



MINISTRY OF ENVIRONMENT

Male' Republic of Maldives

REQUEST FOR PROPOSALS

FOR

*Training of operators for operation & maintenance of
sewerage systems in Maldives*

NORTH ZONE

[28 August 2019]

Prepared by:
Ministry of Environment

Schedule/Timelines of Critical Dates

ACTIVITY	ACTION DATE
Advertise	28 th August 2019
Release of Request for Proposal	28 th August 2019
Last day to submit queries (by Proponents)	4 rd September 2019
Last day to send answers to queries (by Client)	5 th September 2019
Deadline to submit proposals	11 th September 2019

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1 LETTER OF INVITATION

Dear Proponent,

- 1.1 Ministry of Environment (ME) intends procuring the services of an institute to conduct a sewerage systems operation and maintenance (O&M) training programme for a selective group of candidates in the north region of Maldives.
- 1.2 The Government of the Republic of Maldives now invites proposals for the institute to conduct a sewerage systems operation and maintenance (O&M) training programme for a selective group of candidates in the north region of Maldives.

- 1.3 The RFP includes the following documents:

Section 1 - Letter of Invitation
Section 2 - Instructions to proponents
Section 3 - Technical Proposal - Standard Forms
Section 4 - Financial Proposal - Standard Forms
Section 5 – Terms of Reference
Section 6 - Standard Forms of Contract

- 1.4 Please inform us in writing at the following address, upon receipt:

**Water and Sanitation Department
Ministry of Environment
Ameeneemagu, Maafannu, Male'20392
Green Building, Handhuvaree Hingun,
Maafannu, Male', 20392, Republic of Maldives
Tel: +960 3018300, Fax: +960 3018301
Email: procurement@environment.gov.mv**

- (a) that you received the Letter of Invitation; and
(b) whether you will submit a proposal alone or in association.

- 1.5 This Request for Proposal should not be construed as a commitment by the Client to contract with any particular proponent.

Yours sincerely,

Ajwad Musthafa
Permanent Secretary
Ministry of Environment

PART I

INSTRUCTIONS TO PROPONENTS

2 INSTRUCTIONS TO PROPONENTS

2.1 Introduction:-

- a) The Client named in the Data Sheet will select a firm/organization from those listed in the Letter of Invitation.
- b) The Proponents are invited to submit Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for the contract named in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Party.
- c) The Client will select an organization (the Proponent) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the data sheet.
- d) As a direct response to this document, interested parties must provide their detailed proposals for the *Training of operators for operation & maintenance of sewerage systems in Maldives*. The standards and other statements on such provision and legislative compliance made by the parties as part of their proposals will form a part of the final *Training of operators for operation & maintenance of sewerage systems in Maldives* Contract.
- e) The proponents shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Proponents
- f) The Client reserves the right to accept or reject any Proposal and to terminate the tendering process without awarding a contract. The parties should be aware that it is unlikely that the Client will be in a position to go forward with any proposals that fails to meet the statutory and essential requirements, set out in Section 5. Terms of Reference.

2.2 Conflicting of interest

- a) A Party (including its Personnel) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Schedule of requirements, (ii) the selection process, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Government throughout the selection process and the execution of the Contract.
- b) The Proponents have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Proponent or the termination of its Contract.

2.3 Fraud and Corruption

The Client requires that all parties including Proponents and their agents (whether declared or not), personnel, sub-contractors, sub-proponents, service providers and suppliers, observe the highest standard of ethics during the selection and execution its contracts. In pursuance of this policy, the Client:

- a) defines, for the purposes of this provision, the terms set forth below as follows:
 - i. “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. “collusive practices” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
 - v. “obstructive practice” is
 - deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - acts intended to materially impede the exercise of the relevant government authorities’ inspection and audit rights.
- b) will reject a proposal for award if it determines at any time before award that the recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c) will cancel the portion of the contract if it determines at any time that representatives of the Client or of a beneficiary were engaged in corrupt, fraudulent, collusive, or coercive practices during the selection process or the execution of that contract, without the Proponent having taken timely and appropriate action satisfactory to the Client to address such practices when they occur; and
- d) will take action against any Party or an individual at any time, in accordance with rules and regulations including by publicly declaring such Parties or individual ineligible, either indefinitely or for a stated period of time.

