

REQUEST FOR PROPOSAL: No.RFP#021/2022
PROVISION OF CALL CENTER SERVICES
Reply to Bidders' Queries

1. According to the information in main document article 2.4.2 and 2.5.2; The offer validity period was mentioned 90 days and 120 days in two different articles. Which should be considered?

Reply: Please refer to RFP#021-2022 main document Article 2.4.2 and Annex-B Offer Validity. It is stated that qualified Suppliers must confirm that their offers are valid for minimum for 120 days. The 90 days on article 2.5.2. is a TYPO.

2. According to the information in Annex_A_ToR Important Notes; It was mentioned that the base salaries of the positions may be increased in line with Government Minimum Wage increase with the written confirmation from UNHCR. Will UNHCR also increase Monthly total cost of each employee?

Reply: As indicated in Annex A of RFP#021-2022 tender set, the baseline (net) salaries of the positions are fixed rates with economic adjustment contingent upon Government of Turkiye wage increases. Other elements of the salaries which make-up the Gross-Rate (i.e. SGK, agency overheads) should remain as a percentage proportionate to the net-pay (take-home) quoted in response to the RFP as the financial offer proposal. However, any adjustments to service wages are subject to prior written confirmation from UNHCR.

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