

Annex A: Specifications and Compliance Sheet

Vendors are required to fill in the 'For Vendors to complete' section

BDFA/Q/0018/2026

Note: The Specifications and Compliance Sheet must be signed and stamped

Item	Product / Service Specifications		
	Features / Specifications	For Vendors to complete	
		Comply (Yes / No)	State Your Proposal
1	TRAINING INFORMATION		
	Training Topic: Effective Communication for internal and External Correspondence		
	Type of Training: In-House		
	Expected Training Month: End of November 2026 or Early December 2026		
	Training Duration: 2 – 3 Days		
	Training Days and Time: Preferably during working hours		
	Training Mode: Instructor-Led (Lecture and Activity Based)		
	Refreshment: Included (Breakfast, Lunch and Hi Tea)		
	Venue: To be proposed by training provider		
	Expected No. of Participant: 20 – 30 Pax		
	Target Participants: Entry-Level officers and newly appointed officers with limited or no prior work experience. The training provider is required to design and pitch the programme at a foundational and practical level suitable for participants with limited exposure to formal workplace communication, official correspondence and organisational reporting protocols.		
	Working Hours: Monday – Thursday 8.00 AM – 12.15 PM 1.30 PM – 5.00 PM Friday 8.00 AM – 12.00PM 2.15 PM – 5.00 PM		

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2	LEARNING OUTCOME		
	<i>i. Communication Foundations and Awareness</i>		
	Apply the principles of effective workplace communication including clarity, tone, appropriateness, conciseness, and professionalism.		
	Recognize, at a basic level, how clear and professional communication supports day-to-day work and reflects on BDFA's image.		
	Identify common communication barriers (e.g., Semantic, cultural, hierarchical, technological) and apply appropriate mitigation strategies.		
	Distinguish communication approaches required for internal versus external audiences.		
	<i>ii. Professional Written Communication (Business Correspondence)</i>		
	Construct well-structured, purpose-driven written communication including emails, memorandum, reports, and official correspondence aligned with BDFA Standards.		
	Apply appropriate tone, language, and etiquette for different audiences while maintaining professionalism and organizational representations.		
	Incorporate clarity techniques such as logical sequencing, concise phrasing, and action-oriented messaging.		
	Review and proofread written materials to eliminate grammatical, structural, and contextual errors.		
	Check and improve draft correspondence using simple checklists, templates and worked examples.		
	<i>iii. Verbal Communication and Interpersonal Effectiveness</i>		
	Demonstrate clear, confident, and structured verbal communication during meetings, presentations, and discussions.		
	Apply active listening techniques (e.g. paraphrasing, probing, summarizing) to ensure mutual understanding.		
	Adapt communication style based on audience, hierarchy, and context.		
	Respond appropriately and professionally in spontaneous workplace interactions.		
	Respond politely and professionally when receiving feedback, corrections or difficult questions (introductory level only)		

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2	iv. Non-Verbal Communication Competence		
	Interpret and evaluate non-verbal cues, including body language, facial expressions, posture, and tone of voice.		
	Demonstrate alignment of congruence between verbal and non-verbal messages to enhance credibility and impact.		
	Regulate non-verbal behavior to maintain professionalism in diverse workplace interactions.		
	v. Digital Communication and Etiquette		
	Apply best practices for digital communication across various platforms (e.g., email, instant messaging, virtual meetings).		
	Demonstrate professional etiquette in online interactions, including tone management, responsiveness, and clarity.		
	Structure messages effectively for digital readability and engagement.		
	Observe basic etiquette when working and communicating online, including virtual meetings.		
	vi. Internal Communication and Collaboration		
	Facilitate clear and efficient information sharing within teams and across departments.		
	Align communication practices with organizational workflows and reporting structures.		
	Minimize misunderstandings and communication breakdowns through structured messaging and feedback mechanism.		
	Promote a collaborative communication culture that supports teamwork and productivity		
	vii. External Communication (Basic Awareness)		
	Prepare simple, professional replies to routine external enquiries using approved formats and templates.		
	Maintain a professional and consistent tone that reflects well on BDFA.		
	Adapt messaging to accommodate cultural sensitivity, stakeholder expectations, and contextual requirements.		
	Recognise when an enquiry should be escalated or referred to a supervisor and follow the correct escalation channels.		
	viii. Communication for Resolving Everyday Misunderstandings (Basic Awareness)		

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2	Use simple, structured communication to clarify misunderstandings at work.		
	Deliver constructive messages to reduce defensiveness and promote collaborative solutions.		
	Demonstrate basic self-awareness and composure when communicating in busy or sensitive situations.		
	Facilitate open and respectful dialogue to achieve mutually beneficial outcomes.		
	ix. Practical Application and Workplace Integration		
	Apply learned communication techniques in realistic workplace scenarios and simulations.		
	Demonstrate improved communication behaviors in day-to-day tasks and interactions.		
	Transfer learning into workplace practice through action planning and follow-up strategies,		
	Exhibit increased confidence, professionalism and effectiveness in handling both internal and external communication situations.		
3	VENDOR PROPOSAL SHOULD INCLUDE		
	Company Profile – Vendor must include details of past or corporate training programs and client references.		
	Valid Business License – Copy of License 16/17 or Form X or Similar		
	Trainer Profile and Background – vendor are required to provide credentials, experience, and sample programs delivered		
	Detailed Module Online – Vendor are required to provide a detail structure of their module and course slide, and to clearly demonstrate how the modules will be adapted for entry-level officers with limited or no prior work experience.		
	Practical, hands-On Delivery – The Programme must be activity-based and not lecture-only. Vendors are required to include practical exercises such as email drafting, proofreading, simple memo and minutes of writing, role-play, group activities, and before-and-after writing samples.		

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3	Contextualised Examples – Case studies, scenarios and sample correspondence must be relevant to BDFA's working environment, including internal approvals, interdepartmental communication and routine external enquiries. Advanced or senior-level content such as complex stakeholder management, advanced conflict resolution, and external representation should be excluded.		
	Refreshment – Vendor are required to organize refreshment for participant during the training. (Breakfast, lunch & Hi Tea) – Menu choices must be included.		
	Additional Requirement – Shortlisted vendors will be required to attend a presentation session.		
	Quotation Breakdown including: - Venue Rental (if applicable) - Training fee - Participants Certificates - Training Materials/Slides/Activity Tools for Participants - Refreshment		
	Optional: Value-added activities such as post-course evaluation, coaching session, or follow-up workshops.		
	Trainer Expenses: Trainer's travel, accommodation, and insurance costs must be borne entirely by the Training Provider		
	Post-Session Refreshments: Refreshments following the training session will not be provided by BDFA		
	Local Transportation (For International Vendor only): Daily transport between the accommodation and the training will be provided by BDFA (Maximum 3 Trainers). Airport Transfers are expressly excluded.		
Price Validity: Minimum 3 months (state number of months)			
Delivery Period: End Month of November 2026 or Early Month of December 2026			
Grand Total			