



Clarifications - Call for Proposals to Develop and Deliver a Blended Course on the Leadership for Civil Society Organisations

1. Do you have a preferred existing social media platform that can be mobilized as part of learning? What digital platforms and other learning technology do you already use?

For our previous courses (such as the course on “Storytelling for Civil Society Organisations”), we used Facebook communication, in particular closed Facebook groups, in addition to communication on the course forum on Moodle. For our previous courses, we used Moodle as the main platform for the delivery of courses.

2. Where globally will the face-to-face workshops be delivered? Kiev? Minsk? Yerevan? Elsewhere?

We are currently assuming the leadership retreats will be organised in Kyiv, Ukraine and Tbilisi, Georgia.

3. Will there be an eligibility or approval process for participants to attend the Programme and if so, what will this be?

The course participants will be selected by the Eastern Partnership Civil Society Facility - Regional Actions Project and will be submitted for approval to the European Union. The target group is defined in section 6 of the ToR – “Target Group for this Blended Course”. A detailed evaluation grid for participants will be developed together with the application form before the call for participants is launched.

4. Smart phones” tablets” desktop” etc. ? Does everyone have access to the above Technology or similar learning environments?

We are assuming our course participants will be interacting with course content on mobile devices as well, so we are expecting the online part of the course to be fully accessible on the most commonly used mobile devices.

5. Is the stated budget (111,000€) meant to cover all programme related costs for all participants (including their air travel, accommodation, etc.)?

The stated budget is meant to cover all costs related to the development and delivery of the course, including travel costs for participants to attend the leadership retreats. As specified in the ToR, please note that all logistical expenses related to the organisation of the face-to-face trainings and retreats (including travel costs for participants) will be **reimbursed at cost**.

6. Will the contractor be obliged to forward expenses, or will there be a possibility to have a portion of the budget allocated at the start of the contract?

The payments schedule will be agreed with the selected contractor during contract negotiations. In general, payments are clearly linked to deliverables. However, an initial payment may be provided after contract signature, if it is required for the development of the course.



7. What involvement will GDSI have on the programme? Will they participate in the training?

GDSI Limited (Ireland) is the leader of the consortium implementing the Eastern Partnership Civil Society Facility – Regional Actions project. As such, GDSI is in charge of overall project management and quality assurance. It is foreseen that the Team Leader, Key Expert 2 on E-learning and a Senior Non-Key Expert coordinating the blended course will attend the two leadership retreats / trainings without the cost to the service provider of this course

8. Who will the contractor's contract be with? GDSI or the EC?

As specified in the ToR, the Contracting Authority for this assignment is the EaP Civil Society Facility-Regional Actions project, being implemented by a consortium led by GDSI Limited. The contract will be signed with GDSI Limited, not directly with the European Commission.

9. Will participants have sufficient knowledge of English for remote coaching (i.e. via phone or Skype)?

As the course will address civil society leaders from the region, we generally expect participants to have a working level of English.

10. If this is the third and final year of the programme, what is the reason for it to be redesigned?

The Eastern Partnership Civil Society Facility – Regional Actions project has been running since 2017 and developed and delivered other blended courses as part of its CSO capacity building mandate. There is no redesign of the project foreseen. Lessons learnt and recommendations of the course developers should be provided at the end of the assignment in order for the European Commission to be able to integrate those into future programming of support to civil society.

11. Is it necessary to come forth in a team or organization? Or could I as individual consultant apply as well?

According to the ToR, “interested **organisations** should have the following professional experience: instructional design, curriculum development, course development, development of e-learning modules / courses. The organisations should have relevant experience in the EU or Eastern Partnership countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine) and have proven work experience with private sector, government agencies and CSOs.” Therefore, we are not seeking applications from individual experts (with the exception of the Senior Expert who will be coordinating the course) as an individual expert cannot fulfil the whole range of tasks detailed in the ToR within the proposed timeframe.

12. Could you please advise if the submission can be done by a group of NGOs that will cover all your requirements in terms of experience, knowledge, methodology and e-learning modules. In case of admitting one NGO as submitter, can the Sub-contractor be also an NGO or it should be only a company with a clear division of tasks and roles description in the strategy.

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modules / courses. The organisations should have relevant experience in the EU or Eastern Partnership countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine) and have proven work experience with private sector, government agencies and CSOs.” If a civil society organisation has relevant experience as defined in the ToR, then it is eligible to apply.

Several entities, including several civil society organisations, can submit a proposal in partnership. When several entities are involved, a clear division of tasks and roles should be described in the strategy. Please note that sub-contracting as such is allowed only for the logistical organisation of the leadership retreats.

13. We would like to request some clarifications on the timeline of the mandate. The deadline for submitting the technical and financial proposal is 20 January. However, the timeline stipulates that the consultants should start working in January already, which seems quite tight. We would appreciate if you could send us more information on this or an update on the timeline if applicable.

Please note that the timeline included in the ToR was indicative. If needed, a revised timeline will be agreed during contract negotiations. However, we expect the evaluation of proposals to be carried out promptly after the deadline for offers and we are aiming to keep to the overall timeline indicated in the ToR.

14. In Scope of the Work, the call for proposals includes in Section II. Leadership Course Development and Delivery the following bullet point: Logistical preparations for the leadership retreats, including interpretation, if needed (potentially through a separate event management company). Concerning this bullet point, could you clarify whether both event management (catering costs, sound and other technical equipment and, if needed, interpretation services) are included in those expenses to “be reimbursed at cost”, or if any of such services need to be included in the itemised budget?

All logistical expenses related to the organisation of the leadership retreats / trainings will be reimbursed at cost, including the cost of catering, sound and other technical equipment and interpretation services. Nevertheless, estimations for these expenses should be included in the budget when submitting the proposal.

15. In the section 15. Expressing Interest, the call includes the following: “7. ITEMISED BUDGET requested for this assignment. Please note that all logistical expenses related to the organisation of the face-to-face trainings and retreats (including travel costs for participants) will be reimbursed at cost.” Likewise, as the main language should be English, will a high level of English be a criterion for the CSO Leaders’ participation to avoid the need for interpretation? This is important also for us to ensure that both online and face-to-face training can be conducted professionally without interpretation (or else we must ensure that coaches can work in both languages).

As the course will address civil society leaders from the region, we generally expect participants to have a working level of English. Regarding interpretation EN-RU-EN, its provision will ultimately depend on the needs of selected participants (which can differ from one country to another). According to the ToR, the primary language of the assignment is English. However, materials produced for the course will have to be professionally translated into Russian as well.

16. The section 15. Expressing Interest includes the following: “5. PRESENTATION of organisation’s experience on similar assignments. At least 5 relevant references should be provided within the last



5 years. 6. EXAMPLES of previous similar work.” We are a group of experienced trainers operating as independent senior consultants, with in addition experience as leaders of civil society organisations, and long-standing experience working together. We are considering submitting the proposal in the framework of an EU-based CSO, which does not as an entity have a record of implementing EU-funded projects in the EaP region. We will set out in our proposal the division of tasks, but wanted to clarify if the presentation of our experience and examples of previous similar work can be a combination of the team members’ experience, as the emphasis in our proposal will be on the team members rather than the experience as CSO, as the training work has been conducted primarily as individual consultants.

Please include all references you consider relevant. The Evaluation Committee will judge whether these fulfil the requirements of the call.

