



**ShelterBox**

**REQUEST FOR PROPOSAL**

**PROCT-078 LEADERSHIP AND  
MANAGEMENT TRAINING**

**COMPETITIVE BID INFORMATION**

Commercial in Confidence

Proposal Due Date: **21 February 2025**



## WHAT WE DO

**ShelterBox is a global community with a shared purpose – no one without shelter after disaster. When homes are torn apart and lives destroyed, we'll be there.**

We provide emergency shelter and aid essentials at times of disaster, conflict and climate crisis. Because shelter is the foundation for life.

A foundation for survival, stability and dignity. Enabling people to take steps towards recovery.

We started over 20 years ago with our iconic green ShelterBoxes. Today, we do much more.

**We listen.** Hearing what people need, creating innovative and tailored support to meet complex situations.

**We support.** Giving emergency shelter and aid essentials. Shelter repair kits, water filters or solar lights. Helping people build, repair or return home.

**And we share.** Using our expertise to support those affected and champion local partnerships and environmental sustainability.

Disaster, conflict and climate change are forcing more people to flee their homes than ever before. We must act now to change this.

For further information visit:  
[www.shelterbox.org](http://www.shelterbox.org)

**NO ONE  
WITHOUT  
SHELTER  
AFTER  
DISASTER**

## 1. BACKGROUND

Supporting managers and strengthening their leadership capabilities should be seen as non-negotiable based on the impact they have on all employees. A well-supported manager who also exhibits strong leadership skills can drive performance, engagement, and a positive work culture for their staff, where the reverse is true for poor managers.

ShelterBox has expanded in recent years, and this expansion has increased the number of employees with line-management and leadership responsibilities. It would therefore be expected to have an increased training program behind this expansion.

Several indicators suggest our managers need support in their roles and in developing their leadership capabilities. We need to create a high-quality and ongoing Leadership and Management learning programme that, ultimately, supports the organisation to thrive.

**The key benefits are:**

- Increased confidence in managerial and leadership responsibilities
- Increased skills and competency levels
- Enhanced leadership capabilities and strategic thinking
- Increased employee engagement
- Decreased strain on HR
- Increase in compliance with organisational policy

## 2. THE REQUIREMENT

In order to deliver the training support that our managers require, ShelterBox is seeking a consultant to design and develop a training programme for all managers within ShelterBox.

**The consultant should meet the following criteria:**

1. significant (5+ years) experience in instructional design,
2. significant (5+ years) experience in designing learning programmes of various modality (instructor-led, online, blended, cohort, etc.),
3. significant (5+ years) experience in designing and developing leadership and management training programmes,
4. experience in Articulate Storyline authoring tool or a similar e-Learning development tool (desirable, unless the proposed solution incorporates significant e-Learning in which case it is a requirement).

### LEARNING NEEDS

Knowledge, skills, and behaviours that the proposed training programme should cover are:

<b>1. Managing team wellbeing and absence</b>	<ul style="list-style-type: none"> <li>▪ Recognising signs of stress and burnout</li> <li>▪ Providing support for mental health</li> <li>▪ Encouraging work-life balance</li> <li>▪ Managing absence effectively</li> </ul>
<b>2. Motivating and managing a team</b>	<ul style="list-style-type: none"> <li>▪ Setting clear goals and expectations</li> <li>▪ Conducting effective performance reviews</li> <li>▪ Providing constructive feedback</li> <li>▪ Motivating the team</li> <li>▪ Managing a hybrid team</li> </ul>
<b>3. Strategic planning</b>	<ul style="list-style-type: none"> <li>▪ Developing and implementing team's strategic plans (if applicable)</li> <li>▪ Aligning team objectives with organisational goals</li> <li>▪ Managing change effectively</li> <li>▪ Resourcing your team effectively</li> </ul>
<b>4. Leading within ShelterBox</b>	<ul style="list-style-type: none"> <li>▪ Understanding the organisational environment and context</li> <li>▪ Embodying the culture and values</li> <li>▪ Navigating the organisation</li> </ul>
<b>5. Effective communication</b>	<ul style="list-style-type: none"> <li>▪ Clear communication and active listening</li> <li>▪ Conflict resolution</li> </ul>
<b>6. Emotional intelligence</b>	<ul style="list-style-type: none"> <li>▪ Self-awareness and self-regulation</li> <li>▪ Managing stress and maintaining resilience</li> </ul>
<b>7. Diversity and inclusion</b>	<ul style="list-style-type: none"> <li>▪ Promoting an inclusive workplace culture</li> <li>▪ Understanding and addressing unconscious bias</li> </ul>

