Request for Proposal for

Cultural Competence Training for PAX

CULTURAL COMPETENCE

Skills

Values and attitudes

Knowledge and understanding

PAX (Program of Academic Exchange)
Table of Contents

I. WORK STATEMENT ........................................................................................................................ 3
   1. Introduction................................................................................................................................... 3
   2. Objectives...................................................................................................................................... 3
   3. Scope of the Project ................................................................................................................... 3
   4. Requirements ............................................................................................................................... 4
   5. Tasks ............................................................................................................................................... 4
   6. Final Report ................................................................................................................................... 4
II. INFORMATION REQUIRED FROM APPLICANTS ........................................................................ 6
III. CRITERIA FOR SELECTION .......................................................................................................... 7
IV. GENERAL INFORMATION FOR APPLICANTS .......................................................................... 8
I. WORK STATEMENT

1. Introduction

Youth exchange programs are one of the most successful educational experiments of the last seventy years. Since the end of the Second World War, these programs have enabled thousands of young people from around the world along with their U.S. host families to share their customs, traditions, and language, fostering appreciation and understanding of one another’s culture and values.

Founded in 1990, PAX is a non-profit organization committed to facilitating cross-cultural learning, thereby expanding international understanding. PAX School Year USA enables up to 1,100 teenagers, from over 70 different countries from Europe, Asia, Africa, South America, North America and Australia to live with volunteer American host families for a semester or school year while attending local high schools. More than 300 of these students are FLEX and YES scholarship students funded by the US Department of State’s Bureau of Educational and Cultural Affairs (ECA). Additionally, PAX Abroad offers American students the opportunity to live and study in Brazil, China, France, Germany, Spain, Ecuador and the Netherlands. We have a National Office staff of 45, as well as, close to 300 independent contractors who serve as our field staff. With the cross-cultural learning component at the core of our programs, PAX truly believes that if we learn how to appreciate and interact with other cultures, we will enhance our own lives, the larger society, and the world.

2. Objectives

- PAX seeks to provide Cultural Competence Training of Trainers (ToT) to its front line staff of Placement Directors, Managers and Community Coordinators.

- PAX seeks to develop an online self-directed interactive course accessible via the PAX E-Learning Center for new Placement Managers and Community Coordinators.

- PAX seeks to develop educational cultural awareness materials for host families and international students.

3. Scope of the Project

- PAX Cultural Competence ToT session(s) will be delivered to Placement Directors/Managers and Coordinators who work directly with international students and host families. This training will enable them to run effective cultural understanding orientations, as well as identify and respond to their needs effectively during their hosting experience. The training sessions either onsite or online, (preferably online since most of the team works remotely), should be interactive. Training presentations for ToT sessions should be developed in a PowerPoint format. A ToT binder should be provided to each participant including a “Facilitator’s Guide on Cultural Competence,” allowing them to run culturally competent orientations with host families and students.

- In addition, an online, self-directed course on cultural competence should be developed for new hires and will be uploaded at the PAX E-Learning Center. The training should
focus on the development of staff’s ability to establish effective interpersonal and working relationships that supersede cultural differences. Videos, interactive exercises, as well as quizzes, and other assessment tools should be part of the program.

- PAX seeks to develop educational materials for host families and international students that address how culture shapes our attitudes and perceptions of others or how learning about other cultures can broaden our horizons. Specifically, materials and handouts should address cultural differences that may lead to misunderstandings for students from YES and FLEX countries, in addition to helping host families recognizing their own American cultural biases and preconceptions and how cultural conflict may arise. We aim to help host families and international students better understand how cultural differences can create misunderstanding, yet they can provide numerous opportunities to learn about other cultures and enhance the life of international participants and host families.

4. Requirements

- The training vendor should have experience in delivering cultural competence training to an international student exchange organization or similar agency consisting of international cultural and educational exchange.

- The contractor will provide PAX with the ability to fully maintain and modify, using in-house PAX resources, any and all courseware and training materials developed under the contract after the project is completed.

5. Tasks

- Create onsite and/or online ToT learning solution on cultural competence for PAX front line staff.
- Create a “Facilitator’s Guide on Cultural Competence,” allowing PAX staff to run culturally competent orientations with host families and students, either one handbook or two individual ones.
- Create an online self-directed cultural competence course for new hires to be uploaded to the E-Learning Center.
- Training and course must include the following components in the print materials and presentations: fundamentals of cultural competency, understanding one’s own culture, cultural norms and values, multicultural communication, unconscious personal biases, strategies for resolving “Cultural Bumps,” and examples of cultural differences that may lead to misunderstandings among host families and students from YES and FLEX countries.
- Make adjustments and adapt materials as needed throughout the training engagement.
- Provide a final report that outlines issues revealed during training.

6. Final Report

A final report is due 30 days after the final training session and should include:
• A summary of findings, conclusions, and recommendations developed as a result of the training sessions.
• All supporting documentation, such as forms, questionnaires, and evaluations.
• A time-phased work plan for implementing additional and/or follow-up training.

A draft copy of the final report must be submitted for PAX review prior to issuance of the final report.