2.4 Proposal Validity

The Data Sheet indicates how long the Proposals must remain valid after the submission date. The Client will make its best effort to complete negotiations within this period. Should the need arise; however, the Client may request to extend the validity period of proposals. The Parties who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, The Proponents could submit new staff in replacement, who would be considered in the final evaluation for contract award. Proponents who do not agree have the right to refuse to extend the validity of their Proposals.

2.5 Language of Proposal

The proposal documents must be written in English language.

2.6 Preparation of Proposals

- a) The Proposal (see para. 1.2), as well as all related correspondence exchanged by the Proponents and the Client, shall be written in the language (s) specified in the RFP.
- b) In preparing their Proposal, Proponents are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- c) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

2.7 Technical Proposal Format and Content

The Technical Proposal shall provide the information indicated in the following paras from (a) to (g) using the attached Standard Forms (Section 3). Paragraph (c) (ii) indicates the recommended number of pages for the description of the approach, methodology and work plan. A page is considered to be one printed side of A4 or letter size paper.

- a) A brief description of the Proponents' organization and an outline of recent experience of the Proponents and, in the case of joint venture, for each partner, on assignments of a similar nature are required in Form TECH-2 of Section 3. For each assignment, the outline should indicate the names of Sub-Proponents/ Professional staff who participated, duration of the assignment, contract amount, and Proponent's involvement. Information should be provided only for those assignments for which the Proponent was legally contracted by the client as a corporation or as one of the major firms/Organisations within a joint venture. Assignments completed by individual Professional staff working privately or through other organisations cannot be claimed as the experience of the Proponent, or that of the Proponent's associates, but can be claimed by the Professional staff themselves in their CVs. Proponents should be prepared to substantiate the claimed experience if so requested by the Client.
- b) Comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/effectiveness of the assignment.

- c) A description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under Form TECH-4 of Section 3. The work plan should be consistent with the Work Schedule (Form TECH-7 of Section 3) which will show in the form of a bar chart the timing proposed for each activity.
- d) The list of the proposed professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks (Form TECH-5 of Section 3).
- e) CVs of the professional staff signed by the staff themselves or by the authorized representative of the professional staff (Form TECH-6 of Section 3).
- f) The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

2.8 Clarification and Amendment of RFP Documents

- a) During the RFP process, questions or clarifications regarding this RFP document must be requested in writing to the person and address stated in the **Data Sheet**.
- b) Any additional documentation issued by the Client during the tendering process shall be in the form of Addenda and that deemed to form part of this RFP and shall supersede any part of the RFP where indicated. The Client may also exercise the option to extend the tendering period and/or postpone the proposal submission date in the event that subsequent documentation is issued.

2.9 Communications

Except as provided in the preceding section relating to questions about this RFP, no party shall contact any officer, employee, or team member of Client with respect to this RFP. Any oral communication with a Client employee concerning this RFP is not binding on the Client and shall in no way alter any specifications, term or condition of this RFP or any contract documents.

2.10 Submission, Receipt, and Opening of Proposals

- a) The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Proponents themselves. The person who signed the proposal must initial such corrections.
- b) An authorized representative of the Proponent shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked “Original”.
- c) Proponents shall submit a “Compliance Declaration Statement” stating that the offer is made in accordance with the Request for Proposal. Proponents who offer additional or alternate conditions shall clearly state those in their proposals.

