

Questions & Answers 2– RFP Provision of Language Training

HR/16/LT/AA/20

Question n°1	Are there any specific requirements for the course coordinator?
Answer n°1	As indicated in the terms of reference, The Service Provider will nominate one administrative coordinator to serve as point of contact for all administrative and organisational matters (daily administration of the timetable, teacher availability, timeliness, attendance, certificates, invoicing, etc..) and one teaching coordinator to be the point of contact for all matters related to teaching content (course quality, teaching complaints, etc).
Question n°2	Are there any specific requirements at what concerns the trainer's accreditation for training adults? Does it have to be a Luxembourgish accreditation? Does a university degree in relevant fields suffice?
Answer n°2	As indicated in art 2 b) of the terms of reference, A qualification to train adults (with professional training certification or equivalent) is needed for each teacher. No need to have Luxembourg accreditation. University degree is not sufficient.
Question n°3	Location of trainers and trainings: is it only in Luxembourg or can it be in neighbouring countries?
Answer n°3	Location of trainers can be in Luxembourg and neighbouring countries. The language training will take place only in Luxembourg though (we do not expect to have training delivered to our staff in Germany, Belgium or France).
Question n°4	Is it possible to propose only for Virtual English, German, French and E-learning for same languages?
Answer n°4	No, the service provider must be capable to deliver all the services marked as mandatory in the terms of reference. This includes Luxembourgish language as face-to-face courses or live online classes (instructor-led courses).
Question n°5	Is it mandatory to provide courses for Luxembourg language?
Answer n°5	Luxembourgish is mandatory in face-to-face format and live online classes.
Question n°6	<i>"language teacher must be available to work in Luxembourg and/or border regions during the time of the contract"</i> As per our understanding, below sentence is suggesting that courses could also take place in the border regions. If this is the case, please provide the exact location/s.
Answer n°6	Face-to-face courses are expected to take place only in Luxembourg at ESM.