RFQ No UNFPA/LKA/RFQ/21/03 Questions and responses:

1) The service sought is listed as "Providing online courses for shelter clients" on page 1 of TOR. However, in page 2 it is listed as "Development of online courses for the shelter clients". Kindly clarify the title of the service.

- The main objective is to provide online courses using existing modules that an organization/institutions have tailoring to the shelter clients. However, if you do not have such a course, the organization/institution can take this opportunity to develop an online course which is appropriate for these women and girls.

2) What are the ages of the participants, youngest and eldest?

- They are around 18 - 35 years old.

3) On page 8 it is mentioned that 46% have completed grade 9 or below. Are all participants able to read and write in in English, Sinhala or Tamil?

- Their capacity to use language depends on the shelter clients. Therefore, in the TOR, the institution should have a translator or ability to insert subtitles in the online modules for it to be relevant to all three languages.

4) Under scope of assessment one topic mentioned is SNS. Kindly clarify what SNS stands for.

- SNS stands for Social Network Service such as Facebook, Instagram or any social media applications.

5) What is the official partnership expected to be established between UNFPA and the government institution?

- The shelter management and operation is under the responsibility of state ministry of Women and Child Development, Pre-Schools & Primary Education, School Infrastructure & Education Services. The online modules being developed should also be approved by this relevant ministry, and this requires facilitation from the institution's side.

6) Is there a preferred platform or software for the course to be hosted and implemented?

- All the shelters have a basic IT infrastructure using Windows laptop and normal speed Wi-Fi router.

- Most of the clients are beginners in attending online courses, therefore, the platform should be user-friendly and not too heavy in terms of data usage.

7) Is the certificate to be issued for only participation irrespective of passing or failing the assessments?

- It can be two types, certificate of participation and certificate of successfully passing the course criteria.

8) Page 10 mentions Travel Costs. If the delivery is to be done online, are there any other travel costs anticipated?

- If only you find it is necessary.