



International Organization for Migration (IOM)  
The UN Migration Agency

**CLARIFICATIONS on the RFP (2024.GR.RFP.GLC.LTA)  
“Provision of Greek language courses in Greece (mainland)”  
BID BULLETIN No. 2**

**Inquiries from vendors**

**Question 11:** Whether the contract for those selected to implement the “Provision of Greek language courses in Greece” programme will be service-provision agreements (requiring a service provision invoice for payments) or whether they can also be grant agreements (requiring a grant invoice for payments).

**Answer 11:** The type of the Agreement is Long-Term Agreement for Services. For this purpose you may find in SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS the relevant contract template. The Service Provider shall invoice IOM upon completion of all the Services in accordance with the relevant Purchase Order which will be issued for this purpose, indicating in detail the required services based on the Long-Term Agreement’s pricelist.

**Question 12:** In case of service provision agreement, what will be the financial reporting requirements? Will the service provision invoice submission be sufficient? In case of grant agreement, what will be the financial reporting requirements, i.e. detailed financial report?

**Answer 12:** Please refer to answer No 11.

**Question 13:** What is the budget amount and how will it be allocated?

**Answer 13:** IOM is not announcing any budget during tendering process.

**Question 14:** Does the entire region need to be covered, or is a single regional unit sufficient?

**Answer 14:** The implementation of classes per each lot will depend on the number of beneficiaries in each region, and will be divided in accordance with the specific situation to the classes in accommodation facilities, premises of the service provider or online.

**Question 15:** What are the categories of eligible expenses (personnel/ staff, travel, supervisory material)?

**Answer 15:** As per tender requirements, interested service providers are required to submit their quotations in accordance with FORM J:FORMAT FOR FINANCIAL PROPOSAL. The financial proposal will be final and will be inclusive of any cost related to the provision of language courses.

**Question 16:** In FORMAT H: FORMAT CV OF PROPOSED KEY PERSONNEL, all necessary information for recommendations will be provided. Should evidence of experience also be attached? If so certificates from employers are acceptable in Greek language or a translation is required?

**Answer 16:** All required forms and as well as the FORM H: FORMAT CV OF PROPOSED KEY PERSONNEL is required to be filled out in Greek and English language. Evidence of the experience is highly recommended. Any supporting documentation if preferably to be submitted in both languages. Submission in only Greek language will be deemed to be accepted.

**Question 17:** Experience that was gained from teaching Greek as a foreign language at universities in other countries can be included in the experience of the key personnel.

**Answer 17:** Yes, can be included.

**Question 18:** In FORM G: FORMAT FOR TECHNICAL PROPOSAL reference is made to rates and roles of subcontractors, following this if the key personnel consists of vendor’s external associates will they be considered sub-contractors?

**Answer 18:** In case of subcontracts, vendors are required to indicate any subcontractors as well as their roles and responsibilities.

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**Question 19:** In the "PROSPECTIVE VENDOR INFORMATION SHEET" form it is not clear whether the vendor and the supplier are the same person. Please clarify.

**Answer 19:** Vendor and supplier/service provider refer to the same entity.

**Question 20:** Given that the "terms for face-to-face courses" in «Project Component 1 - 4: Facilitating the integration of beneficiaries into the local labour market and society through their employment in the agriculture sector, construction/technical sector, tourism and women-dominated occupations» refers to the possible presence, if needed, of a cultural mediator, please clarify whether the cultural mediator will be provided by IOM?

**Answer 20:** No, there will not be provision of any cultural mediator. The courses must envisage the vocabulary that focuses on the above-mentioned areas.

**Question 21:** Will the Vendor's equipment after the end of the implementation be returned to him or should it remain in the facility?

**Answer 21:** If the equipment is purchased through the project, then the relevant provisions in the service agreement will apply. If the equipment is under the ownership of the entity, stays with the entity.

**Question 22:** If the classroom is located in a licensed Lifelong Learning Centre, is there still an obligation to establish a Language Course Center?

**Answer 22:** No, there is no any obligation.

**Question 23:** It is the responsibility of the IOM or the contractor to promote the project, as well as to search, attract and select the beneficiaries? Are there communication and visibility requirements for the project? If so, can you clarify what these are? This is important as we develop the costing.

**Answer 23:** IOM will do the outreach and find beneficiaries. Also, promotion of the project is done by IOM.

**Question 24:** The Call does not make any reference to specific deliverables. What are the project reporting requirements – will these be in Greek or English? Will detailed narrative reports be required or are invoices sufficient? How often will he be paid? Will there be specific milestones linked to each payment?

**Answer 24:** Please refer to answer No 11.

**Question 25:** In the tables of the Financial Offer, the first column refers to the estimated course hours and is indicatively 2.740 and 2.640 hours respectively. These hours are instructor hours or trainee hours. E.g. A class involving 20 beneficiaries, corresponds to 80 or 1,600 hours? In other words, the total of these hours is 34 persons \* 80 hours or 34 classes \* 80 hours and respectively 33 persons \* 80 hours or 33 classes \* 80 hours?

**Answer 25:** Each beneficiary is entitled to 80 hours of the course.

**Question 26:** The terms of the Call explicitly state that the number of individuals in each class cannot exceed 30. What is the minimum number of individuals in each class?

**Answer 26:** The minimum number was not defined, since it can vary, based on the number of beneficiaries in certain locations.

**Question 27:** In case a beneficiary is absent or leaves during the course, will this affect the Vendor's fee?

**Answer 27:** The payments will be done based on the number of hours/classes delivered. The entity will confirm the exact attendance of the beneficiaries and if the beneficiary doesn't complete the 80 hours, he/she will not get the certificate.

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