SECTION 1 - THE SCHEDULE

PRICES,

1. PERFORMANCE WORK STATEMENT

A. The purpose of this firm fixed price is to conduct a Cross-Cultural Orientation Program for U.S. Embassy, Bangkok, service in accordance with Statement of Work.

QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

<table>
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<tr>
<th>Performance Objective</th>
<th>Scope of Work Paragraphs</th>
<th>Performance Threshold</th>
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<tbody>
<tr>
<td>Services. Performs all program set forth in the scope of work.</td>
<td><em>1</em>_ thru <em>3</em>_</td>
<td>All required services are performed and no more than two (2) customer complaint is received per session.</td>
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1. SURVEILLANCE. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

2. STANDARD. The performance standard is that the Government receives no more than one (1) [Note to Contracting Officer: Insert other number if desired] customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 2001), if any of the services exceed the standard.

3. PROCEDURES.
   (a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed, they should immediately contact the COR.
   (b) The COR will complete appropriate documentation to record the complaint.
(c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

(d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

(e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

(f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

(g) The COR will consider complaints as resolved unless notified otherwise by the complainant.

(h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

2. PRICING

The fixed unit prices, estimated quantities, and ceiling for each category are:

2.1) Cross Cultural Orientation Program

   5 times per year (10 sessions per year)

   Total Cost

   THB __________________ per session

   THB __________________ per year

* Price EXCLUDE VAT 7%

3. VALUE ADDED TAX

Value Added Tax (VAT) is not applicable to this contract and shall not be included in the CLIN rates or Invoices because the U.S. Embassy has a tax exemption certificate from the host government.
SCHEDULE OF SUPPLIES/SERVICES,
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

“Cross-Cultural Orientation Program”
U.S. Embassy Bangkok

Scope of work

The Contractor shall provide all necessary managerial, administrative, and direct labor personnel, and as well as necessary supplies and materials required to conduct “Cross-Cultural Orientation Program” for U.S. Embassy.

Under this program the Contractor shall provide:

- Half-Day sessions, 2 sessions per day (approximately 3 ½ hours long each).
- Training material for up to 30 participants per group/session.
- Conducted in Thai/English or vice versa.
- The contractor is required to provide a slide presentation file which summarizes key messages from the workshop to the U.S. Embassy Bangkok Customer Service Center.
- 5 times per year, total 10 sessions per year. Open for USDH, LES and EFM in Mission Thailand to register at any of these sessions, and upon invitation from CSC on a first-come-first served-basis of the check-in date (Two sessions per the following months: February, June, July, September, November)

This should be interactive workshop, conducted by Bilingual trainers. Students will be both Thai and American personnel. Instruction should be primarily in English, as the Thai and American participants attend together, however; if the curriculum calls for small-group sessions for short periods of the training, Thai may be used as well. In addition Thai attendees may wish to ask a question and receive a reply in Thai.

Program objective include:

- Promote cultural understanding between Thais and Americans, and to promote a positive working environment.
- Learn American and Thai culture traits, values, and body language.
- Become familiar with Thai and American professional Management styles.
• Learn effective communication strategies to get the job done with Thai and American personnel.

• Learn the dos and don’ts of Thai and American cultures.

• Learn strategies to cope and manage with cross cultural issues.

• Materials and contents of the speakers, must be approved and discussed in advance with the Management Office, and Community Liaison Office team of the technical evaluation panel.

**Period of Performance**

Tentative Training Schedule on First Friday of the following months in Fiscal year 2020:
February, June, July, September and November

**Training Location**

Training will take place the Multi-purpose conference room, U.S. Embassy Bangkok, 120-122 Wireless Road, Bangkok 10330

**Payment Conditions**

The vendor should comply with terms of payment, 30 days credit. Financial Section will transfer the payment to the vendor within 30 days after goods and invoice are received.
INSTRUCTIONS TO OFFERORS

Each offer must consist of the following:

A. **Summary of Instructions.** Each offer must consist of the following:

A.1. Section 1 – No. 2. PRICE has been filled out.

A.2. Information demonstrating the offeror’s/quoter’s ability to perform, including:

   (1) Name of a Trainer with curriculum, experienced.

   (2) Evidence that the offeror/quoter operates an established business with a permanent address and telephone listing;

1. List of clients over the past 3 years, demonstrating prior experience with relevant past performance information and references (provide dates of contracts, places of performance, value of contracts, contact names, telephone and fax numbers and email addresses). If the offeror has not performed comparable services in Thailand then the offeror shall provide its international experience. Offerors are advised that the past performance information requested above may be discussed with the client’s contact person. In addition, the client’s contact person may be asked to comment on the offeror’s:

   - Quality of services provided under the contract;
   - Compliance with contract terms and conditions;
   - Effectiveness of management;
   - Willingness to cooperate with and assist the customer in routine matters, and when confronted by unexpected difficulties.

We will use past performance information primarily to assess an offeror’s capability to meet the performance requirements, including the relevance and successful performance of the offeror’s work experience. We may also use this data to evaluate the credibility of the offeror’s proposal. In addition, we may use past performance information in making a determination of responsibility.

2. Evidence that the offeror/quoter can provide the necessary personnel, equipment, and financial resources needed to perform the work;

3. The offeror shall address its plan to obtain all licenses and permits required by local law. If offeror already possesses the locally required licenses and permits, a copy shall be provided.