

## Tender 2275PSE-10080 - Questions and answers

**Date: 23 April 2025**

### 1.1 Important errata and updates

No important errata are being published as part of these questions and answers.

### 1.2 Administrative and Technical Questions

1. **On page 14, the tender submission method indicates that submissions can be made either by mail or in person using a sealed envelope. Below that, it states that this sealed envelope should be placed inside a second, closed envelope. This seems a bit confusing—could you clarify what that means?**

The submission by mail means hard copy. Please ensure that your proposal is printed and placed in a sealed envelope, which should be delivered to our office by the submission deadline detailed in the RFP under point 3.4.

2. **Regarding the number of organizations included in this tender contract, we currently do not have a specific number of organizations we will be collaborating with. Could you please provide us with the number of organizations in the Northern West Bank, Central West Bank, Southern West Bank, and Jerusalem?**

We will be working with approximately 20 organizations. 70% based in the Central West Bank, mainly around Ramallah, 25% in Southern West Bank and 5% in Jerusalem.

3. **Regarding the training, based on the assessments performed for all organizations, should we conduct training sessions at all three levels (Basic, Intermediate, Advanced) for each organization, or will the training be tailored to each organization according to their specific assessment results and existing skills?**

The training must be tailored to each organization according to their specific assessment results and we could have trainings with trainees from different organisation but the same level (Basic, Intermediate, Advanced).

- 4. Based on the skill level of participating organizations, would it be possible to group specific training needs to a group of organizations or each training requirement will be tailor made to meet the specific needs of each organization. I am saying this because if each organization requires a specific tailor-made training, this will increase the training requirements and development of materials for all.**

We could group specific training needs to a group of organizations. Meaning same training with different organisations but same training needs (Basic, Intermediate, Advance).

- 5. Specific training materials and content presented in the tender document is short of a comprehensive coverage of each topic. Then preparing the methodology for each training, it might require increasing and prolonging the period for each training session and content. Are we allowed to add other topics for each training session to make it comprehensive for learning purpose or we are stuck with the content provided in the ToR?**

As stated in the tender “This content domain list is not exhaustive”. Meaning the content of the training would depend on the (1) pre-test results (2) suggestions from the trainer and (3) suggestions from Enabel experts in each topic.

- 6. What is anticipated for the mentoring / on the job training requirements for each partnering organization. Is it proposed a long term guidance over the lifespan of the contract or specific time allocation to be implemented with organizations immediately after the training sessions. This will have implication on the cost and durability of performance. Can you suggest a time level for this coaching session to make it possible to cost.**

The time level cannot be determined at this point, as it will be adjusted based on the training level and assessment results, as well as the project manager's approval of the agenda proposed by the tenderer. However, if this service was requested, we expect approximately 15-20% of the training days will be dedicated to follow-up and coaching, utilizing various methods suggested by the service provider, within one week to one month after the training.

- 7. The training modality is anticipated to cover three different methodologies (online, face to face and Blended), for the online and blended modality, can that be done from Enable office or should be done from the service provider premises. How can we control presence and applicability of training conducted.**

The online part of the training will be done through the Learning Management System (LMS) provided by the service provider. Each participant will use their

own computer to access the LMS from their home or office. The LMS usually tracks and shows who attended the training sessions.

- 8. As per section 6.3 Tender Forms – prices page 34: Task description: “Inception Phase Task (1) The tenderer is requested to assess the needs of the targeted participants and propose a customized, tailor-made training program. Clearance from Enabel must be obtained before proceeding with the design of the training”. Would this mean, a training needs assessment (TNA) is required by us?**

A pre-test for each participant to assess their training needs is required. Then we will know the level of the participants (Basic, intermediate, advanced).

**End of Questions**