

Questions and Answers - Call for tenders: Development of Inclusive Case Management Training of Trainer Package

This document includes all questions received during the clarification period. The answers apply to all candidates and form part of the Call for Tenders documentation.

1. Does the absence of registration in a national Trade and Companies Register affect the eligibility of an individual consultant to apply?

Individual consultants may be eligible to apply even if they are not registered in a national Trade and Companies Register, provided they can demonstrate their legal/professional status in their country through appropriate supporting documents.

As specified in the Tender Participation File, candidates must be able to provide proof of their legal existence or self-employed status, as well as evidence of compliance with tax and social security obligations in their country and be able to issue invoices.

2. Approximately how many training modules / sessions are expected?

The number of modules needs to be determined based on the new version of the practical guide. As an indication, the 2023 version of the training consists of 9 modules divided into three different sections.

3. What is the expected duration of the training (e.g., 3-day, 5-day, multi-week ToT)

The expected duration of the training is 5 days (in-person).

4. What is the expected length/detail of the facilitator guide (e.g., page range or benchmark examples)?

There is no fixed expectation on the length of the facilitator guide. What is important is that the facilitator guide comprehensively covers all aspects of the practical guide. A modular structure is considered an added advantage

For the level of detail, please refer to the following section in the ToR:

Facilitator's Guide: A comprehensive facilitator's guide designed to ensure coherence, consistency and quality in training delivery. This should include:

- Detailed Session Plans: A session plan of the curriculum, including learning objectives, timing, and resource required.

- Facilitator Script: Comprehensive guidance, talking points and narrative for all technical content.
- Methodological Guide: Step-by-step practical instructions for all learning components and sessions, including standardized role-play scenarios that can be adapted/contextualized, instructions and ideas for group work contents, and guided case study analysis.

5. Are all deliverables expected to be fully designed/visual format, or is content-only acceptable? Are there branding or formatting guidelines to follow?

Humanity & Inclusion will provide templates in PowerPoint and Word for the development of the content.

6. How many review rounds are expected per deliverable?

Per deliverable, two rounds of feedback are expected.

7. What is the expected turnaround time for HI feedback at each phase?

The turnaround time will depend on each deliverable and will be discussed together based on the detailed workplan at the start of the assignment to ensure the deadlines can be met.

8. What are the accessibility standards expected (e.g. disability-inclusive formats, low-literacy adaptations)?

All the deliverables should meet the internal training quality framework, including minimum accessibility standards. Accessible standards and internal guidelines are available.

9. What is the budget range or ceiling for this consultancy?

The budget is not specified. Applicants are invited to submit their financial proposal based on the scope of work outlined in the Terms of Reference.

10. Is the contract lump sum or milestone-based?

The contract is based on a lump sum, with payment made upon validation of the final deliverable, as specified in the Tender Participation File.

11. Are there any payment timing constraints (e.g., net 30/60/90)?

Payments will be made by bank transfer within 30 days end of the month, following receipt of the invoice and validation of the final deliverable, as specified in the Tender Participation File.

12. Can applications be submitted as a firm in lieu of an individual consultant?

Yes, applications may be submitted by both individual consultants and legal entities (firms), provided they meet the eligibility and selection criteria outlined in the Tender Participation File.

In the case of a firm, the bidder must clearly indicate the person(s) who will be responsible for the assignment, including their name and relevant qualifications and experience.

13. Submissions from individual consultants without registered company, legal registration or entity number will be considered for this bid?

Individual consultants must be able to demonstrate their legal/professional status in their country.

They are required to provide documentation proving their legal existence or self-employed status, as well as evidence of compliance with tax and social security obligations.

In cases where a formal self-employed status does not exist in the country concerned, candidates are expected to explain their legal situation and provide appropriate supporting evidence, including proof of tax compliance.

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