**UNFPA/UGA/RFQ/21/002 – Questions and Answers**

**Question 1.**

Is it possible to arrange a site visit to see the existing system in place at MGLSD, which will allow us to understand the effort we will be needing to deliver the current requirement?

Answer: Yes. This should be okay. An appointment can be made on any of the working days from 10:00 AM – 12:45PM.

**Question 2.**

The RFQ is just for solution delivery with training or is there a possibility of Project being outsourced which we are an expert with own call center set up.

**Answer**: No. The solution is to be delivered by the vendor/consultant and managed by the Ministry

**Question 3.**

Both GBV and VAC are on same toll free number of both land in different E1 . Or does the IVR decides where the call to land?

**Answer**: It is the age disaggregation within the system design that should cluster which ones are of a GBV or VAC category after reporting. In other words, same toll free line (116) and one E1 per telecom provider

**Question 4**

Point 2.2 h ) Is this applicable to the call center agent who may have disability or the person calling in  ? Need more clarity –

**Answer**: This is for call center agent or case workers/managers interacting with the system

**Answer 5**

Is handling the calls also through VPN or only the reporting?  -

Answer: This is for both

**Question 6**

Is the hard ware to be provided by the UNFPA or Emvigo?

Answer: Hardware to be provided by UNFPA/MGLSD

**Question 7**

- Price Quotation form - Please clarify what is meant by out of pocket expense. Is this the expense which will be incurred for training for 21 districts?

**Answer**: These may be miscellaneous costs that may be incurred during the execution of the assignment please note payment for this will be justified. These are over and above the professional fees.

**Question 8**

50 Deployment days include training as well or only for the solution and training will have additional days? Please clarify –

**Answer**: This has to be adjusted to 60 days that will include development, deployment, training and testing