

Questions & answers file for RFP/23 /004/RBAP/PSP		
#	Questions	Answers
1	Cannot find RFP in the etender box	The system has been checked please ensure to use the reference RFP/23/004/RBAP/PSP to upload the documents
2	<p>UNHCR shall pay the awarded vendor within thirty (30) days after satisfied completion of services. Payment shall be made against invoice and based on the quotation submitted by the awarded vendor.</p> <p>Question: We would like to confirm if monthly invoice to be sent based on each individual campaign completed for the month/period?</p>	Invoice should be sent based on completion of campaign.
3	<p>1.Regarding reference letter – would like to clarify whether the below scenarios will be sufficient:</p> <ul style="list-style-type: none"> <li>•Client references/comments via email</li> <li>•We provide client details who agrees UNHCR to approach them to supply references on our services. Details including customer company names, contact person, titles, phone number, email address.</li> </ul> <p>2.Annex A: TOR pg 16 - Regarding agents experiences in a form of a short CV - Will this be acceptable if we summarize all the agents' experiences in a form of a short CV instead of presenting CV per agent</p> <p>3.Annex A: TOR pg 16 – Account management and turnover – Include any additional field position present in your company – could you provide guidance in regard field position refer to the position related to UNHCR portfolio. Please also clarify what field position refer to?</p>	<p>1) It is accepted the client reference / comments via email. Yes, details should include customer company names, contact person, titles, phone number, email address.</p> <p>2) There is no CV format set, it depends on how the vendor presentation regarding the agents experiences as the scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account. It is welcome to present in summerize and specific of agents' experience.</p> <p>3) The scores on account management and turnover will be allocated on how's your account management team to provide adequately skilled people to assume the responsibilities and perform the full range of tasks shown on TOR. Beside describing current headcount volume for Telemarketing agents, Team Leaders and Coach/Trainer on your proposal, please include any additional existing position in your account management team that will support your strategy on assuming the campaigns' performance.</p>