

FREQUENTLY ASKED QUESTIONS

RFP 22-UNHCR-SDNELF-SUP-RFP-002 for the provision of compound maintenance and support services

Question 1: Are international contractors are eligible to participate in this bidding exercise

If your company has a physical presence in Sudan, you may submit an offer. Please note the below extract from page 5 of the RFP document.

F. Physical Presence in Sudan: Bidders must clearly state the physical address of their established Head Quarter Office in Sudan. UNHCR reserves the right to visit unannounced for inspection.

Question 2: UNHCR has listed “Registration of company with Employees’ Old-Age Benefits Institution” as a mandatory requirement. May UNHCR, please clarify if proof of payments of statutory personal taxes and social insurance would be sufficient?

The company should be registered with the National Pensions and Social Insurance Fund of Sudan. Proof of payment of personnel social insurance benefits to the institute would be sufficient.

Question 3:

Should we consider the below points in the financial offer, or it will be considered under the benefits of the workers:

- The 8% deduction from the worker salary for the social insurance. It will be considered under the benefits of the workers. Please do not quote for it.
- The 17% from the worker salary paid by the company to the social insurance. It will be considered under the benefits of the workers. Please do not quote for it.
- Worker Personal Tax. This is not applicable. Please do not quote for it.
- Workers Uniforms. Please do not quote for it. UNHCR will provide separately.
- In Annex B, paragraph 5.3 its mentioned contractor will be responsible for transportation of worker, is this point will be under the benefit or should be consider on the financial offer. Please do not quote for it. It is under the worker’s salaries and benefits.
- The annual leaves. Please do not quote for it. UNHCR shall pay the benefits of any replacements when personnel are on annual leave.

- In Annex B, point 2.1 under the general, it mentioned that the supervisor of the staff in each team must be fluent in English, while in Paragraph 6, point 6.1 under the quantity table it's not showing that, there will be a supervisor, is that mean we should consider a cost of supervisor in each location in the financial offer? This is generic in cases where supervisors are to be provided. Please do not quote for it. It will not be required under this contract.