared with the participants.

Training format
- The 2 days training will be conducted virtually.
- The ATISA-SDP focal person in the taskforce will provide the trainer and the participants with a virtual zoom meeting link, during their invitation, that will enable invitees to participate.
- The trainer, participants and all role-players who will attend the training will provide their own internet during the training to enable them to participate.
- The virtual zoom training link will run for 8 hours each day (08:00-16:00 Hours), but the actual training agenda should be 6 hours each day, punctuated by a 30-minute break. Therefore, the training will run for an accumulated minimum of 12 hours over the 2 days.
# Expected Results

<table>
<thead>
<tr>
<th>#</th>
<th>ACTIVITIES</th>
<th>EXPECTED RESULTS</th>
<th>TIMELINES / # OF DAYS</th>
<th>PAYMENT (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Do an initial assessment of how to carry out the assignment taking into consideration the relevant target group demographics.</td>
<td>Inception Report&lt;br&gt;- Must include proposed action plan, schedule of tasks, activities, and deliverables</td>
<td>1</td>
<td>-</td>
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<tr>
<td>2</td>
<td>Compile and share what the training will provide in terms of:&lt;br&gt;-Clearly defined training objectives and its inspiration,&lt;br&gt;-Milestones and established timelines,&lt;br&gt;-Detailed training tools and their effectiveness,&lt;br&gt;-Defined training material,&lt;br&gt;-Defined assessment criterion to be used,&lt;br&gt;-Avenues to deliver feedback during and after training,&lt;br&gt;-Reinforcements and continued/ other learning opportunities,&lt;br&gt;-Referrals/ recommendations</td>
<td>Training Manual</td>
<td>5</td>
<td>-</td>
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<tr>
<td>3</td>
<td>Develop and share a practical virtual training programme detailing training modules, timeframe and expected learning outcomes. It must be evident that participants will be fully engaged in a reciprocity setting measurable through the learning outcomes.&lt;br&gt;Provide training content/ modules to ATISA-SDP Focal Person post-training, in filing form (reference manual + Hard drive CD).</td>
<td>Training Plan/ schedule&lt;br&gt;Training content&lt;br&gt;- email soft copy and Provide Hard Drive computer disc.</td>
<td>1</td>
<td>-</td>
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<tr>
<td>4</td>
<td>Deliver 2-days virtual training to the participants (Suppliers and Consultants) (100 Participants)</td>
<td>Training of participants&lt;br&gt;- Virtual Training to be conducted on 24th and 25th May 2022</td>
<td>2</td>
<td>-</td>
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<tr>
<td>5</td>
<td>Provide a close-out post-training report containing an overall assessment of the training.</td>
<td>Close-out Report</td>
<td>3</td>
<td>-</td>
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</table>

**TOTAL CONSULTANCY TIMELINE (IN DAYS) AND PAYMENT STRUCTURE** 12 100%
4. **PLANNING**
- Planning for training delivery should cater for a **minimum of 100 and a maximum of 110 participants**.
- The language of training presentation should be in English
- The trainer should ensure availability of training support equipment required for them to deliver an uninterrupted training to the participants.
- The final report should be submitted within 3 days after training delivery as stipulated 5 above.

5. **REQUIRED QUALIFICATION AND EXPERIENCE:**
The Consultant is expected to provide all the necessary expertise to complete the assignment. The Consultant should also ensure that a cost-efficient approach is taken. Furthermore, the consultant should demonstrate extensive experience on past performances of similar or related assignments internationally and/or locally. Specifically, the information provided must include clients’ names, nature and scope of work, clients’ contact details, personnel involved and contract value.

**Competencies:**
- Demonstrated technical knowledge and practical experience of the Quality Management concept
- Demonstrated experience in training and practice in Quality Management
- Excellent communication and presentation skills
- Demonstrated good writing skills
- Excellent command of English

**Qualifications:**
The Consultant must hold a minimum:

- Degree in any discipline
- An accredited Trainer of Trainers
- Must have an ISO 9001 qualification

**Experience:**
- At least 10 years’ experience as a Trainer, Consultant and/or Auditor of Quality Management
6. **TIMELINES / DURATION**

The training delivery is expected to take *no more than 12 days* between submission of the first and the last deliverable. The training is scheduled to be conducted on **24th and 25th May 2022**.

7. **REPORTING STRUCTURE**

The taskforce for this training comprises of UNDP ATISA-SDP Project Manager and the Projects Manager-Botswana Chamber of Mines. The focal person of this task force whom the trainer will report to is the ATISA-SDP Project Manager at UNDP, or anyone who will be delegated to represent them.

