

## **1. Background**

Institut Keusahawanan Negara Berhad (INSKEN) is an entity under the purview of Ministry of Entrepreneur Development (MED).

INSKEN envisions to be the Leading Agency for National Entrepreneurship Development and Resource Centre, aiming to develop highly knowledgeable, resilient and capable entrepreneurs to compete in the global arena.

To achieve this, INSKEN is committed to achieve the following missions:

**INSKEN's Missions:**

- i. Mengukuhkan ekosistem pembangunan keusahawanan melalui pengukuran keberhasilan*
- ii. Menggiatkan kolaborasi rentas kementerian, agensi dan industri*
- iii. Meningkatkan kebolehpayaan usahawan agar berdaya tahan, berdaya saing dan bercirikan global*
- iv. Mempersiapkan usahawan kearah menjadi pemangkin dan peneraju trend serta pasaran.*

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## 2. Scope of Works

INSKEN is soliciting proposals from qualified Service Provider(s) to develop and conduct INSKEN Industry Based Training (INBT). The objective of this program is to facilitate new or start-up entrepreneur to move from viable business idea to commercial entity.

### 2.1 The Program Specifications are as follows:

<b>PROGRAM NAME</b>	INSKEN Basic Industry Training Program 'Train & Place'
<b>MODE</b>	Combination of Training, Coaching and Mentoring exercise
<b>DURATION</b>	3 days 2 nights
<b>TARGET PARTICIPANTS</b>	<ul style="list-style-type: none"> <li>i. Future entrepreneurs (graduates, retirees or anyone who have not started a business</li> <li>ii. Start-up entrepreneurs who have started the business in less than 1 year.</li> </ul>
<b>OBJECTIVE</b>	<p>To provide the participants with:</p> <ul style="list-style-type: none"> <li>i. An essential knowledge and awareness of the latest industry thinking, current trends, statistics, issues and challenges for them to be sustainable in the business/industry.</li> <li>ii. Gaining an in-depth understanding of the related standards, requirements, guidelines, compliance and procedure in the particular business/industry.</li> <li>iii. Creating a potential group of participants/start-up entrepreneurs from TVET graduates, future pensioners &amp; professional, well-planned and bankability.</li> <li>iv. Assisting potential group of participants to make the right decisions based on the right knowledge and resources before starting their business.</li> </ul>

**PROGRAMME COMPONENTS**

1. Industry player as a trainer
2. Activities
  - “Train” Session
    - The training session will run for 2 days.
    - The content of the module should include the following :
      - i. Business/ industry factsheet.
      - ii. Introduction to the industry including key market issues, trends, opportunities and challenges (to contain that relevant data and statistics about the industry) as reference.
      - iii. Guidance on related standards, guidelines, mandatory compliance, procedure and legal issues in the particular business/industry.
      - iv. The skills and qualifications (legally required, if any), needed to handle this business and where they can learn it including skill training, seminars, association and others.
      - v. To share/ sourcing supplies contact or networking for participants reference.
      - vi. To guide with structured business operations, sales and marketing, administration and management, finance (including capital, pricing, inventory purchases and etc.)
      - vii. Developing participants draft business plan
      - viii. Developing participants action plan

	<p><b>“Place” Session</b></p> <ul style="list-style-type: none"> <li>• This session is an initiative to expose and engage participants in a real business operation. Participants will experience themselves manage and understand, how the business works through hands-on activity.</li> <li>• This session will take one day exercise at a location/ place approved by INSKEN. It recommended that this session be conducted at the place/ location of the industry players.</li> </ul> <p>The training should contain/ based on case study materials and practical exercises.</p>
<p><b>EXPECTED OUTCOMES</b></p>	<ul style="list-style-type: none"> <li>i. 20% participants start their business within 6 months of completing the program</li> <li>ii. 30 participants will have a draft of their business plan</li> <li>iii. 30 participants will have an action plan</li> </ul>
<p><b>INDUSTRY PLAYER CRITERIA</b></p>	<p>We are looking for industry players who are ready and willing to train, coach and mentor participants in this business/ industry. The basic criteria are as follows :</p> <ul style="list-style-type: none"> <li>i. Currently managing own business</li> <li>ii. Industry-related experience – 5 to 10 years above and currently active in the business.</li> <li>iii. Possessed good business track record (maintain revenue and profit minimum of 3 years, including current year).</li> <li>iv. Willing to train and develop the new entrepreneurs.</li> <li>v. Possessed high discipline, commitment and good team work.</li> <li>vi. Free from any legal actions.</li> <li>vii. Possessed a good networking with related ministries, agencies, and business association.</li> <li>viii. Recognition or award (business achievement) from related ministries/bodies will be value added.</li> </ul>