- d) The technical proposal and financial proposal must be submitted in two separate sealed envelopes with one (1) printed copy of each and one electronic version in a CD-ROM to the person and address below. The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “Technical Proposal” Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “Financial Proposal” followed by the name of the assignment, and with a clear mention “Do Not Open With The Technical Proposal.” The envelopes containing the Technical and Financial Proposals shall be placed into an outer single envelope dully sealed. This outer envelope shall bear the submission address, reference number and be clearly marked “Do Not Open, except in the Presence of the Official Appointed”. The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated and in such case, the proposal is liable to rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive
- e) The Proposals must be sent to the address indicated in the Data Sheet and received by the Client no later than the date specified in the Data Sheet, or any extension to this date notified later on. Any proposal received by the Client after the deadline for submission shall be returned unopened.
- f) The Client shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

2.11 Evaluation of proposals

- a) From the time the Proposals are opened to the time the Contract is awarded, the Proponents should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Proponents to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Proponents’ Proposal.
- b) The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Technical Requirements, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Technical Requirements or if it fails to achieve the minimum technical score indicated evaluation criteria specified in the Data Sheet.
- c) After the technical evaluation is completed, the Client shall inform the Proponents who have submitted proposals the technical scores obtained by their Technical Proposals, and shall notify those Proponents whose Proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and Schedule of Requirements, that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify in writing Proponents that have secured the minimum qualifying mark, the date, time and location for opening the Financial Proposals. The

opening date will allow Proponents sufficient time to make arrangements for attending the opening. Proponents' attendance at the opening of Financial Proposals is optional.

- d) Financial Proposals shall be opened publicly in the presence of the Proponents' representatives who choose to attend. The name of the Proponents and the technical scores of the Proponents shall be read out aloud. The Financial Proposal of the Proponents who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read out aloud and recorded. Copy of the record shall be sent to all Proponents.
- e) The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.
- f) The **highest** evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Evaluation Criteria: $S = St \times T \% + Sf \times P\%$. The Party achieving the highest combined technical and financial score will be invited for negotiations.

2A. DATA SHEET

2.1.a	<p>Name of the Client:</p> <p>Water and Sanitation Department Ministry of Environment Ameeneemagu, Maafannu, Male'20392 Green Building, Handhuvaree Hingun, Maafannu, Male', 20392, Republic of Maldives Tel: +960 3018300, Fax: +960 3018301 Email: procurement@environment.gov.mv</p>
2.1.a	<p>Financial Proposal to be submitted together with Technical Proposal in two separate envelopes on the same day and time specified.</p> <p>Name of the assignment is: <i>Training of operators for operation & maintenance of sewerage systems in Maldives</i></p>
2.4 Validity	<p>Proposals must remain valid up to 90 days after the submission date.</p>
2.8 Clarifications and Amendments of RFP Documents	<p>Clarifications may be requested not later than 14 days before the submission date.</p> <p>Water and Sanitation Department Ministry of Environment Ameeneemagu, Maafannu, Male'20392 Green Building, Handhuvaree Hingun, Maafannu, Male', 20392, Republic of Maldives Tel: +960 3018300, Fax: +960 3018301 Email: procurement@environment.gov.mv</p>
2.10 Submission, Receipt, and Opening of Proposals	<p>The Proposal submission address is:</p> <p>Water and Sanitation Department Ministry of Environment Ameeneemagu, Maafannu, Male'20392 Green Building, Handhuvaree Hingun, Maafannu, Male', 20392, Republic of Maldives Tel: +960 3018300, Fax: +960 3018301 Email: procurement@environment.gov.mv</p> <p>Proposals must be submitted no later than the following date and time:</p> <p>Date: September 11, 2019 Time 1115 hours local time</p>

