



LABUAN FINANCIAL SERVICES AUTHORITY

REQUEST FOR PROPOSAL FOR CUSTOMISED IN-HOUSE LEARNING AND DEVELOPMENT PROGRAMME

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1.0 INTRODUCTION

The Labuan Financial Services Authority (Labuan FSA) was set up on 15 February 1996 as a single regulatory body to spearhead and coordinate efforts to promote and develop Labuan as an International Business & Financial Centre (IBFC). Its establishment further underscores the government's commitment to make Labuan a premier IBFC of high repute.

Part of the functions of Labuan FSA is to administer, enforce, carry out and give effect to its mandated objectives as the central regulatory authority of the Labuan IBFC. Its other functions include developing policies and advising on matters relating to the growth, effectiveness and efficiency of Labuan IBFC.

In meeting requirements of the current and emerging business and more sophisticated financial landscape, Labuan FSA is keen to embark on a programme to enhance the competencies of the organization through the development of its talent.

2.0 PURPOSE

This Request for Proposal document (RFP) has been prepared solely for the purpose of enabling Labuan FSA in defining the requirements for the appointment of suitable Training Provider (TP) to conduct its customised "In-House Learning and Development Programme" as provided in Appendix 1. The RFP document is not a recommendation, offer nor invitation to enter into a contract, agreement or any other arrangements in respect of the services. The provision of the proposed training services is also subject to the observance of selection process and appropriate documentation being agreed between Labuan FSA and any successful TP as identified by the Labuan FSA after the completion of selection process.

For this purpose, a briefing session will be conducted to clarify the requirements of the RFP at the following date and time:

Date: 10th August 2012 (Friday)
Time: 3.00pm
Venue: Kuala Lumpur Facilities Office (KLFO)
Suite 2A-06-1, 6th Floor, Block 2A
Plaza Sentral, Jalan Stesen Sentral
KL Sentral, 50470 Kuala Lumpur

Participation is not mandatory; however, it is limited to two (2) people per TP. Kindly provide the names and titles of the representative before **7th August 2012, 3pm** via email to:

human_resource@labuanfsa.gov.my

3.0 OBJECTIVE AND LEARNING REQUIREMENTS

The customised staff learning and development (L&D) programme is aimed at meeting the unique requirements of the business, as well as translating the corporate training needs analysis into implementable actions. It is envisaged that the application of the programme will further enhance the specific and generic competencies of the existing talent towards meeting the objectives of Labuan FSA.

The detailed learning objectives based on the envisaged programme are provided in Appendix 1.

4.0 SCOPE OF WORK FOR TP

4.1 TARGET GROUP

All employees, covering the senior and middle management and non executive staff, will be covered by the L&D programme. The breakdown of employees by the respective categories are provided in Appendix 2.

4.2 IMPLEMENTATION PLAN

The implementation of the targeted programme is anticipated to commence in August 2012 and will continue over a period up to 12 months, in 3 phases:

- (i) Phase 1: Preceding the delivery of training, which will include but not limited to content development, instructional design, learning approach and confirmation of facilitators;
- (ii) Phase 2: Implementation of training in accordance to the learning objectives and post training action plans; and
- (iii) Phase 3: Post-training assessment to measure the impact of the L&D based on the agreed objectives and action plans during / post training.

4.3 DELIVERY FORMAT

The training sessions should be designed by the TP to ensure an impactful and effective delivery of the intended learning and development. Interactive and experiential learning such as role plays, videos, group discussions and team games are preferred. Special emphasis should be placed on adult learning concept with focus on real-life situations and applied learning.

The TP may propose a modular delivery concept, where relevant.

5.0 KEY REQUIREMENTS OF TP

The TP shall ensure the requirements that are listed below are incorporated / complied with.

5.1 PRE-TRAINING PREPARATION

During the (pre) training preparatory period, the course content will be evaluated and cleared by Labuan FSA. This will include participation of senior officers in the programme design.

The TP may propose to design and deliver one or more training modules based on its expertise.

5.2 DELIVERY OF IN-HOUSE TRAINING PROGRAMME

It is an important requirement that the TP ensures consistent delivery and message across the training sessions to meet the intended L&D objectives. The materials to be used in delivering the training programme shall be developed and provided by the TP. The used of logo/branding on the training material should be of Labuan FSA and not of the TP.

5.3 ASSESSMENT & FOLLOW-UP

The TP should utilize relevant methodologies to measure the impact of the learning programme on employees. A baseline assessment of target group before each session may be conducted, where applicable. A follow-up assessment is recommended to gauge the employee's application of the lessons learned. The follow-up assessment will be implemented with the assistance of the internal Human Resource Unit, where the actual design will be jointly discussed and approved by Labuan FSA to ensure its effectiveness.

6.0 TERMS AND CONDITIONS

6.1 QUOTATIONS

All prices must be quoted in Ringgit Malaysia (RM) and must include all professional fees, training materials, government taxes and other charges. The quoted price must be valid for at least one hundred eighty (180) days and includes an estimate of out of pocket expenses. Any other incidental expenses related to the programmes shall be itemised, where possible.

6.2 CONFIDENTIALITY

The proposal shall be held in strict confidence and not to reveal to any other party. All information pertaining to Labuan FSA as a result of participation shall not be disclosed without the prior written consent of Labuan FSA.

6.3 EVALUATION OF OFFERS

Each Recipient acknowledges and accepts that Labuan FSA may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of TP, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as material for any investigation or review to be carried out by a TP.

