

FREQUENTLY ASKED QUESTIONS

RFP 22-0013 FOR THE PROVISION OF PERSONNEL RECRUITMENT AND MANAGEMENT SERVICES TO UNHCR

Question 1: Will there be chosen a sole Contractor or is there a possibility to choose various bidders and to split the volume of recruitment and personnel management between them?

Only one contractor will be chosen and this will be the one that will propose the most responsive offer taking into consideration technical and commercial aspects at the 60%/40% weightage.

Question 2: Is it expected to have all the 250 requested profiles ready to start work by the foreseen contract start date (i.e. 15 of June)? Or will we be given a deadline to recruit these profiles? If so, I kindly ask you to communicate the period in which we must recruit and hire the profiles.

Not all profiles must be deployed immediately. UNHCR shall engage with the selected contractor to deploy the personnel in a phased process, but within 2 weeks.

Question 3: Is it expected to have all the 250 requested profiles ready to start work by the foreseen contract start date (i.e. 15 of June)? Or will we be given a deadline to recruit these profiles? If so, I kindly ask you to communicate the period in which we must recruit and hire the profiles.

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Question 4. Who will be in charge of the team management, from an operational point of view?

UNHCR shall manage the operational part i.e., assigning and supervising the work of the personnel in the field.

Question 5. Who will provide tools and equipment for work of the recruited personnel (e.g., PC/Telephone/Working spaces)?

UNHCR shall provide tools and equipment

Question 6. Regarding the MINIMUM ORGANIZATIONAL REQUIREMENTS, we are asked, among others, to prove experience in provision of similar service for humanitarian organizations or Government institution. Is this a mandatory requirement? Can we still bid in case we do not fulfill this obligation?

It is not a minimum requirement but a scoring criterion in which marks will be awarded on the basis of relevant experience presented.

Question 6. To employ any EU or non-Eu citizen, there are some procedures: medical check, SSM – Security and Healthy training that will have additional costs? These costs will be recharged with the mark-up as per the commercial offer to the UNHCR.

If it is a mandatory requirement, UNHCR will cover the cost upon presentation of receipts. Please kindly clarify in advance who conducts the security and health training and the costs per personnel.

Question 7. Do you offer these employees other benefits like: meal tickets or private medical insurance, or any other benefits? If yes please, specify.

UNHCR will provide meals and tickets in the form of an all-inclusive daily subsistence allowance only if the personnel are on official travel authorized by UNHCR.

Question 8. We are globally recruitment company, and we are registered in UNHCR Portal, so we can participate in this RFP or you need local Romanian company?

All firms that are legally registered in Romania can participate.