

Amendment No. 1 and Q&A Report

<u>To:</u>	Interested Bidders
<u>From:</u>	UNDP Syria
<u>Subject:</u>	Long Term Agreement (LTA) Capacity Development for UNDP Syria CO Staff and Non-Staff.
<u>Reference:</u>	UNDP-SYR-RFP-099-19
<u>Date:</u>	30 September 2019

- The deadline for the submission of proposals has been extended till Thursday 10 October 2019 at 2:00PM***

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**** UNDP Syria is answering on the received questions as in the following:***

	Question	Answer
1	We kindly request your consideration for a one-week extension to the submittal deadline	The deadline for the submission of proposals has been extended till <u>Thursday 10 October 2019 at 2:00PM</u>
2	the supplier of training programs have to be based in Syria? I mean is it ok if the trainers travel back and forth between Lebanon and Syria between training sessions?	it is not required to be the service provider based in Syria; it is approved to be legally registered wherever; but taking into account his ability to hold in-house trainings in Syria.
3	Communication Strategies: Do you mean the verbal communication or the written communication or the communication	Communications Strategy: It is on verbal, written and interpersonal communication. Not the one from marketing perspective.

	from a marketing perspective or the interpersonal communication?	
4	Employee Accountability: Should it be a workshop for the employee to become more accountable or a way to hold employees accountable from a managerial level?	It is for the employees on how to become more accountable for their decisions, actions etc.
5	Project Management: Should we stick this course only or can we suggest the MS Project which is a tool used for the successful implementation of the project management?	Yes, you can suggest MS Project as a tool
6	Retreat Facilitation: a. What will be the duration of the retreat: 1, 2 or 3 days? b. What is the expected outcome? Ex: Team Building, Enhancing Communication, etc?	<p>a. Duration of the Retreat: A retreat can vary from a Country Office Retreat (3 days-retreat for more than 200 staff) to a Portfolio Retreat (1 day-retreat for no more than 30 staff), therefore; the financial offer was prepared in a way that will enable the bidder setting the price per facilitator (the more the number of participants the more facilitators will be needed) per day (the more the number of participants the more days will be needed).</p> <p>b. The purpose of the retreat is mentioned in the ToR as follows:</p> <p>The overall objective of the retreat is</p> <ul style="list-style-type: none"> • To introduce UNDP in Syria (vision, current projects, introducing the current working teams); • Achieve alignment to UNDP Syria's vision and goals; • Identify and explore the Characteristics of Effective Teams and recommend actions to become a better performing team; • To overcome the challenges and difficulties faced by UNDP staff on daily basis, to help them do their work better, and to improve the working environment;

		<ul style="list-style-type: none"> • Improve skills of giving and receiving constructive feedback; • Create an action plan that documents agreements, decisions and next steps. <p>These objectives can be achieved by covering 3 – 5 soft skills similar to the following topics:</p> <ul style="list-style-type: none"> • Teambuilding; • Communication Skills; • Time Management & Stress Management. <p>Please note that the final decision on the retreat's objectives as well as the soft skills to be covered during the retreat will be made by a retreat committee that will be formed for this purpose.</p>
7	What is the requested language of the training material?	Language for the Training Materials: The materials should be in English, however the presentation should be a mix of Arabic and English.
8	Form G: Financial Proposal Form: As requested we will follow the given form but is it possible to rename or add some columns to the financial tables if needed?	you are requested to adhere the template of the Financial Proposal Form in Form G
9	We noticed that there is a conflict between the number of days per course set by UNDP which is 3 and the number of days of the official PMP training which duration is 5 days as this course will allow participants to present the official exam. Please advise.	Although UNDP has set 3 days for the technical training, however there is a breakdown for the cost of training per day, i.e. the bidder may obtain UNDP's approval to extend the duration of the training for few more days based on a proper justification

10	Please confirm if this is obligatory to divide the project between 2 providers. If yes can you please explain how the split will be done and based on which criteria	<p>The contract will award to Main contractor (bidder obtaining the highest combined score) and Back up contractor (bidder obtaining the second highest combined score).</p> <p>All orders will be requested from the main contractor, but in case; he apologize or couldn't to complete an order, in this case we can go to the second contractor.</p>
11	We need a clarification about the number of training mentioned in the Financial Proposal Form. When you say 40 for the soft skills, 40 for the technical/specialized (private) and 40 for the soft skills and 40 for the technical (public trainings) do you mean you have 40 groups who will attend every topic in-house and 40 attendees will attend 40 topics from the soft skills and 40 topics from technical the technical (public)? Please advise as we need know how to calculate the total?	<p>For the in-house trainings: 40 is the number of trainings over 3 years' time. Each training will be delivered to a group of maximum 15 participants.</p> <p>For the public training: 40 is the number of participants who are expected to join the bidder's public trainings over 3 years' time.</p>
12	Can you please advise if UNDP SCO will be in charge of carrying the training material from Lebanon to Syria?	No, it is the responsibility of the bidder.
13	Payment schedule: kindly provide more detail about the payment schedule, would the value of each service be paid after each service is completed or a lump sum payment at the end of the contract?	payments are per course after the completion of each one.
14	The note mentioned in the financial bid form: "The estimated needs of trainings and retreats is covering 3 years" means that the values to be provided within the financial bid are the total value for three years?	Yes; for 3 years.

15	When number of training, in table 2 and 3 in the financial form, says 40, does that mean 40 training days or 40 training sessions?	40 training sessions may the season covers one or two or three ...days according the course, here you have to multiply the cost of the day by 40 trainings.
16	The number 40 in tables 2 and 3 refers to training in one year or in three years?	the estimated number of training is for the coming 3 years.
17	We are concerned about the access to Damascus we will need to secure for the trainers. What is UNDP assistance in facilitating visa obtaining process and entry into the Country.	UNDP can assist by issuing the entry visa for the trainers, noting that all relevant documents shall be submitted to the Ministry of Foreign Affairs by UNDP at least 1 month before the trainer's arrival date.
18	What is the approach of UNDP Syria to selecting where the trainings will take place: is there a flexibility to organise the trainings in Turkey or Lebanon?	For the in-house training, it should be conducted in Syria only; however, for public trainings already arranged and organized by the bidder UNDP will send the trainees to the location chosen by the bidder.
19	In case there was a flexibility, what are the assumptions UNDP wish us to take in the financial proposal for the trainings delivered in Syria/ Turkey or Lebanon.	The facilities provided by UNDP whether for the in-house trainings or the public trainings are clearly mentioned the RFP documents any other/additional facilities should be taken into consideration by the bidder.
20	What sort of security measures do we need to factor into the proposal for the trainings to be delivered in Damascus, please advise?	UNDP has a security unit provides any support needed in this regard including the needed approvals from the government if any.
21	Is there any proportion of in-house trainings and public trainings UNDP prefer to achieve?	No

22	What is the language of trainings delivery, training materials and training presentations?	<p>Language of Training Delivery: A mix of Arabic and English.</p> <p>Language of Training Materials: English</p>
23	What is the language of Retreats and associated documents?	<p>Language of Retreat: A mix of Arabic and English (participants in the retreats are local and international staff).</p> <p>Language of Training Materials: English</p>
24	What is the approximate number of trainings/ retreats requested by UNDP during the first year of the LTA?	<p>As mentioned in the Financial Proposal Form, noting that these numbers are a rough calculation for the needed trainings/retreats over 3 years' time.</p>