2.11 Evaluation of Proposals	<p>Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:</p> <p style="text-align: right;"><u>Points</u></p> <p>(i) Specific experience of the organization relevant to the assignment and their close proximity to the protected Site: [50] 50 points will be broken down as following:</p> <ul style="list-style-type: none"> • Experience of organization will be given marks on number of projects basis (full marks will be achieved for organizations that have conducted 20 or more projects) a) Experience in conducting similar trainings [30] b) Experience in community training skills, and in working with teams [10] c) Close proximity to site (located within the country) [10] <p>(ii) Adequacy of the proposed methodology and Monitoring Plan in responding to the Technical Requirement: [30]</p> <ul style="list-style-type: none"> a) Technical approach and methodology [10] b) Work plan [10] c) Organization and staffing [10] <p>(iii) Key professional staff qualifications and competence: [40]</p> <ul style="list-style-type: none"> a) Senior Trainer [25] b) Supporting Trainer [15] <p>The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:</p> <ul style="list-style-type: none"> 1) General qualifications [30%] 2) Adequacy for the assignment [60%] <ul style="list-style-type: none"> • Experience of trainer will be given marks on number of projects basis (full marks will be achieved for trainers that have conducted 10 or more projects) <u>or</u> trainers with relevant experience of more than 3 years <u>or</u> a combination of both years of experience and number of projects, where it does not overlap 3) Experience in region and language [20%] <p style="text-align: right;">Total weight: 100%</p> <p style="text-align: right;">Total technical score (s): 100</p> <p>The minimum technical score (s) required to pass is: 65 Points</p> <p>$St = s / 10$</p>
	<p>The formula for determining the financial scores is the following: $Sf = 100 \times Fm / F$, in which Sf is the financial score, Fm is the <u>lowest price</u> and F the price of the proposal under consideration.</p>

	<p>The weights given to the Technical and Financial Proposals are: T = [0.6], and P = [0.4]</p>
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PART II

STANDARD FORMS

3.0 TECHNICAL PROPOSAL - STANDARD FORMS

FORM TECH-1: TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the ***Training of operators for operation & maintenance of sewerage systems in Maldives*** in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope¹.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services and fulfill the terms and conditions related this contract.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM TECH-2: PROPONENT'S ORGANIZATION AND EXPERIENCE

A - PROPONENT'S ORGANIZATION

[Provide here a brief (two pages) description of the background and organization of your firm/entity and each associate for this assignment.]

B - PROPONENT'S EXPERIENCE

*[Using the format below, provide information on each contract/assignment for which your Organisation, individually as a corporate entity or as one of the major companies within an association, for carrying out **training programmes**. Use 5 pages.]*

Contract/Activity Name:	Approx. If a contract, value of the contract (in MR):
Country: Location within country:	Duration of assignment/activity (months):
Name of Client:	Total N° of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$ or Euro):
Start date (month/year): Completion date (month/year):	N° of professional staff-months provided by associated Proponents:
Name of associated Parties, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Activities/Project:	
Description of actual services provided by your staff within the Activities:	

Firm's Name: _____

FORM TECH-4: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(For small or very simple assignments the Client should omit the following text in *Italic*)

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (10-15 pages, inclusive of charts and diagrams) divided into the following three chapters:

- a) Technical Approach and Methodology,*
- b) Work Plan, and*
- c) Organization and Staffing,*

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan.

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

FORM TECH-5: TEAM COMPOSITION AND TASK ASSIGNMENT

<i>Professional Staff</i>				
Name of Staff	Organisation	Site of Expertise	Position Assigned	Task Assigned

**FORM TECH-6: CURRICULUM VITAE (CV) FOR PROPOSED
PROFESSIONAL STAFF**

1. Proposed Position *[only one candidate shall be nominated for each position]:* _____

2. Name of Firm *[Insert name of firm proposing the staff]:* _____

3. Name of Staff *[Insert full name]:* _____

4. Date of Birth: _____ **Nationality:** _____

5. Education *[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:* _____

6. Membership of Professional Associations: _____

7. Other Training *[Indicate significant training since degrees under 5 - Education were obtained]:* _____

8. Countries of Work Experience: *[List countries where staff has worked in the last ten years]:* _____

9. Languages *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:* _____

10. Employment Record *[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:*

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: _____

FORM TECH-7: WORK SCHEDULE

[illegible]

4.0 FINANCIAL PROPOSAL - STANDARD FORMS

FORM FIN-1: FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide ***Training of operators for operation & maintenance of sewerage systems in Maldives*** in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is exclusive of the local taxes, which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

¹ Amounts must coincide with the ones indicated under financial proposal in Form FIN-2.

