

UNHCR PSP Thailand telemarketing	
QUESTIONS	ANSWERS
1	Whether companies from Outside Thailand can apply for this? (like, from Canada or USA) In case your company complies with the requirements listed under point 2 of the ToR, you can submit a proposal. We would like to draw your attention to the standard requirements for outbound and inbound services, regarding that all agents need to be fluent in Thai and the working hours are set based on Thailand time zone (GMT+7). Your company's general liability will be scored, i.e. the capacity and eligibility to perform the work.
2	Whether we need to come over there for meetings? There is no set requirement for meetings at this stage. In case of need for set-up meetings, PSP Thailand will inform the winner company on time
3	Can we perform the tasks (related to RFP) outside Thailand? (like, from Canada or USA) Yes, you can. Please make sure that you can fulfil the requirements listed under point 2 of the ToR.
4	Can we submit the proposals via email? Submissions are to be sent ONLY by email to thabasup@unhcr.org by the 9th of April 23:59 (Thailand time zone). Please make sure that technical & financial proposals are sent separately. Please refer to RFP cover page for details submission instructions.
5	Annex A: How is the assumption of outbound contactable and outbound conversion rate? The assumption of outbound contactable rate is 65%, Conversion rate 7% for committed giving donors and 0.5% for one time donors with 70% donation debit successful rate.
6	Annex A & B: As we understand, lead generating is from Direct Response TV which calls are normally burst out in short period during the program broadcasting. Therefore, 4 agents as stated in Annex B may not be reasonable to propose. Please help to clarify. 4 agents in Annex B are the requirement during the program broadcasting.
7	Annex B: Claw Back Sheet; Please explain the meaning of Claw Back in UNHCR's terms and the items for us to propose. Claw back service is applied for the company who offer the refund to UNHCR if donors donate less than specific period of time.