

## Questions and Answers

### UNHCR RFP 383

#### Establishment of Frame Agreement for the provision of Financial Services for Delivering Cash-Based Interventions for UNHCR in Iraq for a period of three (3) years

The following clarifications were requested and responded during the Q&A session.

#### **Questions and Answers:**

**Q1:** Could you please confirm whether the submission of the Bid Security and Financial Audit Reports is mandatory?

**A:** Yes, the Bid Security and Financial Audit Reports are mandatory requirements. Bidders must meet all the pre-qualification criteria to be considered for further evaluation. It is important to note that the Bid Security will be released by UNHCR after the awarding stage.

**Q2:** Can UNHCR sign the agreement based on the Service Provider's template?

**A:** No, UNHCR has its own contract template and successful bidder will be requested to review and sign the contract. All annexes contained in this tender will be integral part of the contract.

**Q3:** Some of the Company policies' documents are in Arabic. Is it mandatory to translate them into English?

**A:** If the documents are official and certified by respective issuance authority, the Arabic language is acceptable.

**Q4:** Can we submit a single financial offer, or is it mandatory to submit all the financial offers?

**A:** Yes, Suppliers must submit a financial offer form for each proposed modality. For example, if a supplier proposes only one modality, they need to submit one financial offer form. If two different modalities are proposed, then separate financial offer forms must be submitted in accordance with bid submission instructions.

**Q5:** Is there any possibility of extending the deadline for submitting the offers?

**A:** UNHCR is not intending to extend the tender closing date at this stage. All interested bidders are required to log into the UNHCR ERP Portal system ASAP. If the company face any difficulties with logging into their account on the Cloud ERP Portal, please send an email to

[hqvmdm@unhcr.org](mailto:hqvmdm@unhcr.org) copying [jelo@unhcr.org](mailto:jelo@unhcr.org) and explain your problem as per the below structure:

- Subject: Error Summary & Company Name
- User ID & Company Name
- Description of error and steps you took before encountering any errors or issues
- Screenshots of error/warning messages

**Important:**

it is strongly recommended to carefully read (Annex L) – Supplier Portal Manual.

**Q5:** Given that there are thousands of agents across Iraq, it would be challenging to complete the coverage map (Annex J) with precise locations and GPS coordinates.

**A:** While completing Annex J is mandatory, bidders are allowed to provide the details at the Governorate level, along with information on the districts covered and the number of agents operating within each district.

**Q6:** Could you please advise if a money transfer service provider, is eligible to apply.

**A:** Bidders are encouraged to thoroughly review the Terms of Reference (TORs) and all associated annexes. If the company meets the eligibility criteria and other requirements outlined in the TORs, they are welcome to submit their application.

**Q7:** Could you please advise whether beneficiaries would need to come to the supplier's agency to receive cash assistance or if the supplier would deliver the assistance to them.

**A:** Suppliers are advised to carefully study the TORs and propose the most appropriate solution or modality. The proposed modality should specify details such as the location of agents, ATMs, or other cash distribution points. Generally, beneficiaries will visit these designated locations to withdraw cash. However, suppliers are also encouraged to outline in their tender submission any specific solutions they can offer for individuals with special needs who are unable to travel



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