FORM FIN-2: FINANCIAL PROPOSALS

Costs	Currency	Amount(s)
Subtotal		
Total Amount of Financial Proposal		_____

	Description	MRf
1	Training & administrative charges	
2	Professional charges (per tutors) -tutor 1 -tutor 2... etc	
3	Hall	
	Total :	
	GST:	
	Total with GST:	

Indicate the total cost with detail cost to be paid in Maldivian Rufiyaa.

Note: The total contract price should be quoted inclusive of Goods and Services Tax (GST) as per the GST Legislation and Circulars.

***Quantity = 15 people**

***Training Duration = 60 hrs (should not be longer than 2 weeks)**

5.0 TERMS OF REFERENCE

3.1 Background

The Government of the Republic of Maldives represented by Ministry of Environment (ME) intends procuring the services of an institute to conduct a sewerage systems operation and maintenance (O&M) training programme for a selective group of candidates.

3.2 Objectives

The general objective of the assignment is to, develop and improve the operation and maintenance (O&M) sewerage services provided by utility centers established across 7 regions of country.

3.3 Scope of Work

Based on the water supply and sewerage management systems established in the islands across Maldives, the institute/firm is to provide training on the operation and maintenance (O&M) involving but not limited to; a brief overview on all types of sewerage systems; concepts of systems in place in Maldives, their design overview and its working with specific to conventional gravity sewerage system.

3.4 Tasks of the Institute

The tasks to be undertaken by the Institute under this outlined Terms of Reference are to be undertaken in close collaboration with the Water and Sanitation Department, and relevant stakeholders as necessary, and include, but are not necessarily limited to, the following:

- Develop the program aims intended learning outcomes, methods of delivery, and comprehensive outline of the core training subjects.
- Develop an indicative book list/ resources/ materials/ equipments for the core subject areas.
- Delivery of training
- Provide recommendation on the appropriate facilities needed for the training.

The training programme is proposed to be delivered for a period of 'not less than' 3 weeks. The training program should incorporate basic knowledge on the different foundational aspects of co-operative organizations.

3.5 Deliverables

The Training Provider shall provide a:

Final Negotiated Training Program Outline: The Final negotiated Training program outline shall be submitted not later than **1 week** prior to the commencement of the assignment. The Final Negotiated Outline should include but is not limited to:

- (i) Aims, intended learning outcomes, methods of delivery, and comprehensive outline of the core subjects; and
- (ii) Indicative book list/ resources/ materials/ equipments for the core subject areas.

Delivery of Training: Training should be delivered within 3 weeks period

Completion of Training and Issue of Certificates to the Participants: A brief report shall be submitted within 5 days following the issue of the certificates to the participants.

Training Session: The assessment should include but is not limited to successes and difficulties in achieving learning outcomes.

3.6 Eligibility Criteria

To be eligible for this assignment the institute must demonstrate past experience in performing the services (description of the similar assignment, experience in similar conditions, availability of appropriate skills, etc.) and should have the following minimum eligibility criteria.

- Lead consultant should have a Bachelors Degree in Social Science or Engineering or Environmental Management/Science or related field.
- Support consultants should have an advance diploma or above from a related field.
- Excellent communication and reporting skills in English and Dhivehi.
- Experience in community training skills, and in working with teams.
- Minimum 5 year working experience in a field related to this TOR.
- Experience in consulting public or private sectors while international experience would be an additional advantage.

