



GEN Secretariat Services Tender

Queries and Responses

Topic	Query	Response
Format of Proposal	Would it be possible to provide the proposal format or template referred to in Footnote 1 on Page 6 of the tender document?	No separate proposal template will be provided. Bidders should prepare their own proposal document. The format provided in the tender is only a suggestive order to ensure that all necessary information is submitted and to facilitate easier evaluation.
Development of Concepts (Section h)	Are the concepts relating to the Chairperson's responsibilities and a potential future CEO required to be submitted as part of the bid, or are they deliverables to be developed by the appointed Secretariat?	These activities are to be undertaken as part of the work of the appointed Secretariat and are not concepts that need to be submitted as part of the bid.
Additional Funding and Resource Mobilisation	Is it expected from the Secretariat to acquire further funding from GEN members or other sources to implement other activities?	GEN has significant aspirations for growth, and securing additional funding is one avenue to support this. While there is no specific fundraising target for the Secretariat, support in identifying and pursuing funding opportunities is encouraged and may be considered a value-add in the evaluation of proposals.



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Contract Payment Structure	Will the payments under the contract be on a lump-sum basis?	Payments under the contract will be made in accordance with the terms outlined in the agreement. The Secretariat fee is separate from reimbursable expenses associated with meetings, events, travel and other approved activities.
AGM, Board Meeting and Event Expenses	Are event costs completely covered by the Secretariat, or is there a separate budget provided by hosts or other sources?	AGM-related expenses, event costs, travel, accommodation and other physical meeting expenditures are reimbursed separately and are not expected to be covered from the Secretariat fee.
Annual General Meeting Participation	What is the typical number of participants attending the AGM (members, Board members, observers and guests)?	The AGM is typically attended by approximately 50–60 participants.
Board Meetings and AGM Format	How many Board meetings are expected to be held in person versus virtually? Should bidders assume an in-person AGM?	The AGM is generally held in person and hosted by a GEN member organisation. Board and committee meetings are primarily conducted virtually, with in-person meetings arranged as required. Associated travel and event costs are budgeted separately.
Responsibilities of the AGM Host and Secretariat	Is the AGM host responsible for venue and local logistics while the Secretariat provides coordination support?	Yes. The AGM is organised by a host member organisation. The Secretariat is expected to coordinate programme planning, participant management, documentation and overall support, while venue arrangements and local logistics are managed through the host organisation.



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AGM Breakout Sessions	How many breakout groups are typically organised and who defines their agenda?	Breakout sessions are planned based on AGM priorities and member interests. Their number and themes may vary from year to year and are generally developed in consultation with the Board and relevant stakeholders.
Finance and Risk Committee (FARC) and Other Committees	How many FARC meetings are expected per year and are there other committees requiring Secretariat support?	In addition to the Finance and Risk Committee (FARC), GEN currently has approximately three to four active committees that meet regularly through virtual platforms. The Secretariat is expected to facilitate and coordinate these meetings. Across all committees, approximately 12 meetings may be held annually.
Stakeholder Engagement and Meetings	How many stakeholder meetings are anticipated per year, and what is the Secretariat's role?	Stakeholder engagement requirements vary depending on priorities and initiatives. The Secretariat is generally expected to coordinate and facilitate such meetings, with any approved travel or participation expenses reimbursed separately.
Registration and Participation Management	Does GEN have a preferred registration platform or may the Secretariat select one?	The Secretariat may propose and utilise appropriate registration and meeting management tools, subject to alignment with GEN's operational requirements.
Strategic Communication and Global Representation	Are activities such as participation in the Consumer Information Programme (One Planet Network) and other international initiatives encouraged, and may related costs be included in the budget?	Yes. GEN wishes to maintain and expand its presence across relevant global platforms and initiatives. Secretariat staff time associated with such engagement should be included within the proposed service scope. Approved travel, accommodation and related participation costs will be reimbursed separately.



Topic	Query	Response
GENICES Auditor Support	Is there a separate budget for GENICES auditors, or should this be included within the Secretariat budget?	There is a separate budget for GENICES auditors. Auditor-related costs should not be assumed to form part of the Secretariat budget.
GEN Project Funding and Delivery	Is there an estimated budget for GEN projects? Are projects funded by the Secretariat or by GEN members?	At present, there is no fixed estimate for future project budgets. Projects are typically proposed by members, often with in-kind contributions, and funding support is considered and approved by the GEN Board on a case-by-case basis. In the last three years, no major projects have been executed.
External Expertise and Consultancy Support	Does project implementation require third-party consultants or external support?	Project requirements vary depending on the nature and scope of the initiative. Where necessary, external expertise may be engaged. However, no major projects have been executed during the last three years, making it difficult to provide a standard estimate of third-party support requirements.



Corrections and Updates

Item	Correction
Repetition under Strategic Communication and Digital Presence	The repeated content under "Strategic Communication and Digital Presence" on Pages 3 and 4 has been removed in the revised document.
Format of Proposal	Please include CV/Resume as Annexure 7 under the Format of Proposal section (Page 7).
Deadline for Submission of Questions	The deadline for submission of questions is 15 June 2026 and not 15 May 2026 as stated in the last paragraph of Page 10.