

## RFP 01 - PROVISION OF CALL CENTER SOFTWARE

#	Question	Answer
1	At a quick look on the documents, we can work on this opportunity. The only issue could be the fact that we don't have licenses from ANRCETI Moldova, but we can provide Moldovian toll free numbers (Green lines) via our providers. Is this condition mandatory?	At the moment we envision to preserve the same toll-free number: 0 800 800 11 But we will analyze all the proposals, and make a decision on what it is most convenient
2	Could you tell us what is the estimated available budget for this project?	It is not possible to share this information
3	Also we would like to know if it is possible to attend from other countries (Türkiye)?	Yes, it is possible
4	<ul style="list-style-type: none"> <li>• Pricing model: Is pay-as-you-go consumption based pricing model allowed/preferred? Or is it strictly license based?</li> <li>• Type of resources: Are only technical resources requested or do you request non-technical resources (human agents working in the call center) as well?</li> <li>• Call origin location: For international calls, which countries are the calls expected to be coming from? Are all calls to be received in Moldova?</li> <li>• Technical support: Please provide details for expected technical support (Platform troubleshooting, training, updates, maintenance).</li> <li>• Duration: How many years would you expect to run the solution for?</li> <li>• Language requirement: "The solution should be accessible for English and Russian speakers". Is it the requirement for the platform interface (Admin console/ control panel) or the supported communication language?</li> <li>• In case of the language requirement relating to the platform interface - is it mandatory to have both English and Russian?</li> </ul>	<ul style="list-style-type: none"> <li>* It can be a mix of both models, please state it very clearly. However, please follow the pricing form (Annex C)</li> <li>* We have our own operators, no human resources required.</li> <li>* The toll-free number is envisioned only for local calls (Moldovan numbers) (95%), the additional line needs to be able to receive international calls from countries such as: Germany, Romania, Poland, Ukraine, United States, France, UK, Italy, Netherlands, Turkey, Spain, Norway, Bulgaria, Switzerland, among others.</li> <li>* Troubleshooting, emergency contact in case the platform goes down, maintenance and updates of the system, training for operators/coordinator, assist registered users with technical issues.</li> <li>* UNHCR will offer the selected vendor a contract for one year, with the possibility of extension for up to 3 years.</li> <li>* The admin console/control panel should be accessible in English and Russian. The supported communication language - operator - beneficiary - is Ukrainian, Russian, Romanian, English and may include others.</li> <li>* No. But having is an asset.</li> </ul>

Information provided within the scope of the present tender is confidential and is NOT to be shared outside the purpose of the tender participation.