Technical Trainers (Min. one (01) from the field of sewerage system)

- Technical Trainers should have a minimum bachelors degree in civil / environmental or management or related field.
- Technical Trainers should have a minimum 2 year work experience in the relevant field.
- Experience in the specific or related training programmes would be an additional advantage.
- Experience in community training skills, and in working with teams
- Excellent oral and written communications in English and Dhivehi

Support Trainers

- Assistant Trainers should have an advance diploma or above from a related field
- Excellent oral and written communications in English and Dhivehi
- Minimum 2 years working experience in a field related

3.7 Reporting

The Institute is expected to work closely with the Water and Sanitation Department and will report directly to Director General, or his/her designate during the assignment.

3.8 Contract duration

The successful Institute is expected to be available to deliver the Training Programme in **1st October 2019**. The estimated contract duration will be for not more than **2 weeks** from the commencement of the assignment.

3.9 Proposal

The Institute is required to submit a simple tentative work plan and proposed fee for the assignment.

PART IV EMPLOYER'S REQUIREMENTS FOR TRAINING

1.1. Operator Training Needs

If a wastewater collection, wastewater treatment system is to operate efficiently and properly, continuous and skilled attention is the most important component. Without proper attention, mechanical devices will fail and systems will cease to produce the desired results. Although modern mechanical devices have greatly reduced the amount of labor required and to a large extent have eliminated the more disagreeable operational tasks, there is no completely self-operating system.

The Ministry of Environment (ME) is responsible for ensuring that sewerage works are maintained and operated in a manner that provides safe, clean drinking water for the present and future generations of Maldives Islands as well as, providing for the protection of the natural environment.

The availability of trained and qualified operators is vitally important to the safe and sustainable operation of municipal wastewater systems. Operator education and training are as essential to the successful operation of these systems as are improved technologies, regulatory inspection, and monitoring. Without adequately trained personnel, the most advanced technology and regulatory compliance cannot reliably deliver acceptable levels of wastewater treatment. These systems will not retain their economic viability without regular maintenance by adequately trained operators.

In 2010, the Government of Maldives made changes to the operation and maintenance of water supply and sewerage systems in Maldives by switching over from Government of Maldives / Community based to Utility Company based and to that effect, Permit to Operate to Utility Companies shall be issued. The Permit to Operate will be based on the system's classification, and will stipulate general operating and system maintenance requirements for each system, as well as noting system-specific conditions where appropriate. All systems will be required to have trained operators to keep maintenance and operational logs; and to submit annual Operation and Maintenance Reports to the ME. ME will submit the names of their system operators, and a database will be maintained regarding the education and training of individual operators.

1.2. Training Programs and Operator Qualification

Although the certification of wastewater systems operators is not yet mandatory within the country, the ME does make training programs available on various aspects of maintenance and operation of islands water supply and sewerage systems. The authorities responsible for operations and maintenance should encourage operator attendance at these training programs. The highlights of various training and certification programs offered by the province are as follows:

1. Educational Seminar - Educational seminar consists of classroom training such as seminar, workshop, and certification-specific curriculum. The seminar shall be offered at Male. The training curriculum is based on established training manuals, which will provide operators with the knowledge to properly operate and maintain their systems.

2. On-Site Training - This component of the training program is designed to raise the competency level of operators to an acceptable standard. It is site based, one-on-one, hands on, and tailored to the needs and aptitude of the operator. The training deals with proper operation/maintenance of the sewerage system. In addition to providing operation and maintenance training, this program augments the classroom training provided by the Operator Education component.

On-site training is seen as a very important component of the overall training program. It is expected that the operators will respond positively to hands on training especially in the familiar surroundings of their own facility.

3. Operating Manual

The purpose of an Operating Manual is to provide an understanding of the processes and general operation of sewerage systems. This type of manual is not intended to indicate every single step in the operating procedure or to attempt to replace the Suppliers' Equipment Manuals.

An Operating Manual should provide a basic understanding of what the system is supposed to accomplish; the philosophy of the design; specific criteria for satisfactory operation and the identification of potential operational problems.