8. **BID DOCUMENTS TO BE SUBMITTED**

The trainer must submit the following documents/information, labeled accordingly, to demonstrate his/her suitability for the assignment:

a) **Personal Curriculum Vitae (CV) and Summary of Track Record**
- Personal Curriculum Vitae (CV) of the Consultant + Summary of Track Record highlighting past experiences of undertaking similar assignments and at least three (3) references for ease of background checks i.e., client name and contact person details, nature, and scope of work.

b) **Technical Proposal**
- The consultant’s interpretation of the assignment as per the TORs
- The consultant will prepare a methodology of HOW to conduct each action outlined in the Scope of Works above. It is important that a brief methodology for each action is clearly described in the technical submission.
- A clear description of how the consultant proposes to execute the assignment with illustrations—describing the objectives, tasks and deliverables.
- A program with indicative timelines that the consultant proposes to employ in executing the assignment, with graphical illustrations where appropriate.

c) **Financial Proposal**
- Lump-sum consultancy fee,
- The lump sum should be broken down to clearly indicate components constituting the consultancy fees (daily fee).
- An indication of whether this rate is flexible,
- *There are no envisioned travel costs as this is a virtual training*
9. EVALUATION

Stage 1:
Preliminary Evaluation of the proposals will be based on Yes/No response as per the table below. If the response is “No” for any of the first three criteria, the consultant will be disqualified from further evaluation.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Detail</th>
<th>Yes / No?</th>
<th>Maximum Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1:</td>
<td><strong>Preliminary Evaluation</strong></td>
<td></td>
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<tr>
<td>A</td>
<td>Complete Consultancy package submitted (CV + Track Record Summary, Technical Proposal and Financial Proposals)</td>
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<tr>
<td>B</td>
<td><strong>Minimum Qualifications:</strong> Degree in any discipline&lt;br&gt;An accredited Trainer of Trainers&lt;br&gt;Must have an ISO 9001 qualification</td>
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<td>C</td>
<td><strong>Adequate Work and/or Professional Experience:</strong>&lt;br&gt;At least 10 years’ experience as a Trainer, Consultant and/or Auditor of Quality Management</td>
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Stage 2: Technical Evaluation

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Detail</th>
<th></th>
<th>Maximum Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Experience as a Trainer, Consultant and/or Auditor of Quality Management&lt;br&gt;An accredited Trainer of Trainers&lt;br&gt;Must have an ISO 9001 qualification</td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>E</td>
<td><strong>Methodology/Approach:</strong>&lt;br&gt;A clear description of the methodology and work plan that the consultant proposes to execute the assignment with i.e. illustrations describing the objectives, action plan, schedule of tasks / activities and deliverables (with timelines)</td>
<td></td>
<td>40</td>
</tr>
<tr>
<td>F</td>
<td>Previous work experience of undertaking similar assignments and the relevance (if any) of those assignments to this one</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>G</td>
<td>Quality Assurance</td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

Stage 3: Financial Evaluation

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Detail</th>
<th></th>
<th>Maximum Score</th>
</tr>
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<tbody>
<tr>
<td>F</td>
<td>Previous work experience of undertaking similar assignments and the relevance (if any) of those assignments to this one</td>
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<tr>
<td>G</td>
<td>Quality Assurance</td>
<td></td>
<td>10</td>
</tr>
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</table>
NB:
- Only those candidates who obtained at least 70 points in Stage 2, will be considered for financial proposal evaluation (Stage 3)
- Individual consultants will be evaluated based on the Cumulative Analyses Methodology (weighted scoring method), where the award of the contract will be made to the individual consultant whose offer has been evaluated and determined as: responsive / compliant / acceptable and having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation i.e. Technical Criteria weighting will be 70% and Financial Criteria weighting will be 30%
- UNDP applies a fair and transparent selection process that would consider both the technical qualification of Individual Consultants as well as their price proposals. The contract will be awarded to the candidate obtaining the highest combined technical and financial scores
- UNDP retains the right to contact references directly

10. PAYMENT SCHEDULE
The full lump sum will be paid to the trainer after the complete delivery of all required deliverables. These deliverables are stipulated at 3. Above.

NB:
- UNDP Botswana will issue the contract for the execution of these Terms of Reference to the selected consultant
- The trainer will issue 1 lump sum invoice to UNDP Botswana immediately at the conclusion of deliverables.
- The deliverables will be approved by the Project Manager, after consensus with the SDP Task Force, for this assignment, before payment is made to the consultant.
- Consultant is expected to provide own office space and equipment, where applicable.
- The SDP project team will provide all required support to the trainer as requested, which includes:
  a) responding to enquiries from the trainer regarding training deliverables and any additional support they may require,
  b) providing the trainer with the virtual zoom training link that will run for 8 hours each day.
  c) Inviting participants to the training.