



27th August 2018

REFERENCE NUMBER: MGOZ/MPU/ T 43/2018

Tender for Consultancy Services for the Evaluation of Best Practices and the Development and Monitoring of an Action Plan for the Implementation of Policy Actions benefitting Tourism SMES in Gozo

Clarification No. 2

- Q1) We understand that any trips over and above the contract will be covered by the MGOZ. However, are the costs for the Amsterdam trip mentioned in the specific activities to be covered by the economic operator?
- A1) Please refer to Section 4.2 – Specific Activities in the Terms of Reference. Cost of trips between Malta and Gozo are to be borne by the contractor.
- Q2) Has the Ministry already established the location for hosting the focus groups? Will these be held at the Ministry itself, including refreshments?
- A2) Venue and refreshments will be provided by the Ministry for Gozo. Focus Groups are to be held in Gozo.
- Q3) Can the Ministry provide an indicative list of the laws, national and regional policies to be reviewed? Otherwise, would it be in a position to indicate the number of documents that need to be reviewed?
- A3) This forms an integral part of the research the Contractor is expected to carry out at the beginning of the assignment.
- Q4) Can the Team Leader/Coordinator be the same as the Change Management Expert?
- A4) Yes, if the individual is qualified and capable of providing both services.
- Q5) Please indicate if a Masters in Business Administration qualifies for the Change Management Expert

- A5) A person with expertise in change management is being sought, and is mandatory. A person holding an MBA may or may not be qualified in the area of change management, depending on the focus of their studies.
- Q6) Please indicate the number of stakeholders that are expected to be involved in the focus groups
- A6) Indicatively, 10 participants in each group (tender document indicates 3 groups). This number may however vary.
- Q7) Which stakeholders does the economic operator need to discuss “the applicability of best practices”?
- A7) Please refer to Section 2.2 – Specific Objectives in the Terms of Reference
- Q8) Kindly elaborate on what is expected with respect to “present the best practices singled out to stakeholders”. Will this be held in the form of one presentation session?
- A8) The Contractor is to present the best practices shortlisted to stakeholders, explaining their potential value, and the value added they will bring about to the Gozitan context. This presentation should lead stakeholders to the final choice of best practices which are to be chosen for implementation
- Q9) Can you please indicate what constitutes Phase 2 of the project?
- A9) Phase 2 is dedicated to the implementation of the Action Plan produced in this assignment (ergo, the implementation of the best practices and policy improvements chosen). Please refer to the attached ‘Extract from Destination SMEs project Application Form’
- Q10) How is the monitoring of the action plan expected to be done? Can you please specify the tasks involved by the economic operator?
- A10) While the Action Plan is being implemented during Phase 2, the Contractor will assist the Contracting Authority in facilitating the process, monitoring of the implementation schedule, identify issues hindering implementation and devise solutions to address and solve these issues. This will primarily be done through the expertise of the strategic Change Management Expert, who may also require input from other experts who would have participated in the assignment.

- Q11) Please elaborate on the tasks expected from the awarded contractor with respect to "assist the MGOZ in reaching indicators committed to in the Destination SMEs funding contracts"
- A11) Please refer to the attached 'Extract from Destination SMEs project Application Form'