

Tender Questions & Answers

FROM:	DANISH REFUGEE COUNCIL
Tender No:	RFP-ITA-000007
Tender Title:	Consultancy services
Tender Issuing Date:	09-06-2023
Tender Closing Date:	22-06-2023

Danish Refugee Council Italy _____ has in reference to above tender period received the following questions

to the Tender, and hereby provides responsive answers by best endeavour to all relevant Vendors & Suppliers.

#	Enquiries to the Tender		
	Date	Question	Answer
1	16-06-2023	In the invitation letter, under point B concerning the technical evaluation, we noticed that point 2.2 states that one of the evaluation criteria will be the 'Demonstrated technical capability to complete the consultancy services in accordance with the designated schedule'. Could you please provide further clarification on the expected deliverables? Are you expecting a list of outputs, tools, or a list of certifications or any other specific requirements?	The demonstrated technical capability of the bidder to carry out all the tasks foreseen is the combination of both skills, competences and experience (referred as "Bidder qualifications") and the quality itself of the "Deliverables" section in the Technical Bid. Such quality will be evaluated based on the bidder's capacity to present a plan that foresees the thorough, timely and effective achievement of all tasks and respective deliverables described in Annex G Terms of Reference (ToR).
2	15-06-2023	Question on Deliverable 1a: what type of website page you would need? What type of information would this entail?	The consultant will be required to create a parent page within the existing partners' own websites. The page will contain key information on the project (short description of the project, partners, results achieved, and events organized) and will need to be updated according to project's progress.
3	15-06-2023	Question on Deliverable 1A - Web page on existing partner websites. Who is the data owner? Do you already have a privacy and cookie policy? Do you have preferences on data collection software? (e.g., Google Analytics, Matomo, etc.). In what sense will the webpage need to be on partner websites? Should we go into all partners' own platforms and create a dedicated page for each of them?	The consultant will be required to create a parent page within the existing partners' own websites. The page will contain key information on the project (short description of the project, partners, results achieved, and events organized) and will need to be updated according to project's progress. For that reason, data ownership remains to each partner, as well as each of their respective websites' Privacy&Cookie policies. No specific software is required for data collection and analysis, the bidder can suggest any cost-efficient tool of their preference.
4	15-06-2023	Question on Deliverable 1c: would we be writing the press releases ourselves?	Yes, with contributions from all partners on what concerns the content.
5	15-06-2023	Question on Deliverable 1d: would we be expected to provide copy-editing?	Yes, the consultant is expected to carry out both copywriting and editing tasks.

6	15-06-2023	Question on Deliverable 1E - Dissemination Event How long would you envision the dissemination event to be? And how many visitors?	The dissemination event will last 2 days and will take place in Brussels. The consultant will not be in charge of the organization of the whole event but will be required to provide support materials and ensure adequate communication and dissemination of the event. The expected number of participants would be of 30 (most relevant stakeholders: project partners, AMIF program representatives and policymakers).
7	15-06-2023	Question on Deliverable 1E - Dissemination Event Is DRC going to cover the expenses of the Consultant's travel to Brussels?	Yes, the bidder must include expenses related to the final dissemination meeting, which will take place in Brussels and will last 2 days.
8	15-06-2023	Question on Deliverable 1E - short interviews with attendees What do you mean by "interviews", general ones (written form or through zoom) or other formats?	The consultant will be required to conduct short video interviews (max 2 minutes) to key stakeholders and participants in the meeting for Social Media dissemination.
9	15-06-2023	Question on Deliverable 2A - Creation of 1 profile dedicated to the project on the social media of the selected dissemination channel. Is there going to be just one "dissemination channel" based on the strategic analysis?	Yes, the consultant will be required to select one main channel for the project's communication and dissemination activities based on a previous strategic analysis and needs assessment.
10	15-06-2023	Question on Deliverable 2B - creation of ready-to-use content Will English be the language for the creation of ready-to-use content?	Yes.
11	15-06-2023	Question on Deliverable 2B - templates to be edited and used independently by project partners on their channels. What are the graphic design skills of the partners? Do they have a team of graphic designers at their disposal?	The assessment of specific partners' communication capacity and skills partner will be part of the work envisioned in deliverable 2a, Task no. 2. Nevertheless, the bidder is required to identify a user-friendly strategy that will make sure that partners who do not have dedicated communication staff will be enabled to directly edit and use the materials provided by the consultant.
12	15-06-2023	Deliverable 2b: bidder can pre-write social media messages, but each partner would always want to provide its own angle. Is this taken into consideration?	Yes, the bidder is required to provide a comprehensive strategy which also involves co-participation of partners and suggest a tailored approach.
13	15-06-2023	Deliverable 2b: this includes also video making and editing: would there be raw video material available? Or would the bidder be expected to create stories and an engaging campaign? Could we list video creation costs as an extra option?	The creation of a campaign to enhance engagement is not foreseen for this task. The consultant will be required to create raw video material when needed, or to only take care of the editing and publication part when raw video material is already available.
14	15-06-2023	Deliverable 3a: would the partners assist with scouting Pakistani nationals who experienced migration?	Yes.
15	15-06-2023	Should we include any budget for the production, setup and monitoring of advertising?	The tasks do not foresee advertising activities on Social Media and other channels.
16	14-06-2023	To submit the technical evaluation, we must present only the Bid Form (Technical) Annex A.1 filled or we can add another supporting document containing explanations, graphics, mockup, etc? If yes, are there any guidelines or indications/ constraints about format, characters and size of the document?	The requested documents are listed at page 2, point A of the Invitation Letter. The bid form is composed by two documents, annex A.1 and annex A.2. You can add supporting documents as mentioned at page 2, point B, as portfolios, reports, etc. that can help the evaluation of your bid. There are no constraints for these additional documents.

On behalf of DRC

Yours sincerely,
