REQUEST FOR PROPOSAL (RFP)

<table>
<thead>
<tr>
<th>Commodity/Service Required</th>
<th>Online English &amp; Academic Preparation Program (ONE APP) for PhD Candidates to Study in the United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Procurement</td>
<td>Fixed-price with payment milestones</td>
</tr>
<tr>
<td>Type of Contract</td>
<td>Purchase order</td>
</tr>
<tr>
<td>Term of Contract</td>
<td>9 months</td>
</tr>
<tr>
<td>Contract Funding</td>
<td>IIEF</td>
</tr>
<tr>
<td>This Procurement supports</td>
<td>USAID TEMAN LPDP</td>
</tr>
<tr>
<td>Submit Proposal to</td>
<td><a href="mailto:yos.sudarso@iief.or.id">yos.sudarso@iief.or.id</a></td>
</tr>
<tr>
<td>Date of Issue of RFP</td>
<td>January 26, 2024</td>
</tr>
<tr>
<td>Date Questions from Supplier Due</td>
<td>February 2, 2024</td>
</tr>
<tr>
<td>Date Proposal Due</td>
<td>February 9, 2024</td>
</tr>
<tr>
<td>Shortlisted for Online Demo</td>
<td>February 16, 2024</td>
</tr>
<tr>
<td>Final announcement of selected offeror</td>
<td>February 28, 2024</td>
</tr>
<tr>
<td>Date for signing the contract</td>
<td>March 13, 2024</td>
</tr>
<tr>
<td>Service starting date</td>
<td>March 20, 2024</td>
</tr>
</tbody>
</table>

Method of Submittal:
Respond via e-mail with an attached document in MS Word/pdf format.

Background
The Technical Management Support to Indonesia Scholarship Provider (TEMAN LPDP) is USAID five-year initiative implemented by the Indonesian International Education Foundation (IIEF) to assist Indonesian scholarship providers in building partnerships with U.S. universities, developing pathway programs and increasing outreach to improve Indonesian opportunities to study in the United States. To better prepare Indonesian students for international studies, USAID TEMAN LPDP supports the Ministry of Education, Culture, Research and Technology (MOERCT) in implementing a pathway program. This program, started in 2023, focused on improving English proficiency, and academic readiness and soft skills for 30 MOECRT scholarship recipients pursuing Ph.D. degrees in teacher’s colleges. Recognizing the initiative significance, MOECRT seeks to broaden its impact to less-advantaged areas in Indonesia. To achieve this, MOECRT will lower the English proficiency standards to a minimum TOEFL score of 500 for program eligibility. Hubs in Kalimantan and Papua will be established to facilitate the pathway program, assisting participants in Sumatra and Eastern part of Indonesia in achieving the minimum score required for access to top world universities. Universitas Mulawarman will manage the Kalimantan Hub and a local university in Papua will manage the Papua Hub.

Objectives
In an effort to fulfill the MOECRT objective outlined in the proposal’s background section, USAID TEMAN LPDP is now accepting proposals for the “Online English & Academic Preparation Program” (ONE APP), a program designed to prepare PhD candidates in the following areas:

1. Improve participants’ English skills from the minimal TOEFL score of 500 to satisfy the minimum English scores required for admission at U.S. universities;
2. Equip the participants with foundational academic skills required to successfully complete their studies; and
3. Assist participants in securing Unconditional Letter of Acceptance (LoA) from U.S. universities.

**Scope of Work**

The program caters to active lecturers and researchers pursuing a PhD, spread across diverse geographic areas and time zones in Sumatra and Eastern part of Indonesia. Given their responsibilities as university lecturers and researchers and other responsibilities, they will have limited time availability to participate in the program - no more than four hours a day - therefore flexibility to attend courses is key. Moreover, participants often reside in areas with challenging internet connectivity.

To improve the chances of success and sustainability of the pathway, the MOECRT visioning for comprehensive ONE APP includes a strong partnership with local universities where innovative, large-scale solutions can be envisioned and implemented collaboratively. MOECRT has selected University of Mulawarman (UNMUL) in East Kalimantan as the Kalimantan hub which will serve participants resides in Sumatra, Sulawesi and Kalimantan. A local university in Papua will be decided later to serve as Papuan hub for the program to serve Papuan six provinces and the rest Eastern part of Indonesia.

