

Q&A – Helpline Assessment Tender (RFP/HCR/JOR/2021/11)

No.	Question
1.	<p>Please confirm that we will not be responsible for the actual implementation of the recommendations provided in the implementation plan. As per our understanding, we will only be responsible for checking the overall performance of the implementation through periodic visits.</p> <p>Confirmed, the awarded company will only be responsible for conducting the assessment.</p>
2.	<p>Please confirm whether UNHCR will provide venues to conduct the trainings for the employees across the project duration, or it will be the consultant’s responsibility to select and pay for the venues?</p> <p>Confirmed, UNHCR will provide venues to conduct the trainings in its offices.</p>
3.	<p>Please confirm the expectations regarding the duration of the actual assessment efforts for the project. Based on our understanding of the TOR, we estimate that it will take from 1-2 months of assessment effort from our team (based on availability of data and scheduling limitations), prior to commencement of other project activities (e.g. training, periodic visits)</p> <p>The expected duration of the project is around two months; however, it is up to the contractor to give a clear timeline of the activities within their bid.</p>
4.	<p>Please confirm the expected start date of the project.</p> <p>Once the tender is concluded, a frame agreement will be signed in order to commence the work.</p>