## PROJECT DELIVERABLES

### 1. Design Specification:

- Learning Programme summary: outline, objectives, reflection.
- Details of all learning items: objectives, topics, reflection.
- Outline of each learning items: lesson titles, instructional event type, duration.
- Details of each lesson: learning objective, presentation, practice and feedback, assessment.
- Materials required: resources that will be needed to script.
- Integration: specific integration activities.

### 2. All learning program materials: slide decks, lesson plans / leader guides, train-the-trainer decks, storyboards, SCORM files etc.

These deliverables must be handed over to ShelterBox by the project end date as stated in Section 4. It should be noted that any IP created for ShelterBox in creating this training plan is envisaged to transfer to ShelterBox, so bidders should not submit pre-made training packages to which they own the IP but should instead be prepared to work collaboratively.

## CONTRACT & TERM

The successful supplier will be contracted on a fixed basis to deliver the package of works as agreed.

The successful supplier will be required to agree and adhere to ShelterBox's Supplier Code of Conduct (available to view at: [ShelterBox-Supplier-Code-of-Conduct-2024.pdf](#)).

### 3. BID REQUIREMENTS

In order to apply for this opportunity, bidders must prepare and submit the below materials and documentation as their proposal and send it to [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

**1. Current profile and examples**

- A current CV listing relevant experience.
- Examples of experience demonstrating the essential criteria detailed above.

**2. Learning Solution Plan, including:**

- learning objectives,
- content map (objective – assessment, practice, presentation, integration),
- learning path of the proposed learning items,
- high level details of learning items: instructional event types used, delivery channel, duration,
- timeline for design and development of each learning item.

**3. Detailed costs break-down.**

## 4. TIMELINE

Suppliers interested in bidding should follow the steps and meet the deadlines as below.

### QUESTIONS

Bidders are welcome to ask any questions about this RFP via email.

These can be sent to: [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

Questions can be submitted until **Friday, 7 February 2025**.

We would also be happy to set up a call to discuss any queries that bidders may have.

These Q&A calls can be arranged to take place before **Wednesday, 5 February 2025**.

Please contact [tenders@shelterbox.org](mailto:tenders@shelterbox.org) if you wish to arrange a Q&A call.

### SUBMISSION OF WRITTEN PROPOSAL

Written proposals must be submitted by **4.00 pm on Friday, 21 February 2025**.

Proposals must be sent to: [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

When submitting your proposal, please include your availability for a presentation call within the dates set out in the next step.

### PRESENTATION CALL

ShelterBox will review all written proposals and arrange virtual presentation calls with bidders deemed to meet the requirements of this RFP.

The presentations will take place between **Monday, 10 March 2025 – Friday, 21 March 2025**.

Presentations will be expected to take the form of a walkthrough of the proposal outlined in the written bid and a Q&A session around it. There should not be a need to prepare anything new beyond this.

**NB:** Following the presentation calls and ahead of the target award date, please be aware that further questions and queries may be submitted by ShelterBox to bidders to ensure a comprehensive understanding of proposals is obtained.

### TARGET AWARD DATE

ShelterBox aims to inform all bidders on the outcome of their bids on or by **Friday, 4 April 2025**.

### CONTRACTS

ShelterBox aims to complete all contracts with the successful bidder by **Friday, 18 April 2025**.