For the 2024 pathway program, the MOECRT prioritizes candidates interested in art, historic preservation, or other areas crucial for meeting Indonesia’s growing demand for internationally standardized occupational skills.

Both local universities will be responsible for facilitating and leading the implementation of the pathway program, including monitoring, reporting and liaising between USAID, MOECRT, TEMAN and providers.

Working collaboratively with both university partners, the selected provider will design and implement following services for six months:

(a) Diagnose learners' basic skill deficiencies and academic readiness to study in the United States at the Ph.D. level through testing;
(b) Provide academic support services to enhance a learner's basic skills and academic readiness, enhancing their ability to meet TOEFL/IELTS/Duolinggo scores set by U.S. universities for admission to a Ph.D. program; and
(c) Regularly provides engaging and interactive online sessions to promote U.S. university study program options and assist scholarship recipients in selecting the best-fit for their academic goals.

**Target Participants**

The initial program minimum is designed to accommodate the requirements of sixty PhD candidates under the MOECRT. MOECRT will select PhD candidates comprising lecturers, researchers and practitioners for this program that will include:

(a) 40 (forty) PhD candidates from Sumatera, Kalimantan, and Sulawesi (Kalimantan hub),
(b) 20 (twenty) PhD candidates from Papua, Maluku, and Nusa Tenggara (Papua hub).
However, it has the flexibility to expand and encompass other scholarship recipients from various scholarship institutions in Indonesia.

The provider is expected to deliver a tailored online approach to PhD candidates from diverse academic backgrounds, geographical locations, and time zones, ensuring they can secure seats at U.S. universities and explore university options effectively.

In the future, the services should be flexible enough to assist a broader range of Indonesian government scholarship recipients, including those pursuing undergraduate and master’s degrees. This expansion will make program more inclusive, fostering a community of scholars across different disciplines and academic stages. Prospective offerors are encouraged to review eligibility criteria and propose programs that emphasize the commitment to supporting students at various higher education levels in the U.S. beyond USAID TEMAN LPDP lifecycle.

**Deliverables**

1. Improve the participants’ English proficiency level to meet the minimum English scores required for admission at U.S. universities, TOEFL iBT 90 – 110 or IELTS 6.5 – 7.0 or above.

2. Equip the participants with academic preparation including learning style management required to successfully complete their studies.

3. Support the participants in obtaining Unconditional Letter of Acceptance (LoA) from U.S. universities.

4. Facilitate placement to U.S. universities for sixty PhD candidates of the MOECRT.

Offerors must submit documents as the deliverable showing certain activities that have been done. Below are the deliverables:

<table>
<thead>
<tr>
<th>No.</th>
<th>Deliverables/Output</th>
<th>Due Dates 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Activity concept of ONE APP: from initial plan to the implementation stage, with the tentative schedule</td>
<td>March, 1 week</td>
</tr>
<tr>
<td>2.</td>
<td>Briefing schedule for selected ONE APP participants</td>
<td>April, 1 day</td>
</tr>
<tr>
<td>3.</td>
<td>Diagnostic test of participants</td>
<td>April, 2 days</td>
</tr>
<tr>
<td>4.</td>
<td>ONE APP implementation period</td>
<td>May – October</td>
</tr>
<tr>
<td>5.</td>
<td>Admission and placement</td>
<td>August – December</td>
</tr>
<tr>
<td>6.</td>
<td>Monthly Progress report</td>
<td>May – October, every 25th</td>
</tr>
<tr>
<td>7.</td>
<td>Final report</td>
<td>January 2025</td>
</tr>
</tbody>
</table>

**Period of Performance**

IIEF for the TEMAN LPDP Project will award selected provider under a Purchase Order (PO) service within nine months.

**Location of Work**

Successful offeror will collaborate with UNMUL Samarinda and a local university in Papua to develop and implement ONE APP, providing a real-U.S. context and fostering a connection with Indonesian higher education institutions.
Qualifications

USAID TEMAN LPDP will select offeror that meet the minimum criteria as follows:

- **Expertise in MOOC**: Demonstrated proficiency in delivering online academic readiness programs for international or Indonesian students, focusing on English language enhancement, quantitative skills, and other skills to enhance their admission to U.S. universities and educational success. Among other, it will also include experiences in addressing essential learning challenges like critical thinking, learning style adjustment, and effective learning time management.