**2.3 The proposed an industries/ business are as follows :**

<b>CODE</b>	<b>INDUSTRY</b>
<b>TOURISM</b>	
TR1	Homestay Business (spec MOTAC)
TR2	Travel Agent Business
TR3	Eco-Tourism Business
TR4	Tour Guide
TR5	Hotel Budget/ Chalet
TR6	Agro Tourism
TR7	Other related business in tourism industry
<b>FOOD &amp; BEVERAGES</b>	
FB1	Cafe
FB2	Restaurant
FB3	Central Kitchen
FB4	Food Truck
FB5	Bakery
FB6	Catering
FB7	Other related business in F&B industry
<b>AGRICULTURE</b>	
AG1	Fertigation
AG2	Commercial Chicken Breeds
AG3	Freshwater Fish Farming
AG4	Other related business in agro industry
<b>BEAUTY &amp; WELLNESS</b>	
BW1	Postnatal Care
BW2	SPA Centre
BW3	Mobile SPA
BW4	Hair Salon/ Barber Shop
BW5	Physiotherapy Centre
BW6	Other related business in beauty & wellness industry
<b>EDUCATION</b>	
ED1	Kindergarten/ Child Development Centre
ED2	Childcare Centre
ED3	Homebased Child Care
ED4	Tuition Centre
ED5	Private School
ED6	Other related business in education industry

<b>AUTOMOTIVE</b>	
AT1	Car Workshop
AT2	Mobile Mechanics
AT3	Motorcycle Workshop
AT4	Other related business in automotive industry
<b>SERVICES</b>	
SV1	Daily Maid
SV2	Elderly Care Centre
SV3	Special Day Care Centre (Autism, Disabled Children)
SV4	Wedding Planner
SV5	Boutique/ Tailoring
SV6	Alteration Centre
SV7	Other related business in services industry
<b>PROFESSIONAL</b>	
PR1	Pharmacy
PR2	Clinic
PR3	Dentist
PR4	Optometrist
PR5	Lawyer
PR6	Company Secretary
PR7	Audit
PR8	Architect, C&S, M&E Consultants
PR9	Other related business in professional industry

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2.4 For the purpose of this RFP, “training” is defined as ‘organised activities aimed at imparting instruction and/or information to improve trainees’ performance and to help them attain a required level of knowledge or skill for **direct applications**.

2.5 The modules for the above training programmes shall aimed at providing a **hands-on and activity** based with comprised of technical-business know how focusing on highly viable and sustainable model.

2.6 Training Providers may propose additional relevant programmes within the segments as mentioned above. Duration of the programmes is three (3) days. The workshops must be **actionable and problem-solving** with relevant real-life experience derived from practitioners and **clear measurable outcomes**.

### 3. INSKEN Secretariat’s Right to Decline

The INSKEN RFP Secretariat may, at its discretion, may discontinue the RFP; decline to accept any proposal or satisfy its requirement separately from the RFP process.

### 4. Changes to RFP

The INSKEN RFP Secretariat may, at its discretion, vary the Request for Proposals before the Closing Time. Changes will be posted on the INSKEN website as Revision, beside the original RFP. The service provider(s) is encouraged to regularly monitor the INSKEN website to ensure they access any Revisions that may be released.

### 5. Qualified Service Training Providers

Experienced service provider(s), from industry players and professionals, trade associations, NGOs or cooperatives with proven track record in entrepreneurship training and business coaching/ advisor. The service provider(s) proposed to conduct the workshops are required to have sufficient industry and/ or professional experience and are required to be available to do follow-up consultations as and when needed.

