

DATE: 04/04/2024

REQUEST FOR PROPOSAL: No. RFP/GRC/2024/001-PSP

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENT(S) FOR THE PROVISION OF**

**OUTBOUND AND INBOUND TELEMARKETING SERVICES FOR UNHCR
PRIVATE SECTOR PARTNERSHIPS IN GREECE AND CYPRUS**

QUESTIONS & ANSWERS

Question 1

Please clarify if failure to meet the following requirement: "Minimum 3 years in charity telemarketing business", will result in disqualification and no further technical evaluation of the offer.

Bidders must comply with all the mandatory technical criteria mentioned in the tender document. Only technical proposals that will comply with all mandatory criteria will be considered for further technical evaluation under the scoring methodology. Failure to comply with even one of them will result to disqualification.

For the full list of mandatory criteria please refer to page 7 of the RFP/GRC/2024-001-PSP paragraph 2.5.2 first table.