The Operating Manual should contain, where pertinent, at least the following items in sufficient detail:

1. Purpose of manual;
2. Terminology and definitions;
3. General description of water and sewerage systems;
4. Description of key components and their operation;
5. Operational duties (general);
6. Initial start-up procedures;
7. Normal start-up procedures;
8. Operational procedures as follows:
 - a) Plant running normally;
 - b) Emergency (including power failure);
 - c) Maintenance; and
 - d) Keeping operating records;

9. Shutdown procedures;
10. Operation safety;
11. Housekeeping;
12. Test procedures and standards;
13. List of major equipment;
14. List of interlocked equipment;
15. List of pumps;
16. List of motors;
17. List of gates and valves for the process;
18. List of construction drawings;
19. References; and
20. Miscellaneous functional drawings.

QUALITY ASSURANCE

The Expert of the Institute shall provide on-the-job training of the Owner's personnel. The training sessions shall be conducted by qualified, experienced, factory-trained representatives of the various equipment manufacturers. Training shall include instruction in both operation and maintenance of the subject equipment and systems.

SUBMITTALS

The following information shall be submitted to the ME which shall be reviewed and accepted by the ME as a condition precedent to receiving progress payments in excess of 50 percent of the contract amount and not less than 3 weeks prior to the provision of training.

1. Lessons plans for each training session to be conducted by the Institute representatives. In addition, training manuals, handouts, visual aids, and other reference materials shall be included.
2. Subject of each training session, identity and qualifications of individuals to be conducting the training, and tentative date and time of each training session.

GENERAL

The Institute shall conduct training sessions for the MEE's nominated operators/ staff on the proper operation, care, and maintenance of the equipment and systems installed under different Contracts. Training shall take place at a location specified below in the following paragraphs. Approved operation and maintenance manuals shall be available at least 30 days prior to the date scheduled for the individual training session.

LOCATION

Training sessions shall take place at Haa Dhaal Kulhudufushi.

LESSON PLANS

Formal written lesson plans shall be prepared for each training session. Lesson plans shall contain an outline of the material to be presented along with a description of visual aids to be utilized during the session. Each plan shall contain a time allocation for each subject. One complete set of originals of the lesson plans, training manuals, handouts, visual aids, and

reference material shall be the property of ME and shall be suitably bound for proper organization and easy reproduction. The Institute shall furnish ten copies of necessary training manuals, handouts, visual aids and reference materials at least 1 week prior to each training session.

2.04 FORMAT AND CONTENT

Each training session shall be comprised of time spent both in the classroom and at the specific location of the subject equipment or system. As a minimum, training session shall cover the following subjects for each item of equipment or system:

1. Familiarization

- a. Review water supply and sewer networks, catalog, parts lists, drawings, etc., which have been previously provided for the plant/water supply and sewerage system files and operation and maintenance manuals.
- b. Check out the installation of the specific water supply lines , sewerlines, equipment items.
- c. Demonstrate the unit and indicate how all parts of the specifications are met.
- d. Answer questions.

2. Safety

- a. Using material previously provided, review safety references.
- b. Discuss proper precautions around equipment.

3. Operation

- a. Using material previously provided, review reference literature.
- b. Explain all modes of operation (including emergency).
- c. Check out MEE personnel on proper use of the equipment.

4. Preventive Maintenance

- a. Using material previously provided, review preventive maintenance (PM) lists including:
 - 1) Reference material.
 - 2) Daily, weekly, monthly, quarterly, semiannual, and annual jobs.
- b. Show how to perform PM jobs.
- c. Show Owner's personnel what to look for as indicators of equipment problems.

5. Corrective Maintenance

- a. List possible problems.
- b. Discuss repairs--point out special problems.
- c. Open up equipment and demonstrate procedures, where practical.

