

RFP_23_007_RBAP_PSP		
#	QUESTIONS	ANSWERS
1	However, before we participate, we want to ask, is that Annex D the General agreement, is this agreement in Indonesian? because if the agreement must use 2 languages, please kindly advise.	UNHCR General terms and conditions (Annex D) is available in UN languages only. The proposed frame agreement will be sent to the winner company in English.
2	1.This is regarding the employee benefit. In Indonesia there are mandatory benefit to employees beside the salary, i.e : a.THR (Religious allowance) : one month salary/prorate given to the employees on Eid al-Fitr. b.BPJS Tenaga Kerja (Social Security Administrator for Employment) and BPJS Kesehatan (Social Health Insurance Administration Body). c.Compensation : one month salary/prorate given to the employees when they have finished their contract. Can we include those items in the "Annex C Financial form F2F administration services" ?	Yes, the mandatory benefit, THR, BPJS Tenaga Kerja, Compensation (One month salary/ Prorated). Those can be include in the Annex C Financial Form F2F administration services as it should be include in the F2F monthly salary
3	2.This is regarding the VAT. a.Is your company classified as a Foreign Representative/International Body/International Organization that is granted VAT (Value Added Tax) and luxury goods tax (PPnBM) exemptions for transactions in Indonesia? b.Can your company apply for and provide a Certificate of Exemption that has received a recommendation from the Minister of State Secretariat? c.How long after the transaction occurs can we receive a Certificate of Exemption?	2. a) Yes b) Yes c) The document will be shared with the selected company only.
4	This is will be referral staff or new hire.	Please refer to Annex C; it has a comprehensive list of new hires and number of staff on board.
5	If they are referral staff, may we know the current benefit and year of service.	Please refer to Annex C; it has a comprehensive list of salaries.
6	Need more details for the Job Description for each position.	For bidding purposes, there is no need to post detailed job description. Your company is tasked to fill out Annex B (technical response form with annexes) and Annex C (financial offer form).
7	Are the Vendor responsible for the Fundraiser Target? May we know the target monthly achievement for each staff.	The performance evaluation will be carried out by UNHCR.
8	Regarding for the cost of this Project (Venue rental, Travel cost for F2F Fundraisers, office rent and equipment) it will be billed as per actual or we should calculate lumpsum during the period.	It can be billed as per actual monthly
9	Since our Head Office in Jakarta and currently our Branch is located in Sidoarjo not in Surabaya, can we remote from Jakarta?	Yes, you can remote from Jakarta and Sidoarjo.
10	For question #7 general info we need to know about invoicing process is : - Process to send our invoice to UNHCR - How many days of payment received after invoice sent (term of payment).	The selected vendor will be working with Indonesia local team and the invoice routing will be confirmed on the signed agreement. UNHCR payments terms are withing 30 days from the receipt of the invoice.
11	This is Pre-funding or Post-Funding Project	UNHCR payments terms are withing 30 days from the receipt of the invoice. In this regard, this is a post-funding project. The plan is to pay the salaries and corresponding fees in one go to the selected provider. Any other conditions for payments can be discussed during the contract negotiation phase, with the selected vendor.
12	Estimate of total Project Value	Please use Annex C to confirm the fees payable. This will give a realistic picture on the cost of project.

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13	Sample of certificate of good standing from our company's bank	Sample is posted.
14	<p>1. Apakah contractor memiliki wewenang untuk mengubah, merevisi, atau pun menambahkan pasal-pasal dalam Annex D</p> <p>2. Apabila kami diberikan wewenang untuk mengubah, merevisi, atau menambahkan pasal-pasal dalam Annex D, kapan batas waktunya, kami harus menyampaikan itu? Apakah sama ditanggal 25 September 2023 bersamaan dengan pengiriman technical proposal, harga, dll?</p>	<p>Mengenai Lampiran D, syarat dan ketentuan umum UNHCR; Bisa ditambahkan dalam bentuk komentar. Biarkan yang sudah ada di Annex D lalu tambahkan komentar ke Formulir Tanggapan Teknis (Annex B).</p> <p>Mohon dicatat bahwa negosiasi persyaratan apapun berdasarkan Annex D adalah bagian dari fase pembentukan kontrak dengan perusahaan pemenang. Selama proses bidding, kami tidak memasukan negosiasi mengenai syarat dan ketentuan umum.</p>
15	Ada beberapa komponen yang wajib diberikan kepada karyawan sesuai peraturan di Indonesia, misalnya THR, Compensation, and BPJS. Dalam Annex C finance kami tidak menemukan kolom mengenai komponen di atas, mohon penjelasannya.	Basic Salary yang diberikan harus sudah include (diberikan detail) dengan prorata dari peraturan ketenagakerjaan di Indonesia
16	Apa perbedaan antara Payroll service fee per head count dengan addition service per head count dalam annex C finance?	Payroll service fee per head count adalah untuk Salary dan Incentive Addition service per head count adalah biaya seperti travel, office rent, pengiriman dan biaya lain yang muncul
17	Apakah Health Asuransi ini wajib mengikuti permintaan ini? Atau dapat mengikuti existing yang di miliki oleh contractor?	Dapat mengikuti existing yang diberikan oleh kontraktor tetapi dengan benefit yang kurang lebih sama atau mendekati
18	<p>Contoh Equipment apa saja yang akan diberikan oleh UNHCR kepada karyawan/kontraktor?</p> <p>Terkait peralatan kerja seperti Laptop, seragam, apakah akan disediakan oleh UNHCR atau kami sebagai outsourcing service provider?</p>	<p>Seragam kerja, form donasi, form perbankan, mesin donasi</p> <p>Laptop tidak dibutuhkan untuk pekerjaan Face-to-face Fundraiser, Seragam dan perlengkapan lain seperti form donasi, pitch card dan mesin donasi akan disediakan oleh UNHCR</p>
19	<p>Apakah untuk semua staff yang akan di parker di bawah contractor, sudah ada orangny atau contractor perlu merekrut orang baru?</p> <p>Should the transfer from existing supplier, may we know what the reason why to change the supplier?</p>	Semua staff yang akan dipekerjakan akan direkrut oleh UNHCR, kontraktor hanya menyediakan kontrak dan surat menyurat terkait HR, seperti pemutusan kerja, keterangan kerja
20	Apakah untuk proyek pekerjaan ini, nanti akan diterbitkan PO (Purchase Order)?	Iya, akan diterbitkan PO