



RFQ 33414 MRS-HR-PSS Service Support for Staff's clarification published on **12/12/2023**.

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>The Service Provider should be ready to provide support service both face to face sessions and virtually based on the applicant request.</p>
2	<p>What is the expected number of clients at each duty station (Gaziantep, Adana, Mersin, Ankara, Hatay)?</p> <p>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)</p>
3	<p>How many counselors are expected to be assigned to each duty station?</p> <p>At least one counselor for each location.</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>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.</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>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.</p>