

Managers Training RFP #0201A – Q&A

- Do the case scenarios currently exist or would EGPAF like the contractor to develop them?

EGPAF is open to suggestions for case scenarios by Contractor and/or for case scenarios to be developed by Contractor. However, as stated in the RFP, EGPAF expects to incorporate specific examples and activities that are relatable in each country/culture into editable materials developed by Contractor.

- Is EGPAF open to developing an on-line curriculum and course or some elements of the course online, such as a course primer or online learning community?

Not at this time. As stated in the RFP, the Managers Training Program will be instructor-led.

- Can EGPAF explain what source content currently exists from the pilot program that the contractor will have at their disposal in creating the full curriculum? What type of feedback from the pilot program is available for the contractor to review (ie, surveys, participant interviews, etc.)?

Contractor will be building from the pilot participant guide and evaluation, with input from SMEs if needed. These materials were included as attachments to the RFP.

- Do we know the average size of the group that will participate in the training?

The average size of each class will be 20-30 participants.

- Will new and experienced managers be participating together as a group or will they be segregated?

It should be expected that new and experienced managers may participate in the same class.

- In addition to the PPT deck, will additional content be provided?

As stated in the RFP, Contractor will incorporate EGPAF terminology, content, and subject matter expertise provided by the HR department, and as referenced in the attachments.

- If translation is needed, will this be taking care of by the client?

Yes.

- The feedback from the Malawi pilot indicated that learners desired more real-life examples and scenarios – will you be able to provide these examples/case studies?

Yes, if necessary. As stated in the RFP, EGPAF expects to incorporate specific examples and activities that are relatable in each country/culture into editable materials that are developed by Contractor.

- Will the Elizabeth Glaser Pediatric Aid Foundation provide existing facilitator's notes for all the existing course content, or an SME to help us create these notes?

Yes, EGPAF will provide existing facilitator's notes. Yes, a SME will be available to provide input into the creation of these notes.

- Do you want any job aids created (some of the participant feedback hints at wanting something beyond the training)?

Contractor deliverables include "participant guide covering all key content from the training – designed as reference for participant use post-training", as stated in the RFP. If Contractor's approach includes job aids incorporated into the participant guide, this is acceptable to EGPAF.

- The participant feedback on topics they would like added to this training is quite extensive. Would we need to decide what to add or will the HR SMEs and other SMEs who will review the course narrow this list down?

EGPAF estimates current topics covered in this training to be at 90%, with potential for additional 10% to be incorporated as new content based on information provided from HR SMEs.

- When was the RFP first released and what was the reason for the re-release?

The RFP was first released on September 20, 2018. The reason for re-release was to allow vendors more time to prepare proposals.

- Has feedback from HR Subject Matter experts on the Pilot Program already been collected and consolidated?

Yes, the RFP attachments include consolidated evaluation results. HR SMEs, particularly those who delivered the pilot, will be available to provide regular feedback during the development of the materials as indicated in the RFP.

- Many of the elements contained in the Pilot Programme slides, relate to EGPAF internal processes and procedures. What is the nature/ extent to which EGPAF Subject Matter Experts will make time available during the period envisaged for executing on this RFP?

As stated in the RFP, EGPAF will make our systems, tools and procedures available to Contractor. Additionally, key staff responsible for roll-out of the training will work closely with the Contractor to provide regular feedback during the development of these materials. It is reasonable to expect that Contractor will receive availability from EGPAF SMEs on a weekly basis to coincide with Contractor's weekly updates on progress of deliverables during the period of performance.

- The RFP says there is a need to 'build on the pilot programme and its materials'. Does this mean that the currently chosen models, curriculum and structure of the Pilot Program are fixed and you envisage only adding to what is there, or are you open to changing any of the chosen models, curriculum and structure, e.g. using a different coaching model?

As stated in the RFP, the purpose of this task is to develop all materials for the Managers Training Program using instructional design methods to create a branded, easy-to-use package that is outlined in the deliverables. EGPAF is not requesting changes to chosen models, curriculum, or structure of the program.

- The timeline for completing this work seems very tight, when do you plan the first roll out?

As stated in the RFP, this contract will be awarded on October 17, 2018 and the Foundation is working with a hard deadline of November 30, 2018 for completion of the work, allowing for six (6) weeks for Contractor to develop materials. EGPAF believes this is a sufficient amount of time to complete the work given the content already provided and additional SME input during period of performance.

The roll-out schedule follows completion of development of materials and is not part of this contract.