

## CLARIFICATION DOCUMENT

This clarification document contains answers to all the questions raised to-date

|                                         |                                                                                                                                                                                          |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contracting Authority:</b>           | Irish Red Cross                                                                                                                                                                          |
| <b>Competition:</b>                     | Establishment of two panels for supports for Displaced People - Employment Supports and Language Skills Courses                                                                          |
| <b>Procedure</b>                        | Panel under Restricted procedure as service comprises a Title III Service in accordance with Directive 2014/24/EU<br>Note: the value is at national level and is advertised accordingly. |
| <b>eTenders Ref:</b>                    | 4898337                                                                                                                                                                                  |
| <b>Closing date for Queries:</b>        | Wednesday 8th January 2025 at 12 noon                                                                                                                                                    |
| <b>Closing date for Submissions:</b>    | Wednesday 15th January 2025 at 12 noon                                                                                                                                                   |
| <b>Clarification Number:</b>            | 2                                                                                                                                                                                        |
| <b>Issue Date:</b>                      | 16/01/2025                                                                                                                                                                               |
| <b>This Clarification relates to:</b>   | Question Numbers 8 to 11                                                                                                                                                                 |
| <b>Information on Questions 1 to 11</b> |                                                                                                                                                                                          |

Please note that applications can still be received even after the initial closing date.

### Question #1

Are you able to provide any further detail on how many learners you anticipate enrolling in the Lot 2 classes during 2025 and your preferred number of students in each cohort?

### Answer #1

We aim to enrol 1800 students during 2025. There is no preferred number of students in each cohort.

### Question #2

Are you able to provide details on the technology that you will be providing to students so that they can access the online learning?

### Answer #2

There is no budget provision for this. Students will be using their own technology ie. Lap tops, mobile phones to access the online learning and any type of resources provided by the selected service provider.

### Question #3

Will you be specifying any specific qualifications that you would like bidders to reference within their submitted CVs?

#### Answer #3

No. See Section 2.3.3 Role of the Service Provider of the INVITATION FOR PANEL MEMBERSHIP (2-years) to be read in conjunction with 2.3.4 Details of the Required Services for LOT1 and Section 2.4.2 Role of the Service Provider to be read in conjunction with 2.4.3 Details of the Required Services for LOT2.

#### Question #4

Page 16 of Red Cross Lot 1 Application for Panel Membership FINAL states:  
Applicant's Response  
Please use this free text page(s) (i.e. do not type in the box) for your response.

Question 1:

Should bidders assume that they should use the provided template to provide details such as the

Title of Contract

Recipient of services

Contract Start Date

Contract Finish Date

(if applicable)

Contract Value excluding VAT

etc

and that the 2 A4 pages of response for each case study should be in addition to the Authority provided table?

#### Answer #4

The page limit refers to the free text response pertaining and not to information required within the form.

#### Question #5

Should responses be in Calibri (body) 11 font so as to ensure that each bidder is submitting a comparable length response?

#### Answer #5

The free text response should be Calibri 11.

#### Question #6

Section 2.4.1 of the INVITATION FOR PANEL MEMBERSHIP (2-years) states that:

The key objectives of the services to be delivered are:

- To Improve the knowledge of participants on engaging with Irish Society and accessing essential services in Ireland.

Is the procurement team able to advise which essential services that they would like to include within the Language Skills Courses for Displaced People?

#### Answer #6

Ensuring access to essential services for displaced people in Ireland constitutes a key strategic aim for the Irish Red Cross. Access to essential services for displaced people

relates to all those services that are indispensable to their survival and basic dignity such as health/healthcare including MH/PSS, education, employment opportunities, accommodation and legal assistance while highlighting the protections and rights afforded to vulnerable groups such as children and youth; older persons; women at risk; those with medical needs; persons with disabilities; survivors of torture trauma, trafficking in persons, gender based violence, sexual exploitation and abuse and others. While there is no requirement for the theme of access to essential services to be included in the Language Skills Courses Curriculum, relevant case studies can be part of it given that the expected outcome of the provision of service ie. quality English language courses, is to allow students to better engage with Irish society and access all essential services due to their improved English language capacity.

#### Question #7

There is a mix of 6 and 9 hours required for learning, do you have the percentage split of the requirement of the 3780 learners (how many would be 6 and how many would be 9)?  
With the 6- and 9-hours requirement is there a specific requirement in terms of tutor led learning or self-learning?  
What is the expectation of class size?

#### Answer #7

There is no specific requirement or preferred number in terms of students in each cohort. There is no specific requirement in terms of tutor led learning or self-learning within the 6 and 9 hours requirement. Students' expressed interest to attend classes; availability; their needs and level of English proficiency will determine class sizes in accordance with relevant best practices (class size indicators) for effective learning.

#### Question #8

Would you be interested in seeing an application for a low cost service focussed on fully automated self paced study online, using pre-recorded videos and guides, and also using AI mock interviews? or are you only considering projects including live online training?

#### Answer #8

The Language and Work Skills project will be prioritizing live online and in-person training to provide tailored support to beneficiaries in accordance with their specific needs. We are open to considering automated self-paced study online, pre-recorded videos/guides and AI mock interviews only as part of the live online training as long as provisions/safeguards are in place that comply with relevant reporting and data protection requirements of the grant agreement.

#### Question #9

Would you be interested in seeing an application for a service only for Ukrainian speakers, through a mixture of Ukrainian and English language?

#### Answer #9

The program targets all third country nationals/displaced persons in Ireland ie. migrants, asylum seekers, beneficiaries of international protection, persons eligible for or beneficiaries of temporary protection status in accordance with the IRC's guiding principles and the horizontal equality and human rights principle required under the Common Provision Regulation ie. (a) respecting fundamental rights as set out in the Charter of Fundamental Rights, (b) ensuring equality between women and men, (c) ensuring non-discrimination on the grounds of gender, racial or ethnic origin, disability, religion or belief, age, sexual orientation, including attention to accessibility for persons with disabilities.

#### Question # 10

Is it possible to apply only for the Development of a booklet for employers, Development of relationships and preparation of the businesses to hire displaced people, and Connecting migrants with businesses prepared to onboard migrants? And if so is there a target number of participants to be impacted by these outputs?

#### Answer # 10

According to the requirements outlined in the IRC Invitation for Panel membership (p.8) the selected service provider is required to deliver a number of 6-week cycle "Skills for Jobs" classes to a total of 840 participants, with a target of 400 participants to be reached in 2025. Participants in these classes must have at least A2 or B1 levels of English proficiency, or equivalent. The classes must cover:

The "Skills for Jobs" classes should include information and support on:

- How to write a CV and cover letter
- Information on how to access further education and the Irish jobs market.
- Mock interviews and interview skills
- Digital literacy overview
- Business English and soft skills
- 1 on 1 job placement supports

The development of booklets, relationships and preparation of the business to hire displaced people and connecting migrants with businesses prepared to onboard migrants, are an essential part of the service provider's broader deliverables/ ie. to provide professional and quality employment support. However, they are not standalone activities/services. These additional services must be delivered by the selected service provider in conjunction with the "Skills for Jobs" classes to relevant participants.

#### Question # 11

Will the 840 participants of employment services all be referred by red cross or is recruitment and accessing suitability of participants also part of the scope of the tender?

#### Answer # 11

Not all 840 participants of employment services will be directly referred by the Irish Red Cross. The selected service provider is expected to both recruit potential participants and assess their eligibility based on established inclusion criteria.