Note: Training dates and locations will be coordinated by the Training and Sponsored Programs Department and the consultant. The training site facilities and printing of materials will be paid for and handled by PAX.
II. INFORMATION REQUIRED FROM APPLICANTS

Proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. PAX reserves the right to request additional information which, in PAX’s opinion, is necessary to assure that the Applicant’s competence is adequate to perform according to the RFP.

1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

3. Work Plan. Describe, in narrative form, your technical plan for accomplishing the work. Use the task descriptions in Part I of this RFP as your reference point. Modifications of the task descriptions are permitted. However, reasons for changes should be fully explained.

4. Prior Experience. Include experience in delivering cultural competence training to an international student exchange organization or similar organization/agency. Please include the name of the organization or agency for any studies or projects mentioned, as well as the name, address, and telephone number of the responsible official of the organization or agency, who may be contacted.

5. Personnel. Include the number, and names where practicable, of professional personnel, trainers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the work. State the education and experience that each individual has in cultural competence training through a resume or similar document. Indicate the responsibilities each will have in this project and how long each has been with your company. Identify subcontractors (if any) you intend to use and the services they will perform.

6. Cost Submittal. The Applicant’s cost must be broken down, but not limited to the following components:
   a. Consultant’s Fees as requested in Part I.
   b. Travel and Subsistence (if applicable). Itemize transportation, lodging and meals per diem costs separately. Travel and subsistence costs must not exceed current USDOS rates and IRS approved mileage rates. If there are no transportation, lodging, or subsistence costs in your proposal, so state.
   c. Development of On-line Training Course for PAX ELC center as requested in Part I-5 Tasks.
   d. Development of Cultural Specific materials/handouts that include examples of cultural differences that may lead to misunderstandings among YES and FLEX students and American host families, requested in Part I-5 Tasks
   e. Cost of Supplies and Materials. No cost for supplies or materials is anticipated. PAX will print and distribute all training materials and handbooks.
   f. Final Report Costs as requested in Part I-6 of this RFP.
   g. Total Cost. (Inclusive of Items a. to f.)
III. CRITERIA FOR SELECTION

1. Mandatory Responsiveness Requirements. To be eligible for selection, the Applicant must submit a proposal to PAX by the deadline stated in Part IV.

2. Evaluation Criteria. The following criteria will be used, in order of relative importance from the highest to the lowest, in evaluating each proposal:

   a. Understanding the Problem: The Applicant’s understanding of PAX’s needs that generated the RFP, PAX’s objectives in asking for the services and the nature and scope of work involved.

   b. Proposer Qualifications: The Applicant’s ability to meet the terms of the RFP, especially the time constraint, and the quality, relevancy, and recency of studies and projects completed by the Applicant.

   c. Personnel Qualifications: The competence of professional personnel assigned to the job by the Applicant, measured by experience and education, with particular reference to related service experience similar to that described in the RFP.

   d. Soundness of Approach: The interactive training techniques, sequence and relationships of major steps, and methods for managing the project, especially whether the technical approach is completely responsive to all written specifications and requirements contained in this RFP and meets PAX objectives.

   e. Cost. While this area may be weighted heavily, it will not be the deciding factor in the selection process. PAX will select the company with the proposal that best meets its needs, at the sole discretion of PAX, and not necessarily the company offering the best price.

PAX reserves the right to select a proposal based upon all the factors listed above. In making its final decision, PAX may consider additional selection factors, including the estimated value, scope, complexity and professional nature of the services to be rendered and any other relevant circumstances.
IV. GENERAL INFORMATION FOR APPLICANTS

**Purpose.** This request for proposals (RFP) provides interested Applicants with sufficient information to enable them to prepare and submit proposals for consideration by the Training and Sponsored Programs Department (PAX). Proposals should address the development and delivery of Cultural Competence training to PAX staff and of cultural awareness educational materials to host families and international students.

**Issuing office.** The Training and Sponsored Programs Department is issuing this RFP for PAX.

**Scope.** This RFP contains instructions governing the proposals to be submitted and the material to be included therein, a description of the service to be provided, requirements which must be met to be eligible for consideration, general evaluation criteria and other requirements to be met by each proposal. The scope of work for this RFP is for a consultant(s) to develop and deliver a plan for Cultural Competence training and related materials, as detailed in the part IV of this RFP.

**Problem statement.** Cultural Competence training allows PAX national office and field staff to recognize, respect and value cultural differences and assist international exchange students and their host families in establishing effective interpersonal relationships. In addition, cultural awareness materials will enable host families and students to consider how their own cultures shape their attitudes and perceptions of others or how learning about other cultures can broaden their horizons.

**Type of contract.** It is proposed that if a contract is entered into as a result of this RFP, it will be a fee for services contract.

**Incurring costs.** PAX is not liable for any costs the Applicant incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

**Confidential proprietary information:** Confidential and proprietary information includes any work product during the contractor’s service with PAX such as emails, reports, memorandums, research, presentations, and other similar documentation.

**Question and Answers.** Written questions may be submitted to clarify any points in the RFP which may not have been understood. Questions should be submitted by email to brikenas@pax.org with “RFP Cultural Competence Training” in the Subject Line.

**Response.** To be considered, proposals must be delivered to the PAX Training and Sponsored Programs Department electronically at brikenas@pax.org or via mail to PAX, Attn: Brikena Samara, 14 Willett Ave, Port Chester NY,10573, on or before July 13, 2015.