

## **1. Background**

INSKEN is an agency under the purview of Ministry of Entrepreneur Development and Cooperatives (MEDAC) that offers entrepreneurship development initiatives through its training and coaching programmes.

In line with INSKEN's tagline; "Growing Tomorrow Entrepreneurs", INSKEN ensures all programmes conducted are based on industry need. The programmes will be executed through smart collaboration with industry practitioners, professionals and government agencies in order to strengthen national entrepreneurship ecosystem.

### **Vision**

Realizing the National Entrepreneurship aspiration through capacity building of entrepreneurs with outcomes.

### **Mission**

- Strengthening the entrepreneurial development ecosystem by measuring outcomes;
- Enhancing entrepreneur's ability to be resilient, competitive and global;
- Encouraging collaborations between Ministries, Agencies and Industries; and
- Preparing entrepreneurs to be catalysts and leading trends and markets.

## 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 programme is to assist and move new or start-up entrepreneur from viable business ideas to a commercial business entity.

### 2.1. The Programme Specifications are as follows:

<b>PROGRAMME</b>	INSKEN Industry Based Training (INBT)
<b>MODE</b>	Combination of Training and Coaching exercises
<b>DURATION</b>	3 days 2 nights
<b>TARGET PARTICIPANTS</b>	<ol style="list-style-type: none"> <li>1. General public (graduates, retirees or anyone who have not started a business but interested to do so); and</li> <li>2. Start-up entrepreneurs who have started their business less than 1 year.</li> </ol>
<b>OBJECTIVE</b>	<p>To provide the participants with:</p> <ol style="list-style-type: none"> <li>1. Essential knowledge on current industry trends, statistics, issues and challenges as a preparation to build a sustainable business in the industry;</li> <li>2. In-depth understanding of related standards, requirements, guidelines, compliance and procedure in the particular industry;</li> <li>3. A well-planned and bankable business model that meet current industry demands; and</li> <li>4. Right knowledge and resources that can help the participant to make a right choice before starting their own businesses.</li> </ol>

<b>PROGRAMME COMPONENTS</b>	<p><b>1. Industry player as a trainer</b></p> <p><b>2. Activities</b> <b>“Train” Session (2 days)</b></p> <ul style="list-style-type: none"> <li>• The training should contain / based on case study materials and practical exercises.</li> <li>• The content of the module should include the following: <ul style="list-style-type: none"> <li>i. Business / industry factsheet;</li> <li>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;</li> <li>iii. Guidance on related standards, guidelines, mandatory compliance, procedure and legal issues in the particular business / industry;</li> <li>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;</li> <li>v. To share / source relevant contact or networking for participants’ reference;</li> <li>vi. To guide with structured business operations, sales and marketing, administration and management, finance (including capital, pricing, inventory purchases and etc.); and</li> <li>vii. To assist participants drafting their business plan; and</li> <li>viii. To assist participants developing their action plan.</li> </ul> </li> </ul> <p><b>“Place” Session (1 Day)</b></p>
-----------------------------	---

**INTEGRITY PLEDGE**

Institut Keusahawanan Negara Berhad (INSKEN) pledges to create ethical working environment by committing to promote values of integrity, transparency and good governance.

	<ul style="list-style-type: none"> <li>• This session aims to expose and engage participants to a real business operation environment. Participants will experience, manage and understand on how the business works through hands-on activity.</li> <li>• This session will take at a location/ place approved by INSKEN. It recommended that this session to be conducted at the business premise of the industry players.</li> </ul>
<b>EXPECTED OUTCOMES</b>	<ol style="list-style-type: none"> <li>1. 20% participants start their business within 6 months of completing the programme;</li> <li>2. 30 participants will have a draft of their business plan; and</li> <li>3. 30 participants will have an action plan.</li> </ol>
<b>INDUSTRY PLAYER CRITERIA</b>	<p>We are looking for industry players who are ready and willing to train, coach and mentor participants to start their businesses.</p> <p>Below are the basic requirements:</p> <ul style="list-style-type: none"> <li>• Currently managing own business;</li> <li>• More than 5 years in business;</li> <li>• The business is still active;</li> <li>• Possessed good business track record (maintain revenue and profit minimum of 3 years, including current year);</li> <li>• Willing to train and develop the new entrepreneurs;</li> <li>• Possessed high discipline, commitment and good team work;</li> <li>• Free from any legal actions;</li> <li>• Possessed a good networking with related ministries, agencies, and business association; and</li> <li>• Recognition or award (business achievement) from related ministries/bodies will be value added.</li> </ul>

**2.2. The proposed an industries / business are as follows:**

<b>TOURISM</b>	
<b>CODE</b>	<b>INDUSTRY</b>
TR1	Homestay (in accordance to MOTAC' specification)
TR2	Eco-Tourism
TR3	Tour Guide
TR4	Budget Hotel / Chalet
TR5	Agro Tourism
TR6	Other related business in tourism industry

<b>FOOD &amp; BEVERAGES</b>	
<b>CODE</b>	<b>INDUSTRY</b>
FB1	Cafe & Restaurant
FB2	Central Kitchen
FB3	Bakery
FB4	Catering
FB5	Other related business in F&B industry

<b>AGRICULTURE</b>	
<b>CODE</b>	<b>INDUSTRY</b>
AG1	Fertigation
AG2	Commercial Chicken Breeds
AG3	Freshwater Fish Farming
AG4	Other related business in agro industry

**INTEGRITY PLEDGE**

Institut Keusahawanan Negara Berhad (INSKEN) pledges to create ethical working environment by committing to promote values of integrity, transparency and good governance.

