

Transport Malta  
Transport Malta Centre  
Marsa

11<sup>th</sup> February 2015

## Letter of Appeal

**Ref No: TM 017/2014: Tender for the Provision of Customised Courses in Customer Care Skills Level 1, 2 and 3 (Lot 1, 2 and 3)**

Dear Sir / Madam,

Reference is made to the Notification Letter dated 4<sup>th</sup> February 2015, whereby we were informed that our tender submission was adjudicated as being not the most advantageous offer.

The basis of this appeal letter stems from the extent of points allocated to a number of criteria, which in our opinion, this allocation does not reflect in a faithful manner the capability and competency of our submission.

In a more specific manner, we would like to mention the following main criteria:

**1. Key Experts:**

The 3 key experts proposed, apart from having a Master's Degree at MQF Level 7, are fully qualified with proven experience in providing training to adult participants on customer care related subjects. Details of qualifications and experience were provided in their CVs and bio-notes.

**2. Strategy:**

Our proposed strategy addressed in the most definite manner the methodologies for the provision of service, including but not limited to the addressing of motivational issues and the evaluation methods for training courses with specific focus on adult learners who are already in employment. Within this scenario, motivational issues were tackled from two perspectives and provided methodology to address them both for the benefit of the participants and of Transport Malta by linking them to expected job-related outcomes.

In our submission, we have also provided an industry standard evaluation methodology to assure objectivity and robustness in evaluation of the training content. This is also part of our rigorous internal quality assurance policy, which has also been recognized by the National Commission for Further and Higher Education (NCFHE) in part fulfilment of our accreditation process as an accredited training institution.

The thoroughness and attention to detail of our submission has been also reflected in the identification of the major milestones, which we have encapsulated both the administrative element and the training component.

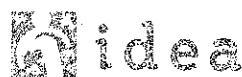
Our submission document addressed all pertinent requirements stipulated in the terms of reference and we have provided trainers and methodologies that will instill professionalism, high standards and outcomes-based approach in training and in the project management of the assignment. We are at your disposal to present our arguments viva voce to the Appeals Board.

Yours faithfully,



Christopher Schembri

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