



24th January 2019

REFERENCE NUMBER: GCOL T 02/2019 (MPU)

**Tender for the provision of customer service management training to Gozo Channel
(Operations) Limited Staff**

Clarification No. 1

Reference is made to the above tender, for which deadline for submission of offers is the 6th February 2019 at 09.30am.

Question 1: Page 22 of the tender document specifies the level of trainer Qualification. As regards to the trainer to provide Customer Service, is the Master's Degree (MQF level 7) or the MQF5 certification applicable?

Answer 1: As per Article 6.1.1 of Section 4 in the tender document (page 22), the Key Expert A (i.e. trainer to provide customer service training to GCOL staff who have face-to-face interaction with clients) should hold ALL the following qualifications:

- **Master's degree (MQF level 7) or equivalent in psychology, HR development, HR management or an equivalent subject;**
- **And a certificate (MQF level 5) in customer services management or an equivalent subject;**
- **And must be fluent in the Maltese language.**

All other tender documents, conditions and requirements, which are not superseded by this Clarification, remain in place.
