

SMS inbound and outbound services RFP-24-016-DENMARK-PSP

CLOSING DATE AND TIME: 25TH OF OCTOBER 2024 - 23:59 pm CET

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>

Questions & answers file

#	Questions	Answers
1	Shortcodes: Can you clarify what kind of numbers you need for this? Do you mean the number type you will be using (long code vs short code) or is it an SMS keyword like "Help Ukraine"/ We offer several number types in Denmark, such as Alphanumeric sender ID and Long Codes.	We refer to the shortcodes fx "UKRAINE" or "HJÆLP". Great if you have longer short codes as well as for instance "Help Ukraine"
2	Can you confirm what you mean by Campaign Management?	Referring to the interface and the features of your campaign management i.e.. how to create short codes, how to delete dem, how to add value and automatic SMS response, how to upload list for SMS sends, how to dispatch SMS sends, how to see performance (incoming donations, cancellations (for monthly giving) etc.).
3	"Automated campaigns for donor journeys (based on individual donors' actions)" will you segment in Salesforce or do you need an interface where you can segment?	Currently sms data is not integrated into our Salesforce system (it might be from 2027), so currently how to segment in the stand-alone sms system
4	Do you have development resources allocated to build this solution with our APIs, or do you need a Partner to build this solution for you?	We expect to rely on development resources internally, but potentially with some help of implementing partners as well (and the vendor itself)
5	When you say Salesforce: Is it Salesforce or Salesforce Marketing Cloud?	It is Salesforce (the CRM system itself)
6	Do you have a payment vendor/gateway identified for payment collection? We have integrations with 3rd party payment providers like Stripe, and we can do PCI compliant payment on voice also (not just SMS)	We haven't discussed this yet, but we are currently using Stripe for our web donations, so we would assume to use the same vendor.
7	Are you looking for a Text to Pay solution - e.g., txt Ukraine to xxxxx to donate 5 Euros?	We are currently using such a solution e.g. Sms HJÆLP to xx and donate XX DKK.
8	Do you want to limit this to SMS only or are you also considering WhatsApp or Voice?	We are currently limiting this to sms
9	How important is IP whitelisting?	It is currently not super important
10	Regarding 2.4 performance of work, what kind of support do you need? We have professional services and technical support plans available, and third party partners that can cover all these needs	Mostly just support if there are glitches in the system or general guidance regarding the best use of the system.