### PROJECT START AND END

After contracting the project work will begin immediately.

The project should be finished by **Friday, 18 July 2025**, by which date, all deliverables (listed in Section 2.) designed and developed by the consultant should be completed and signed off by ShelterBox and handed over to ShelterBox.

**NB:** ShelterBox reserves the right to extend or amend the timeline if necessary. All suppliers will be notified of any such amendment.

## 5. SUBMISSION PROCESS

### INVITATIONS TO BID

There will be one supplier for the contract. However, ShelterBox reserves the right to place orders with another supplier for additional requirements if deemed necessary.

This RFP does not constitute an offer by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder because of this tender process.

### SUBMITTING A BID

All responses to this RFP should be submitted as email attachments to [tenders@shelterbox.org](mailto:tenders@shelterbox.org). Proposals must be signed by a duly authorised owner, officer or agent of the company submitting the bid.

### BID PRICING FORMAT

Bidders are required to provide complete and comprehensive pricing for all the requirements in Section 2. of this RFP. All pricing must be provided in GBP.

### AWARD DECISION

ShelterBox plans to award this business to a supplier based upon the suitability of the proposed bid, expertise demonstrated, and best value in meeting the requirements of this RFP.

### RFP UPDATES

ShelterBox intends to provide all suppliers with complete and accurate information about this opportunity. If ShelterBox obtains any additional material information, including responses to individual suppliers' questions that could affect other suppliers, ShelterBox will share this information.

The contents of responses and the provisions of this tender document will be available for inclusion in final contractual obligations.

### NOTIFICATION OF AWARD

ShelterBox will notify the successful bidder on the target award date in Section 4. At this stage, ShelterBox may negotiate with the successful bidder to finalise the offer.

### CONTACT INFORMATION

**Contact:** ShelterBox Tender Team

**Email:** [tenders@shelterbox.org](mailto:tenders@shelterbox.org)



## 6. CONDITIONS OF TENDER

### GENERAL

This tender document does not constitute an offer by ShelterBox. Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any bid by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder due to this tender process.

ShelterBox further advises all suppliers that ShelterBox may accept any bid submitted; however, ShelterBox reserves the right to request best and final offers. ShelterBox may enter negotiations with more than one supplier simultaneously and award the business to any supplier in negotiations without prior notification to any other supplier.

### OFFER VALIDITY

Bids shall remain valid for 180 calendar days after the bid submission deadline.

### COST OF BIDDING

The bidder is responsible for all costs associated with the preparation and submission of its bid. ShelterBox will not be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

### WARRANTY

The bidder warrants that the proposed services meet the required specifications set out herein.

### BID WITHDRAWAL

The bidder may withdraw its bid after submission, provided that written notice of the withdrawal of the bid is received by ShelterBox.

### RIGHT TO ACCEPT OR REJECT

ShelterBox reserves the right to accept or reject any bid, to annul the tendering process, and reject all bids at any time before contract award, without incurring any liability to the affected bidder/s or any obligation to inform the affected bidder/s the reason for ShelterBox's action.

### RIGHT TO RETENDER

ShelterBox reserves the right to retender where a viable offer is not presented for any or all parts of this tender.

### CORRUPT OR FRAUDULENT ACTIVITIES

ShelterBox will reject a bid if it determines that the bidder has engaged in corrupt or fraudulent practices in competing for the contract/s in question. A bidder suspected to have indulged in corrupt or fraudulent practices risks being prevented from participating in ShelterBox's future procurement opportunities.

### CONFIDENTIALITY

All information in this tender document or otherwise provided in connection with this tender is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from ShelterBox.

All tender documents remain the property of ShelterBox, and all suppliers are required to return to ShelterBox or delete these documents upon request. ShelterBox and any third parties acting on behalf of ShelterBox will consider the responses to this tender confidential. Bidders who do not honour these confidentiality provisions will be excluded from participating in future ShelterBox procurement opportunities.



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