<b>BEAUTY &amp; WELLNESS</b>	
<b>CODE</b>	<b>INDUSTRY</b>
BW1	Postnatal Care
BW2	Spa Centre
BW3	Mobile SPA
BW4	Other related business in beauty & wellness industry

<b>EDUCATION</b>	
<b>CODE</b>	<b>INDUSTRY</b>
ED1	Kindergarten / Child Development Centre
ED2	Homebased Child Care
ED3	Tuition Centre
ED4	Other related business in education industry

<b>AUTOMOTIVE</b>	
<b>CODE</b>	<b>INDUSTRY</b>
AT1	Car Workshop
AT2	Mobile Mechanics
AT3	Motorcycle Workshop
AT4	Other related business in automotive industry

<b>SERVICES</b>	
<b>CODE</b>	<b>INDUSTRY</b>
SV1	Daily Maid
SV2	Elderly Care Centre
SV3	Tailor
SV4	Alteration Centre
SV5	Other related business in services industry

**INTEGRITY PLEDGE**

Institut Keusahawanan Negara Berhad (INSKEN) pledges to create ethical working environment by committing to promote values of integrity, transparency and good governance.

PROFESSIONAL	
CODE	INDUSTRY
PR1	Pharmacy
PR2	Clinic
PR3	Dentist
PR4	Lawyer
PR5	Company Secretary
PR6	Auditor
PR7	Other related business in professional industry

2.3. 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**.

2.4. 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.

2.5. 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/ o r 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.

*- The remainder of this page is intentionally left blank -*

## 7. Key Dates and Details

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

ACTIVITY	DATE
Issuance of RFP Document	24 May 2021
Closing Date for RFP Submission	3 June 2021
Method to Submit Proposal	<p>Proposals must be submitted by indicating the proposal header as sample below:</p> <p><b>“ RFP2021/ET/INBT/PR1 ”</b></p> <p>The proposal (in PDF format) is ONLY to be submitted to <a href="mailto:rfp@insken.gov.my">rfp@insken.gov.my</a>. Proposals submitted 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 excluded from consideration.</p> <p>Potential provider(s) is requested to refer to “Sample of Proposal” which downloadable through <a href="http://www.insken.gov.my/rfp">www.insken.gov.my/rfp</a>.</p>
Proposal Pitching	14 – 25 June 2021
Appointment of Service Provider(s)	July 2021 onwards
Expected Training To Commence	July 2021 onwards

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
A	<p>Company profile and credentials, trainers and coaches profile.</p> <p>(Please limit maximum <b>2 pages</b>)</p>
B	<p>Detailed modules and programme specifications including:</p> <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 programme what are the outcomes that participants will bring back for immediate application to start their own business;</li> <li>iii. Modules content in details;</li> <li>iv. Activities in details; and</li> <li>v. Instructional guide.</li> </ul> <p>(Please limit maximum <b>5 pages</b>)</p>
C	<p>Costing breakdown by components covering training delivery, programme evaluation and management.</p> <p>(Please limit maximum <b>1 page per workshop</b>)</p>

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

## 9. Evaluation of Proposal

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

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

NO	CRITERIA	%
1	<b>ORGANISATIONAL INFORMATION</b>  Experience of the organisations, and consultants in development of entrepreneurship training and coaching programmes, 2020 turnover company, manpower and its 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  All matters pertaining to the logistic such as accommodations for trainer & assistant (twin sharing), flight ticket / transportation, will be borne by INSKEN	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.

## **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.

*- The remainder of this page is intentionally left blank -*

## **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.

*- The remainder of this page is intentionally left blank -*

### **13. References**

**13.1.** 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.

**13.2.** 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.

*- The remainder of this page is intentionally left blank -*

*- This page is intentionally left blank -*

**INTEGRITY PLEDGE**

Institut Keusahawanan Negara Berhad (INSKEN) pledges to create ethical working environment by committing to promote values of integrity, transparency and good governance.



## RFP FREQUENTLY ASKED QUESTIONS

NO	QUESTION	ANSWER
1	Can we submit more than one application/module?	Yes.  Part A to be submitted once and for Part B and C must, the details need to be submitted based on the module, separately.
2	Can we submit an RFP with the similar contents of a module that we've delivered for another agency?	Yes, as long the modules meet the needs of entrepreneurs.  However, we will prioritise to the topics / module that not being offered to other agencies / market.
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?	Hardcopy is not necessary. We only accept documents that being sent in PDF format, email 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 receiving your RFP document.
7	How long does an RFP filtering and selection process take?	Please refer to item 7, under "Key Dates and Details" in the RFP document.

<b>NO</b>	<b>QUESTION</b>	<b>ANSWER</b>
8	If I am an existing Training Provider at INSKEN, do I need to resubmit an RFP?	Yes.  You are encouraged to resubmit an RFP by enhancing the contents of the module based 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 / Trainer 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 next presentation</li> </ul>
13	Can an industry player with no basis for training / coaching submit an RFP?	Yes.  We value the experience of the industry player in the industry for the benefit of entrepreneurs.

<b>NO</b>	<b>QUESTION</b>	<b>ANSWER</b>
14	Is it mandatory for us to have 'train-the-trainer' certification?	No.  But if there is, it will be an advantage to you.
15	What is the range that INSKEN will pay us?	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.
16	For the fee, what are the other costs we should incur?	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 programme.  The number of assistants is subject to the requirements of the module.