

RFQ 33414 MRS-HR-PSS Service Support for Staff's clarification (2<sup>nd</sup>) published on **18/12/2023**.

**These clarifications were prepared for the questions received by the prospective service providers.**

#	Clarifications
1	<p>Should counseling sessions be conducted in person, or is it permissible to provide them online?</p> <p><b>The Service Provider should be ready to provide support service both face to face sessions and virtually based on the applicant request.</b></p>
2	<p>What is the expected number of clients at each duty station (Gaziantep, Adana, Mersin, Ankara, Hatay)?</p> <p><b>In total, the approximate numbers are 136 but the numbers might change from time to time (Mersin - 20 / Adana – 19 / Gaziantep - 40 / Hatay - 20 / Ankara - 27)</b></p>
3	<p>How many counselors are expected to be assigned to each duty station?</p> <p><b>At least one counselor for each location.</b></p>
4	<p>Could we obtain information about the language proficiency of counselors at each duty station? Is it required that they be proficient in at least one of English, Turkish, or Arabic, or is there a preference for multilingual counselors who can cover all three languages?</p> <p><b>They aren't obligated to hire multilingual counselors who can cover all three languages. But native Arabic and Turkish speakers must be ready for each location, if not possible we expect high flexible native Arabic speaker to travel required locations.</b></p>
5	<p>Are there any specific requests or other crucial details that should be taken into consideration during the provision of counseling services?</p> <p><b>The service provider counsellor team must be informed about GOAL Supplier Code of Conduct and should be trained on GOAL Safeguarding Policies before launch the support. Service Provider must pay attention to the gender balance and must inform any update about the team.</b></p>
6	<p>Is it sufficient for experts to have excellent proficiency in English and Arabic, or is being a native speaker mandatory?</p> <p><b>It is sufficient having a very good command of English and Arabic language, by providing document showing their proficiency. The consultants must have experience in providing psychological support in the languages mentioned.</b></p>

<p><b>7</b></p>	<p>Will the procurement include arrangements for the venue where counseling sessions are to be conducted?</p> <p><b>GOAL will try to support the arrangement for the face-to-face sessions.</b></p>
<p><b>8</b></p>	<p>Could we request an advance payment of 30% for the services?</p> <p><b>Unfortunately, we are unable to accommodate 30% advance payment.</b></p>
<p><b>9</b></p>	<p>As we are focusing on psychological services, are we allowed to provide psychiatric support by directing services in the region? Is it mandatory to hire a psychiatrist, or can we make arrangements for support as needed?</p> <p><b>Service provider must have psychologists team, if needed only psychiatric recommendation can be done.</b></p>
<p><b>10</b></p>	<p>Under section 3 of the RFP, it states,"the estimated total number of members will be covering is around 150 Turkish and Arabic speakers." Does 150 represent the total number of GOAL staff in Turkey (i.e. total number of eligible users) or is 150 the estimated number of staff that will use the service?</p> <p><b>The total number of staff 150 which also means the number of people who might use the service.</b></p>
<p><b>11</b></p>	<p>Please clarify if the following activities are required as deliverables under the RFP or if GOAL is asking if these services are available for purchase if they are needed in the future: "Training needs assessment and capacity-building plans for organizations, and reports to be shared regularly (under section 1.5 Service provider scope of work in Annex 5: Terms of Reference).</p> <p><b>Training Needs Assessment is not a requirement. Outputs and recommendations from the group sessions should be reported on a regular basis.</b></p>
<p><b>12</b></p>	<p>Would you like the price of the following services to be included for these services in the proposal and/or the Financial Offer template? "Training needs assessment and capacity-building plans for organizations, and reports to be shared regularly (under section 1.5 Service provider scope of work in Annex 5: Terms of Reference).</p> <p><b>Training Needs Assessment and Capacity Building Plans are not a requirement, only reports must be shared regularly.</b></p>
<p><b>13</b></p>	<p>In Appendix 3, the Financial Offer, requests a price for in person and virtual services from a 'Psychiatrist'. What are your licensure requirements for a psychiatrist and how do they differ from a psychologist, or other mental health professional</p> <p><b>Service provider must have psychologists' team, if needed only psychiatric recommendation can be done' So we don't expect virtual services from a 'Psychiatrist'.</b></p>

<p><b>14</b></p>	<p>Does GOAL have additional specifications for Tailored Art Therapy? Are credentials (registration/licensure) specific to Art Therapy required?</p> <p><b>Therapist must have experience in artmaking functioned as a non-verbal form of psychoeducation. And the materials should be provided during art therapy sessions.</b></p>
<p><b>15</b></p>	<p>The RFP states, “The service provider shall conduct monthly webinars, and support employees to gain awareness with regular content to support wellbeing.” Would you like the offerer to include the price of these services in Appendix 3, the Financial Offer template?</p> <p><b>Please include the pricing for the monthly webinars and associated support services as a separate line item in the Financial Offer template. Kindly refrain from incorporating this cost into the overall proposal but present it distinctly.</b></p> <p><b>Feel free to add rows to the Excel file for detailed pricing information and include any necessary notes or comments directly within the document. This will ensure clarity and comprehensiveness in your financial proposal.</b></p>
<p><b>16</b></p>	<p>Should Annexes to the technical proposal be submitted as separate PDFs or should they be submitted as one document?</p> <p><b>For ease of review and organization, we kindly request that annexes be submitted as separate PDF documents. This approach allows us to navigate through the documentation more efficiently during the evaluation process.</b></p> <p><b>If you have multiple annexes, please ensure that they are clearly labeled and numbered for easy reference. This will greatly assist our team in comprehensively assessing your proposal.</b></p>
<p><b>17</b></p>	<p>Can you explain items 5.c and 5.d in the Submission Checklist, please?</p> <p><b>5.c) The requirement here is for the applicant consultant team members &amp; company to have a minimum of 5 (five) years of experience in offering psychological support to employees within organizations operating in fields such as International Development, Humanitarian, and/or Emergency Response. To fulfill this, please include details of previous contracts that involved providing psychological support and were accompanied by tender briefs. This information will help us assess the relevant experience of your team.</b></p> <p><b>5.d) This item focuses on the need for knowledge and experience in group therapy. Additionally, the ability to conduct group therapy sessions with GOAL staff members using licensed Microsoft Teams is required. In your submission, please include a concise paragraph showcasing your team's capability to conduct both online and face-to-face therapies.</b></p>
<p><b>18</b></p>	<p>Consultant Support shall be made available in our office locations (Ankara, Gaziantep, Hatay, Adana, Mersin) and some new field locations not mentioned here. Both virtual and face-to-face group sessions/ meetings must be available in the specified areas. what is the disaggregation of the staff based on the location?</p> <p><b>In total – 136 but the numbers might change from time to time (Mersin – 20 Adana - 20 - Gaziantep- 40 – Hatay 20 Ankara -27 )</b></p>



**19**

Can you please confirm the number of the individual and group sessions? (what is the expected disaggregation online and physical sessions)

**Twice a month group session is expected in four main locations. Individual sessions might differ, estimated number can't be given.**