

CANTO/RFP/PSP/2017/004/TMK for Telemarketing services Canada (Pubic Sector Partnership)

Questions & answers file

| # | Questions | Answers |
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| 1 | Annex A – Is there a set schedule for when each of the campaigns will run? Will they run concurrently, or at scheduled points throughout the year (with the exception of monthly welcome & reactivation calls) | There is no predetermined schedule for our calling programs. We have some historic results indicating best timing for calls such as conversion calls for new to file one time gift donors and upgrades of monthly donors. We would want to incorporate this into our schedule. For our current program, some programs run on a rolling basis and others are scheduled on a quarterly basis. |
| 2 | Annex B – Can UNHCR provide a general idea or estimated % of how many cell phone numbers they have for their donors so that we may provide percentages on contact rates for SMS messaging? | We have not distinguished cell phone from home phone in our data collection practices to date, therefore it is very difficult to estimate this number. We would suggest using 10% as an approximation |
| 3 | Annex B – “Check and review general donors data collected during phone calls (per check)” Is this just an additional QC check to ensure accuracy of data? | Yes. |
| 4 | Annex D - Will we have the ability to add to the overall terms and conditions of the contract to allow for some of the key items important to our organization? | Yes. Once PSP Canada has finalized the evaluations (both technical and financial), the terms and conditions will be discussed during the contractual phase with the winner companies. Please mark the acceptance of UNHCR General Terms and Conditions on Annex F line 5. Please also put here comments - if any. |
| 5 | Do you have a copy of your telephone fundraising results for the past three years, and would you be able to share this with us? | We would be able to share this with the selected vendor but are not willing to share this as part of the RFP process. |
| 6 | Have you ever conducted any database analysis on your supporter base showing split of monthly, one time, and prospect audiences? | We can look at our database to determine numbers monthly, one time and prospect audiences - we do this on an ongoing basis. We recently completed a database analysis but the intention of this was to look at LTV of donors by acquisition source. |
| 7 | Do you have any historical retention analysis on your monthly giving file? | Yes - we have just completed an LTV analysis that looks at our file by acquisition source |
| 8 | In the “Back Office Services” there is reference to “Check and review general donors’ data collected during phone calls”. Is this in reference to the fundraiser checking biographical information of the supporters during each call or an “after call” service where data is reviewed for data entry accuracy? | This is collection of data by the fundraiser during each call. We expect our vendor to have an established process to verify that callers are capturing data collected accurately but we assume this is built into your overall management fees. |
| 9 | In regards to required Curriculum Vitae for core staff, do you need a full employment and educational history or will summarised biographies suffice? | Summarized biographies of the core staff dedicated to UNHCR account will suffice. Please also describe the composition of your team. |
| 10 | Appendix B, Would you be able to provide typical contacts/hr made on the named campaign types. We normally bill by hour and so need the expected contact rate by hour to calculate a charge per contact pricing model. | Regarding the financial evaluation the comparison will be based on unit measure confirmed on Annex B (cost per call, cost per SMS, cost per non contact mailing, cost per lead). Please use these measures to provide your agency’s fees. You can detail your fees on a separate sheet of Annex B. |
| 11 | Appendix B requests cost per contact for each campaign type, can we confirm that the preferred billing model for UNHCR is by contacts per hr? | Regarding the financial evaluation, the comparison will be based on unit measure confirmed on Annex B (cost per call, cost per SMS, cost per non contact mailing, cost per lead). Please use these measures to provide your agency’s fees. You can detail your fees on a separate sheet of Annex B. |
| 12 | Appendix B, should the costs of SMS follow up include any set up fees for this service, or just the cost of the dispatch itself? | Please include all costs associated with an SMS program, including setup fees. |
| 13 | Appendix B, Can you please confirm whether we are already registered as a vendor of services to UNHCR? | Separate email is to be sent to this bidder (due to confidential information). |
| 14 | Appendix B, for the non-contact mailing, would our costs for these mailings include postage? | Yes, please include postage costs. |
| 15 | Appendix B, the cost of phone appends normally has a set-up fee per batch of data. This depends upon the size of the batch of data, and therefore a single cost per unit is difficult to calculate. Would we be able to provide two costs here, one for different sizes of data batches? | Yes |

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| 16 | Appendix B, Section 4, would this section include the cost of all set up fees for services such as SMS, non-contact mailing, and any management fees? | Yes |
| 17 | To clarify, on submission we will be required to send two separate e-mails: one for the technical proposal and one for the financial proposal? (Both to DENCODID@unhcr.org) | <p>Yes please. Your technical and financial proposals are to be sent in separate emails by clearly indicating the content of the email in the subject line. Please send your proposals ONLY to DENCODID@unhcr.org without copying any other UNHCR staff member. The bid opening is done by an independent Committee and the evolutions (technical and financial) are carried out by two different panels to maintain integrity and transparency. Failure to comply with this formal submission criteria will result in disqualification.</p> <p>Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 5 MB, so it may be necessary to send more than one e-mail for the whole submission. Please avoid sending zipped files.</p> <p>Please indicate in e-mail subject field:</p> <ul style="list-style-type: none"> - Bid CANTO/RFP/PSP/2017/004/TMK - Name of your firm with the title of the attachment - If your email includes the technical or the financial offer (they are to be sent in separate emails) - Number of e-mails that are sent (example: 1/3, 2/3, 3/3). |
| 18 | In the Technical proposal, what specific information is required from our previous year's balance sheet? | <p>The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:</p> <ul style="list-style-type: none"> - Financial standing; - Core business; - Track record; - Contract capacity. <p>Basically, we would like to make sure that your company is financially sound.</p> |