- **Experience in assisting international students in university selection phase**: Proven track record in designing and facilitating online counseling or AI-generated analytics program tailored to international students, particularly PhD candidates, to assist them in admission to and placement in target U.S. universities.

- **Adaptability to Indonesia context**: The ability to quickly adapt content to various learning styles, ensuring accessibility and engagement of ONE APP participants. The proposer must demonstrate their proficiency in low-bandwidth situations, highlighting successes derived from their past performances in similar conditions.

- **Collaborative approach**: Experience in collaborative initiatives, as providers will work closely with UNMUL, a local university in Papua and the government to align the program with local academic needs and learning styles and ensure sustainability of the program beyond USAID TEMAN LPDP lifecycle.

- **Target oriented**: Demonstrated track record of showcasing success stories, illustrating their efficacy in assisting students in achieving specific goal, including their ability to elevate participants’ below-standard English proficiency, enabling them to secure admission to U.S. universities.

- **Innovation**: Displays convincing data and/or convincing arguments to demonstrate the efficacy of their strategy or system in supporting a creative, dynamic, and engaging online learning environment.

- **Evaluation**: Ability to demonstrate proficiency in running monitoring, evaluation and feedback mechanisms that provides insights into the progress of participants’ improvement

- **Transferability**: The proposer should be capable of demonstrating their past success in business or partnerships related to the implementation of academic preparation programs. This serves as evidence of their ability to sustain similar activities effectively.

Proposal due date

The proposal is limited to a maximum of 10 pages (excluding attachments) and due on February 9, 2024. Please send all required documents to: yos.sudarso@iief.or.id

Required Documents

General Instructions for Offerors:

1. A proposal will be considered only if it addresses the Scope of Work above, and including relevant attachments, and meets all other requirements outlined in this RFP.
2. USAID TEMAN LPDP may reject a proposal if the proposal is conditional or incomplete, deemed non-responsive, or if it contains any alterations of form or other irregularities of any kind.
3. Offerors are responsible for:
- the costs of developing proposals and shall not charge USAID TEMAN LPDP for any preparation costs.

- providing a straightforward concise description of the Proposer’s capability to satisfy USAID TEMAN LPDP’s qualifications. Emphasis should be placed on completeness and clarity of content.

- submitting questions regarding the information presented in this RFP by email to yos.sudarso@iief.or.id, no later than 17.00 WIB (Jakarta time) by Friday, February 02, 2024.

4. USAID TEMAN LPDP has the right to negotiate the final contract terms and conditions, potentially differing from those in the proposal, if it considers it in its best interest.

5. USAID TEMAN LPDP can award the full contract to one proposal or split it among multiple proposals.

6. The proposal should consist of five sections:
   a. Section 1: General Description
      - Provide brief and concise summary of your institution with a focus on how your institution can meet the minimum qualifications of the RFP. It also details the institution’s duration and experience in providing similar program as described in this RFP.
      - The proposal should outline the steps the Proposer will take to commence the services outlined in the RFP.

   b. Section 2: Technical Proposal
      The Offerors must describe how they will complete the following activity components and meet the deliverables and timeliness:
      - ONE APP model and approaches, including in this is diagnostic testing, academic and counseling support services.
      - Pricing information. Provide pricing information per participant, with a defined number of training and mentoring hours allocated per level, assuming 40 and 20 students. The pricing model should be based on a full-service model and a buy-in option, with the buy-in model offering flexibility in accessing specific subjects and service hours. It also describes the features and services included in both models.
      - Technical capabilities and support for MOOC:
        • Briefly describe MOOC system including how (i) system updates, patches, and upgrades are handled and scheduled; (ii) data is hosted and stored; (iii) system availability for an interactive asynchronous; (iv) If the product uses video technology, indicate the video technology and how low bandwidth issues are addressed; (v) data pertaining to individual student usage of services is recorded, stored and retrieved; (vi) confidentiality of students’ personal information will be maintained in regard to external soft threats, physical security, authorization of 3rd party access to/use of data (if relevant); (vii) protocols to handle system breaches (internal or external) including procedures on notifications of affected clients; (viii) end-user technical support and maximum response time for issues affecting system operation; and (ix) licensing (if relevant).
        • Explain how this approach will benefit the two university hubs or to the participants who are from all over Sumatera, Sulawesi, Kalimantan, Nusa Tenggara, and Papua.
• Describe approach or the use of multi-model advanced communication services, including using digital text, audio, and video, to improve accessibility for students with disabilities.

