

DATE: 4th OF FEBRUARY 2022

REQUEST FOR PROPOSAL: RFP/PSP/2022/SOUTHAFRICA/01

FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF

OUTBOUND TELEMARKETING SERVICES IN SOUTH AFRICA

**CLOSING DATE AND TIME: 4th OF MARCH 2022 – 23:59 PM UTC+2**

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Corrigendum to reflect correct closing date: 4th OF MARCH 2022 – 23:59 PM UTC+2

Corresponding links:

UNGM <https://www.ungm.org/Public/Notice/166030>

UNHCR <https://www.unhcr.org/admin/sts/61fd075b4/request-proposal-rfpssp2022southafrica01-establishment-frame-agreement.html>

SA tenders <https://www.sa-tenders.co.za/content/establishment-frame-agreement-provision-outbound-telemarketing-services-south-africa>

#### **SUBMISSION OF BID:**

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration for UNHCR applications. One supplier should have only one registered email account in the system. Therefore, the supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore, and new registration is required. Registration Guide (Annex G) and Use Manual of eTenderBox (Annex F) are available at the above URL and attached this cover page.

**IMPORTANT:** The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Yours faithfully,



Nancy Aburi  
Regional Manager for PSP Africa  
UNHCR