



28<sup>th</sup> 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. 2**

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

**Question 1:** Would an MA in Counselling and a BA in Psychology and Social studies satisfy the criteria for the Key Expert please?

**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.

The Key Expert B (i.e. trainer to provide telephone interaction with clients training) should hold:

- Bachelor degree (MQF level 6) or an equivalent higher qualification in psychology, HR development, HR management or equivalent subject and qualification.
- And must be fluent in the Maltese language.

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All other tender documents, conditions and requirements, which are not superseded by this Clarification, remain in place.

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