

**2021 RFI 002 - ROAD TRAFFIC INVESTIGATION SERVICES**

**Clarifications**

S/N	Question	Answer
1	<p>1.The "2021 RFI 002 Road Traffic Investigation Cover signed" letter has bullet points listed in section 2 for the Request for Information. It also refers us to "2021 RFI 002 Annex A ToR" the Terms of Reference, which has section 2 on purpose and scope, and contains a different set of bullet/list points. For example, a market survey of providers with regions, structures, best practice and KPIs is requested in the letter. However in the ToR the scope focuses on actual delivery of case reviews with exception site visits. Our question is which document (and bullet points of scope) we should focus our response on?</p>	<p>"2021 RFI 002 Road Traffic Investigation Cover signed" has more generic while "2021 RFI 002 Annex A ToR" has more specific requirements. Your submission shall not be limited to one or the other, please formulate your submission with focus on both requirements.</p>
2	<p>2.Related to the previous question, we would like to understand more about where in the process UNHCR is. Are you at the stage of market review for providers (the scope in the letter)? Or has that market review been completed, and now you are looking for providers to actually deliver the investigations? We would be pleased to have a discussion with you (if allowed) to understand more about the context of the RFI. In particular, what timescales do you have for contracting and then the investigation work to start, and how long with the program be? Do you have a fixed budget to adhere to?</p>	<p>UNHCR is in the process of gathering information and gaining understanding of the current market of said services. As such, this is considered a market review. In line with the RFI documents, the RFI is not construed in any way as an offer to contract with your firm. Accordingly, it is pre-mature to discuss timescales for contracting, investigation to start and the duration of the program as well as budgetary matters.</p>
3	<p>3.Annex A ToR states that a full case review is to be completed not later than 20 working days from the submission of the case file by UNHCR. In cases where we are required to conduct a mission to an operation in order to conduct a post-crash investigation on site, what are the time scales for case review completion? Will this consider travel times and potential quarantine due to COVID?</p>	<p>In case where a mission is required , the period of the mission as well as the completion of the review, will depend inter alia on the destination of the mission, visa requirements, travel time and possible other factors such as COVID quarantine. In such a case, UNHCR will adapt the review period accordingly.</p>