Outbound telefundraising services for UNHCR Private Sector Partnerships in Belgium and Luxembourg
RFP-26-008-BENELUX-PSP

QUESTION	ANSWER
1. Financial offer – pricing per year: Annex C allows a different hourly rate for Year 1, Year 2 and Year 3. Can we confirm that bidders may quote distinct rates per year (e.g. to reflect the automatic wage indexation applicable in Belgium), provided the pricing structure remains unchanged over the contract?	**Yes, bidders may propose different hourly rates for Year 1, Year 2 and Year 3, as requested in Annex C.**
2. Financial evaluation – calculation method: Could you confirm how the total price is computed for comparison? In particular, are the hours per campaign derived from the estimated volumes divided by 5 effective calls per hour, or by another formula?	**For this comparison, the hourly rates and back-office costs across bidders will be compared. For all parties we use the same volumes, average calls per hour and contact rate to compare prices fairly.**
3. Luxembourg calls: Are calls to Luxembourg donors expected in French only, or should we also plan German- or Luxembourgish-speaking agents? Could you also indicate the expected French/Dutch split of the Belgian donor base?	**We anticipate French being sufficient to cover the market in Luxembourg.**
4. References and confidentiality: Our NGO clients are covered by confidentiality agreements. May the client names in Annex H be disclosed confidentially to the evaluation panel only, or anonymised (e.g. "international humanitarian NGO")?	**The client names will indeed only be disclosed to the evaluation panel and will be treated with confidentiality. However, it is also possible and acceptable to anonymize sensitive data.**
5. Campaign types: Annex H requests experience and historical KPIs for four campaign types (conversion, upgrade, reactivation, leads). Will emergency appeal campaigns be taken into account as well, and which kinds of campaigns does UNHCR consider as "leads" campaigns (e.g. petitions, lead-generation, digital sign-ups)?	**UNHCR runs various types of lead-generation campaigns, including petitions and our World Refugee Day lead campaign, which are considered relevant examples of "leads" campaigns for the purpose of Annex H. Bidders are therefore encouraged to provide relevant experience and historical KPIs for these types of campaigns.**
6. Annex G – data protection: Section 3.4 refers to a SOC 2 Type 2 report. Is such a report required at bid stage, or will an equivalent description of our GDPR and information security measures be accepted? Is the use of an EU-hosted cloud dialler platform acceptable as a sub-processor?	**Compliance with the Supplementary Agreement on protection of personal data, including UNHCR special data protection conditions is a mandatory criteria (The Annex has to be signed on all pages and submitted along with your technical offer). This agreement will be tailored made and signed with the selected company, as part of the frame agreement.** **Regarding SOC 2 Type 2 report, please note that is not required at bid stage.** **The EU-hosted cloud dialler platform can be acceptable as a sub-processor under the GDPR, provided it meets specific contractual, operational, and data-residency requirements.**
7. Signatures: Is a qualified electronic signature acceptable for Annexes E, F and G?	**Yes, it's acceptable.**
8. Postal confirmation letters: Should postage costs be included in the unit fee, or will they be reimbursed at cost?	**Please indicate your proposed fee under the "Back-office Costs" tab in Annex C. The amount quoted in this section will constitute the fee payable by UNHCR to the selected supplier, where applicable.**