## **6. Copyright of Products and/or Deliverables**

**6.1 Service provider(s) shall acknowledge and agree that any products and/or deliverables created for the purpose of RFP shall be considered as a “work made for hire” and all rights to the said products and/or deliverables shall belong exclusively to INSKEN in the case of products and/or deliverable developed and funded by INSKEN.**

**6.2 The Service provider(s) shall be prohibited from disseminating products and/or deliverable developed and funded under this programme to other parties without prior written consent of INSKEN.**

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## 7. Key Dates and Details

An RFP process will be conducted as per the schedule below:

NO	ACTIVITY	DATES
1	Issuance of RFP document	22 November 2019
2	Closing date for proposal (s) submission	25 December 2019
3	Method to Submit Proposal	<p>Proposals must be submitted in electronic copy, indicating the proposal header. Eg. RFP2020/ET/INBT/PR1</p> <p>Training Providers are requested to refer to “Sample of Proposal” (downloadable through: <a href="http://www.insken.gov.my/rfp">www.insken.gov.my/rfp</a>)</p> <p>The proposal (in PF format) is ONLY to be submitted to <a href="mailto:rfp@insken.gov.my">rfp@insken.gov.my</a>.</p> <p>Proposals lodge in any manner other than as detailed in this paragraph, or are submitted after the deadline shall be deemed to be invalid and may be exclude from consideration.</p>
4	Selection of Training Provider(s)	26 December 2019 - 12 January 2020
5	Proposal Pitching	13 - 31 January 2020
6	Appointment of Training Provider(s)	17 February 2020
7	Expected Training Work Commences	01 April 2020

**Should the Service provider(s) did not receive any response from INSKEN, within three (3) months from the submission date, the application is considered to be unsuccessful.**

## 8. Content of the Proposals

All proposals must include the following information (please put the separator for each part in your proposal) :

PART	REQUIREMENTS
<b>A</b>	Company profile and credentials, trainers and coaches profile. (Please limit maximum <b>2 pages</b> )
<b>B</b>	Detailed modules and program specifications including : <ul style="list-style-type: none"> <li>i. Learning objective (<i>what we want to achieve in this module? Min 3, max 5 objective</i>)</li> <li>ii. Module KPI (at the end of the program what are the outcomes that participants will bring back for immediate application in to start their own business.</li> <li>iii. Modules content in details</li> <li>iv. Activities in details</li> <li>v. Instructional guide</li> </ul> (Please limit maximum <b>5 pages</b> )
<b>C</b>	Costing breakdown by components covering training delivery, programme evaluation and management. (Please limit maximum <b>1 page per workshop</b> )

**Total Maximum page for RFP : 8 pages ONLY**

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## 9. Evaluation of Proposal

9.1 The evaluation panel will evaluate proposals to determine the most an appropriate content and outcomes. The panel will consist of members appointed at the INSKEN RFP Secretariat's discretion.

9.2 The criteria for evaluation will be assessed according to the criteria outlined as follow:

NO	CRITERIA	PERCENTAGE
1	<b>ORGANISATIONAL INFORMATION</b> Experience of the organisations, and consultants in development of entrepreneurship training and coaching programmes, 2019 turnover company, manpower and it success stories (testimony and contact)	20%
2	<b>TRAINING/ WORKSHOP PROGRAMMES INFORMATION AND EXPECTED OUTCOMES</b> Detailed information on training and coaching approaches and <u>methodologies</u> , <u>implementation plans</u> and <u>outcome-based KPI</u>	60%
3	<b>BUDGET</b> Detailed cost information to support the proposed programmes <i>(All matters pertaining to the logistic such as accommodations for trainer &amp; assistant (twin sharing), flight ticket/ transportation, will be borne by INSKEN)</i>	20%
<b>TOTAL</b>		<b>100%</b>

Only shortlisted Service provider(s) will be contacted and may be required to present their proposals to the selection panel.

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## **10. Submission**

**10.1** All documentation submitted as part of the Proposal must be in English.

**10.2** Service provider(s) are required to include all information specified in this RFP in their Proposal. Service provider(s) accept that their failure to provide all information required, in the format specified may result in their Proposal being considered as a non-confirming proposal and liable to rejection.

## **11. No Contract or Undertaking**

Nothing in this RFP will be construed to create any binding contract (express or implied) between INSKEN RFP Secretariat and any Service provider(s) until a written Contract, if any, is entered into by the parties.