6.4 ACCEPTANCE OF TERMS

The Recipient will, by responding to the Labuan FSA's RFP document, be deemed to have thoroughly read the whole RFP document and unconditionally accepted the terms and conditions as stated.

6.5 CLOSING DATE

The response to the RFP should be submitted not later than **14th August 2012, 5:00 pm**. At any time prior to the deadline of submission of the RFP, Labuan FSA, for any reason, whether at its own initiative or in response to a clarification requested by a prospective TP, may modify the RFP. The Labuan FSA may, at its discretion, extend the deadline for submission of RFP.

6.6 MISCELLANEOUS

All proposals are non-returnable and any clarification shall be addressed during the briefing session.

7.0 FORMAT AND CONTENT OF PROPOSAL

In facilitating the evaluation and comparison of proposal, the TP must submit its proposal in accordance with the format outlined below:

7.1 COVER PAGE

TP's name, address, telephone number and contact person.

7.2 TABLE OF CONTENTS

The detailed proposal with contents of programme, instructional design and delivery by modules including the page numbers and relevant appendices listing.

7.3 EXECUTIVE SUMMARY

A summary of the customised L&D programme, including the capabilities and experience of the TP in similar engagements.

7.4 TRAINER'S PROFILE

A summary of the proposed trainer(s) / programme facilitators (trainers), including their area of expertise and experience that are relevant to the training. The TP shall also provide alternative trainer(s) profile for purpose of replacement, where necessary.

7.5 METHODOLOGY

The proposal must include the detailed methodology including the pre and post training assessment, design of the training module and programme duration, where applicable.

7.6 DELIVERABLES

The training approach including the benefits that will be achieved and sample of training materials shall be developed based on the specific learning objectives. If more than one programme is proposed, the TP may include the series of training modules for Labuan FSA's consideration.

7.7 DURATION OF TRAINING

This refers to the duration of programme / module as specified in section 4.0 including any break-up session, where relevant.

7.8 CLIENT BASE

The TP's track-record and client-base.

7.9 TRAINING COST

The cost associated with the training including the pre and post training assessment. The cost breakdown could be based on group or per participant. The TP shall clearly indicate the breakdown of the items for the proposed cost.

7.10 PAYMENT

The TP shall indicate the schedule and preferred mode of payment for the programme.

8.0 MODE OF SUBMISSION

The response to the RFP should be submitted in accordance with the 'Format and Content of Proposal' not later than **14th August 2012, 5:00 pm**. It must be submitted both in softcopy and hardcopy, to:

Director,
Corporate Affairs Department
Labuan Financial Services Authority
Level 17, Main Office Tower
Financial Park Complex
Jalan Merdeka
87000 Federal Territory Labuan
Malaysia

It is the TP's responsibility to ensure that Labuan FSA receives the proposal on or before the deadline. Any proposal received after the closing time and date of submission shall not be considered.

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Programme 1 Management Leadership

Target Programs	Targets Audience	Learning Objectives
Situational Leadership	Managers and Directors	<ul style="list-style-type: none"> a) Improve the performance of organisation through alignment of individual goals with the corporate objectives b) Modelling behaviours and leadership capabilities (interpersonal skills, communication, decision making etc) to enhance effectiveness, team leadership and organisational commitment
Motivation & Coaching	Managers and Directors	<ul style="list-style-type: none"> a) Increase team effectiveness and efficiency through the creation of positive environment, and use of facilitative techniques to stimulate innovation and continuous improvement b) Improve leadership capability to motivate and inspire team to challenge the status quo

Programme 2 Effective Communication

Target Programs	Targets Audience	Learning Objectives
Business Writing	Non executive, Executive and Managers	a) Improve foundation and understanding of the usage of basic grammar, appropriate vocabulary language rules and structuring of sentences - Correcting common mistakes b) Exposure to various writing styles and techniques Formal and informal writing – letter, memo, email, presentation
Conversational English	Non executive	a) Increase confidence level in informal and formal communication / presentation b) Improve basic speaking techniques involving day-to-day communication with others – intonation, pronunciation etc

Programme 3 Advance Interpersonal Skills

Target Programs	Targets Audience	Learning Objectives
Teambuilding (Boot Camp)	Non executive, Executive, Managers and Directors	a) Improve overall team engagement with focus on increasing organisational productivity and morale b) Provide means / techniques to enhance working relationship to create better understanding and cross fertilization of knowledge / expertise

Programme 4 Enhancing Analytical Skills and Simplifying Complexities

Target Programs	Targets Audience	Learning Objectives
Financial Acumen	Executive and Managers (Core Business, Strategy and Supervision Department)	a) Appreciating data and enhancing number-crunching ability through proper analysis, consolidation to facilitate analysis and synthesis of information. - Reading financial statements (profit & loss, financial ratio etc) and others relevant b) Summarising and presenting data to convey message including usage of appropriate tools
Research and Info Synthesis	Executive and Managers (Core Business, Strategy and Supervision Department)	a) Provide insights to methods of researching and procurement of qualitative data – connecting the dots b) Using structured methodology and tools for data mining, trending, benchmarking to summarize information analysis c) Techniques to deliver high impact reports and presentation

Appendix 2

Level	Designation	No of Staff
Director	Director General (Consider to co-facilitate the motivation and teambuilding programme)	
	Deputy Director	1
	Senior Director	1
	Director	4
Manager	Deputy Director	4
	Manager	8
	Assistant Manager	9
Executive	Senior Executive	12
	Executive	40
Non Executive	Non-Executive	14
Total		93