

### UNHCR/MDACH/2024/RFQ/10 - Service Contract for provision of Capacity Building Program for Civil Society Organizations

#	Question	Answer
1	Q1. The total number of CSOs, initiative groups, etc. that should be trained according to Section 1 of the ToR is 40. At the same time, the Responsibilities and Deliverables section of the ToR states that the service provider should train 40 participants, which means at least one from each organization. Our experience shows that one CSO representative cannot withstand such a long training “marathon.” At least 2 or 3 participants from each CSO are needed, who will participate in different modules depending on their function in the organization. Ideally, 2 or 3 people from each CSO should participate in each module, but in this case, the number of potential participants increases significantly.	A1. A total of 40 CSOs will be selected to participate in the Capacity Building Program, but up to 1 representative of an organization may attend a single session.
2	Q2. The Terms of Reference, section 4, states that the training will be conducted, quote: “in Central, Northern and Eastern regions of the Republic of Moldova, in selected community centers funded by UNHCR,” and in the Responsibilities and Deliverables section, it is stated the following - Comprehensive event management of 6 events in Center, Northern, Eastern rayons, within UNHCR Moldova supported community centers, including organizing the transportation, lunch catering, on-site coordination, attendee management, for 40 participants.  Considering this, 6 trainings are to be organized. How will these centers organize them? Will there be two in each regional (Center, northern, Eastern rayons) center, or will a specific center be selected for all modules?	A2. To implement the Capacity Building Program’s activities, 3 Community Centers created by UNHCR will be proposed, and 6 activities will have to be carried out in each center. However, activities can occur in different formats: offline, online, and hybrid.
3	Q3. The ToR does not specify how many training days are planned for each module. We assume that 1.5 - 2 days is necessary to learn the topic effectively, but then there is a reasonable question about how the participants will get to the community center or centers if they are from different regions. There is also a question about the possibility of accommodating these participants if the training is more than 1 day long.	A3. Dividing the events by region was proposed to minimize transportation costs and ensure the participants’ convenience. As part of the proposal, the provider may budget for travel reimbursement for participants, but accommodation reimbursement is not preferred.
4	Q4. 4. We would appreciate you further clarifying the Call for Proposals, Selection, and Mentoring sections. Are they interrelated? So, 3 days of mentoring for CSOs includes mentoring for CSO project development for the grant call? Or are they two different tasks, and three days for mentoring are allocated for each CSO, and additional days can be planned for consultations on project development for the call for proposals?	A4. The call for proposals does not require any action from the supplier. However, mentoring includes an opportunity for a CSO to receive up to three online or in-person consultations from the supplier during the creation of the project proposal and throughout the project implementation.
5	Q5. You need to complete Annex B for the financial proposal. The table shows only the major deliverables and general categories. So, is a detailed budget optional?	A5. While Annex B is required, including a detailed budget would be highly beneficial.
6	Q6. Due to the nature of the Service Contracts and the long-term implications it would have in terms of having to register as a VAT payer regardless of the operation being tax exempt, we will have to decline from presenting an offer.	A6. UNHCR is exempt from all direct taxes and customs duties. With this regards, the offer has to be given without VAT.

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