

Clarification sheet last updated 4th June 2021

Clarification 1 (4 June 2021)	
Questions	Answers
<p>1. Demonstrated previous experience of the tenderer is one of the criterion to assess the technical proposal; what is meant here? Experience of the suggested team/ consultants or the company? What if the company does not have previous experience in this type of assignments but the suggested team/ consultants have very good previous experience? Should this experience be in the Syrian context? Or it does not matter</p>	<p>1. Both the company's and the nominate personnel's previous experience will be considered for the evaluation as stated in the ITT doc section 5.1.4 Award Criteria. Points will be awarded according to the level of experience of each company and nominated personnel, respectively.</p>
<p>2. Previous Contracts (Appendix 2): what type of contracts? We have many third party monitoring, training and consultancies contracts; do you mean here contracts of previous similar assignments? Or any contracts?</p>	<p>2. As stated in Appendix 2: Previous contracts of the ITT " Please provide details below of any similar contracts in chronological order starting with the most recent, for the provision of similar services."</p>
<p>3. Does GOAL have any preferences for face to face, remote sessions? If yes, how this will be reflected in the technical proposal evaluation/ assessment? Also, this implies different costs/ budgets. How to reflect this in the budget?</p>	<p>3. GOAL has not set a preference between face to face and remote sessions due to the pandemic hence it will not reflect the evaluation. Interested applicants are free to offer different fees for the different types of sessions.</p>
<p>4. If a company has no experience in this type of specific assignments, but has very strong team with very good experience and previous similar assignment, will this be accepted?</p>	<p>4. Experience of both company and nominated personnel is part of the award criteria and not the essential as stated in the ITT doc section 5.1.4 Award Criteria. Therefore, points will be awarded according to the level of experience of each company and nominated personnel, respectively.</p>
<p>5. how many staff do you expect to benefit from these assignments with :</p> <ul style="list-style-type: none"> a. Arabic language only b. With English language only c. With Turkish language only 	<p>5. The PSS services are available to all GOAL staff in Syria, Turkey & Jordan however, as this is not mandatory for the staff, it is difficult to estimate the number of staff that will choose to use this service. See below the breakdown for each language.</p>

<p>d. This will be helpful to estimate how many consultants are needed for each category</p>	<p>a. Arabic language only: approx. 900 b. English language only: approx. 100 c. Turkish language only: approx. 200</p>
<p>6. Have staff had the option to attend group therapy session in the past?</p>	<p>6. No, staff had not had the option to attend group therapy sessions in the past.</p>
<p>7. When does GOAL expect the consultation services to begin?</p>	<p>7. The open international procurement processes can take approximately up to 4 months to be finalized from the day of advertisement hence, GOAL expects to sign a contract from the beginning of September.</p>
<p>8. Will the consultant work with the GOAL management to develop the staff care policy and create an environment for staff and organizational resilience? Are some policies and practices already in place?</p>	<p>8. GOAL does not expect the consultants to develop any staff care policy. GOAL already has staff care approached practice and policies in place.</p>
<p>9. Since GOAL has operations in different countries, will the consultant work separately with management of each operation to develop the staff care policy?</p>	<p>9. GOAL does not expect the consultants to develop the staff care policy.</p>
<p>10. The financial offer includes rate for individual sessions and for group sessions, but it doesn't mention rate for the development of staff care policy. Can you clarify how is this service taken into account in the payment terms?</p>	<p>10. GOAL does not expect the consultants to develop the staff care policy. Therefore, this is not requested to be included in the financial offer or payment terms.</p>
<p>11. Depending on the availability of the consultants, is GOAL opened to a change of personnel during the contract period? Eg. Change of consultant after a few months, or is key for the continuity of the project to ensure the same personnel for the entire duration of the contract (1 year)?</p>	<p>11. GOAL requires consistency regarding the consultancy's nominated personnel team in order to maintain high quality continuity of the project. Under exceptional circumstances, supplier may request in writing from GOAL the change/replacement of a consultant with the condition that the new personnel has the expected proven qualifications mentioned in the tender announcement. Supplier must provide all information required as per the tender to GOAL for the potentially new personnel and GOAL must approve the change in the personnel list prior to having any sessions with GOAL staff.</p>

<p>12. Section 3.3 of “ITT-ANT-HR-PSS-19769” notes the requirement of a 2 page executive summary of the proposal, yet the Submission Checklist (Section 6.2 of the same document) does not mention an executive summary. Can GOAL please clarify if an executive summary, per section 3.3, is required?</p> <p>13. Section E of the Terms of Reference for ITT-ANT-HR-PSS-19769 “Desired Service - Group Therapy” outlines a specific approach to group therapy. Would GOAL be open to an alternative approach to group therapy in offerors’ proposals?</p> <p>14. Section B of the Terms of Reference for ITT-ANT-HR-PSS-19769 “Service provision expectations” notes that “staff has the option to select the consultant in terms of contact details, bio of consultant as staff’s desire”. Would GOAL be open to an alternative model that doesn’t include bios, but includes experience and qualifications of the roster of experts?</p>	<p>12. An executive summary is required as per Section 3.3 of the ITT document. All applicants are expected to submit the summary along with the rest of the required documents. Kindly refer to section 6.2 Submission Checklist of the revised ITT document.</p> <p>13. As per section E of Annex 1 – TOR Service providers shall decide on the type of therapy that would be beneficial to the staff.</p> <p>14. GOAL wishes to circulate the BIOs of the consultants to the staff as per Annex 1 – TOR section B.</p>
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