c. Section 3: Transferability and Sustainability
The proposal should be designed so that it can continue directly with the university hubs. Able to articulate present plans, either business or partnership plan, on how to keep the program going after USAID funding ends, making sure it can help more students in the long run.

d. Section 4: Cost budget estimate and narrative
The proposal should include a budget template and provide the cost estimation, outlining operating and indirect expenses, with management costs not exceeding 50% of the total budget estimate, equipment usage, and consumable supplies budgets below 15%, and personnel expenses not including institution executives. The provider must cover unallowable cost, which cannot be charged to USAID TEMAN LPDP, such as cost for entertainment, penalties, and lobbying. Please find the budget template in Annex 1 of the RFP. Offerors should describe and justify the project budget and clearly tie the scope of work to the determination of the amounts shown in the project budget. Cost proposal should include all fees, including salaries and benefits for team members responsible for services.

e. Section 5: Deliverable/Milestones and Target
The Offerors are requested to provide success metrics and service level agreement metrics for student satisfaction in their program, considering various factors, including but not limited to:
- Ease of use
- Accessibility and availability when needed
- What they liked most, found most helpful
- What they liked least, found least helpful
- Recommendations for improvement
- Recommendations to other students
- Relevancy of contents/materials
- Recommendation for improvement

7. Proposals must include the following attachments:
a. Cover letter outlining the innovative approach addressing RFP deliverables.
b. Personnel information, including a list of personnel, communication lines, and their responsibilities.
c. Reference, at least two references to which the Proposer has provided similar services within the past five year(s) and include organization name, contact person, phone, email address, starting and ending and services performed.
Proposal Evaluation and Award Process

1. Review Proposal

Proposals will be carefully reviewed to assess alignment with program objectives, expertise, and proposed approach using the following metrics:

<table>
<thead>
<tr>
<th>Area</th>
<th>Indicators</th>
<th>Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONE APP components</td>
<td>All required activities are well explained, and new ideas are shown with clear and doable timeline in consideration of the U.S. application process.</td>
<td>20</td>
</tr>
<tr>
<td>Innovative approach</td>
<td>Demonstrate innovative approach and tools for ONE APP</td>
<td>30</td>
</tr>
<tr>
<td>Cost effectiveness and efficiency</td>
<td>Cost represents value for money</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>100 Points</strong></td>
</tr>
</tbody>
</table>

2. Demo of online training program

Shortlisted providers will be invited to demonstrate a segment of their online training program, allowing for a practical evaluation of teaching methods and engagement strategies.

The proposal must have a minimum overall score of 80 points, and the proposal with the highest score will be considered for a contract.

IIEF Disclaimers

- Offerors from Indonesian institutions must already possess the PKP/taxable status (Total price offered should include VAT).
- Offerors residing outside Indonesia, must follow the Indonesian tax regulation applied for international organisation (tax income art 26), if applicable.
- IIEF may perform a background check on any selected offeror.
- IIEF may cancel the solicitation and award.
- IIEF may reject any or all responses received.
- Issuance of the solicitation does not constitute an award commitment by IIEF.
- IIEF reserves the right to disqualify any offer based on the failure of the offeror to follow solicitation instructions.
- IIEF will not compensate any offeror for responding to a solicitation.
- IIEF reserves the right to issue awards based on the initial evaluation of offers without further discussion.
- IIEF may choose to award only part of the activities in the solicitation or issue multiple awards based on the solicitation activities.
- IIEF reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- No offeror branding will be shown during the contract/public event.
- All intellectual property during the contract will be owned by IIEF.
- All payment terms must follow IIEF’s regulation.
Annex 1

Budget Template

The proposed budget in US Dollar must include the following components:

- English preparation (TOEFL iBT or IELTS) per participant / per 20 / per 40 / per 60.
- Academic preparation (academic writing, personal statement, study objectives, and quantitative skills) per participant / per 20 / per 40 / per 60.
- Admission and placement per participant / per 20 / per 40 / per 60.