## **12. Conflict of Interest**

**12.1** Conflict of interest can be defined as any situation in which an individual or organisation is in a position to exploit his/her professional or official capacity in some way for personal or corporate benefit.

**12.2** Service provider(s) must notify the INSKEN RFP Secretariat immediately if any actual, potential or perceived conflict of interest arises after submission of a proposal (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised).

**12.3** If any actual or potential conflicts of interest arise for a Service provider(s), the INSKEN RFP Secretariat may:

- (a) enter into discussions to seek to resolve such conflict of interest;
- (b) disregard the Proposal submitted by such a Service provider(s); or
- (c) take any other action that INSKEN considers appropriate.

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### **13. References**

As part of the evaluation of proposal process, the INSKEN RFP Secretariat, at its discretion, may request from the Service provider(s) information on past experience claimed in their proposal, including contact details for referees.

### **14. Administrative matters**

**14.1** Training Providers interested in participating in the Request for Proposal (RFP) process **must read this RFP document.**

**14.2** INSKEN reserves the right to accept or reject any or all proposals received, to negotiate with any qualified proposer, or to cancel in part or in its entirety this RFP process if it is in its best interest to do so without giving any reason whatsoever. This RFP does not commit INSKEN to award funding or pay any cost incurred in the preparation of the proposals.

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## RFP FREQUENTLY ASKED QUESTIONS

NO	QUESTION	ANSWER
1	Can we submit more than one application/module?	Yes.  Please submit on your Part A once only. But for the details on Part B and C must be submitted based on the module, separately.
2	Can we submit an RFP with the similar contents of a module that we've delivered at other agency?	Yes.  But we give priority to the topics and module contents not offered by other agencies/market and meet the needs of entrepreneurs.
3	Will INSKEN hold the copyrights of our module content?	No.  We do not hold any copyrights of the module and you may use the module for other agencies.
4	Can I submit an RFP in another format?	No.  Strictly, please use the template format as provided. You can download "sample of proposal at <a href="http://www.insken.gov.my/rfp">www.insken.gov.my/rfp</a> .
5	Do I need to submit our RFP in hardcopy?	No need to send in hardcopy. We accept an RFPs (in PDF format), sent to <a href="mailto:rfp@insken.gov.my">rfp@insken.gov.my</a>
6	Will INSKEN contact me after receiving my RFP?	Yes.  We will send you a notice upon receipt of your RFP document.
7	How long does an RFP filtering and selection process take?	Please refer to item 6 (an RFP timeline), in an RFP document.
8	If I am an existing Training Provider at INSKEN, do I	Yes.  You are encouraged to resubmit an RFP by enhancing the contents of the module based

	need to resubmit an RFP?	on feedback received from participants and INSKEN.
9	If we are selected, do we have to attend with the industry player/trainer for an RFP Session?	Yes, that's right.  Industry player/Trainers are required to attend an RFP session as scheduled because questions will be asked based on the module. Strictly, an RFP session will be cancelled, if the industry player/trainer is not present.
10	Can we reject the offer if it doesn't meet our expectations or overlapping with other commitments?	Yes you can.  We will not blacklist your company for future applications.
11	How INSKEN make an evaluation and selection for your Training Provider?	The selection is made based on the score rating on module contents, module outcomes, trainer experience and knowledge and fee by the assessment panel.
12	What is an RFP presentation format?	The format of an RFP presentation are as follows <ul style="list-style-type: none"> <li>• 10 minutes : presentation</li> <li>• 05 minutes : question &amp; answer</li> <li>• 05 minutes : break before to the next presentation</li> </ul>
13	Can an industry player with no basis for training/ coaching/ mentoring, submit an RFP?	Yes.  We value the experience of the industry player in the industry for the benefit of entrepreneurs.
14	Is it mandatory for us to have 'train-the-trainer' certification?	No.  But if there is, it will be an advantage to you.

<b>15</b>	<b>What is the range that INSKEN will pay us?</b>	<b>It is based on the strength of the content of the module and the results that the participants will achieve other than trainer's knowledge and experience.</b>
<b>16</b>	<b>For the fee, what are the other costs we should incur?</b>	<b>The trainer fee for module delivery, the cost of printing the training material and the cost of the trainer assistant for administrative work pre, during and post program.</b>  <b>The number of assistants is subject to the requirements of the module.</b>