6. Parts

- a. Show how to use previously provided parts list and order parts.
- b. Check over spare parts on hand. Make recommendations regarding additional parts that should be available.

7. Local Representatives

- a. Where to order parts: name, address, telephone.
- b. Service problems:
 - 1) Who to call.
 - 2) How to get emergency help.

8. Operation and Maintenance Manuals

- a. Review any other material submitted.
- b. Update material, as required.

PART 3—EXECUTION

Training shall be conducted in conjunction with the operational testing and commissioning periods. Classes shall be scheduled such that classroom sessions are interspersed with field instruction in logical sequence. The Institute shall arrange to have the training conducted on consecutive days, with no more than 8 hours of classes scheduled for any one day. Concurrent classes shall not be allowed. Acceptable operation and maintenance manuals for the specific equipment shall be provided to the Operators prior to the start of any training. Video taping shall take place concurrently with all training sessions.

The following services shall be provided for each item of equipment or system as required in the training session. Additional services shall be provided, where specifically required in training session:

- 1. At a minimum classroom equipment training for operations personnel shall include:
 - a. Using slides and drawings, discuss the equipment's specific location in the plant and an operational overview.
 - b. Purpose and function of the equipment.
 - c. A working knowledge of the operating theory of the equipment.
 - d. Start-up, shutdown, normal operation, and emergency operating procedures, including a discussion on system integration and electrical interlocks, if any.
 - e. Identify and discuss safety items and procedures.
 - f. Routine preventative maintenance, including specific details on lubrication and maintenance of corrosion protection of the equipment and ancillary components.
 - g. Operator detection, without test instruments, of specific equipment trouble symptoms.
 - h. Required equipment exercise procedures and intervals.
- 2. Routine disassembly and assembly of equipment if applicable for purposes such as Operator inspection of equipment.
- 3. As a minimum, hands-on equipment training for operations personnel will include:
 - a) Identify location of equipment and review the purpose.
 - b) Identifying piping and flow options.
 - c) Identifying valves and their purpose.
 - d) Identifying instrumentation:

- e) Location of primary element.
 - f) Location of instrument readout.
 - g) Discuss purpose, basic operation, and information interpretation.
 - h) Discuss, demonstrate, and perform standard operating procedures and round checks.
 - i) Discuss and perform the preventative maintenance activities.
 - j) Discuss and perform start-up and shutdown procedures.
 - k) Perform the required equipment exercise procedures.
 - l) Perform routine disassembly and assembly of equipment if applicable.
 - m) Identify and review safety items and perform safety procedures, if feasible.
4. Classroom equipment training for the maintenance and repair personnel will include:
- (a) Theory of operation.
 - (b) Description and function of equipment.
 - (c) Start-up and shutdown procedures.
 - (d) Normal and major repair procedures.
 - (e) Equipment inspection and troubleshooting procedures including the use of applicable test instruments and the "pass" and "no pass" test instrument readings.
 - (f) Routine and long-term calibration procedures.
 - (g) Safety procedures.
 - (h) Preventative maintenance such as lubrication; normal maintenance such as belt, seal, and bearing replacement; and up to major repairs such as replacement of major equipment part(s) with the use of special tools etc.
5. Hands-on equipment training for maintenance and repair personnel shall include:
- (a) Locate and identify equipment components.
 - (b) Review the equipment function and theory of operation.
 - (c) Review normal repair procedures.
 - (d) Perform start-up and shutdown procedures.
 - (e) Review and perform the safety procedures.
 - (f) Perform Owner approved practice maintenance and repair job(s), including mechanical and electrical adjustments and calibration and troubleshooting equipment problems.
6. Sewer Blockage Removal Training
- (a) Identification of location of blockage in the sewer network
 - (b) Use of Sewer Jetting Machine to remove the blockage
 - (c) Safe disposal of sludge and other material in the islands
7. Water Leakage Removal
- (a) Identification of location of leakage in the water distribution network
 - (b) Repair procedures for removal of leakages.