



QUESTIONS AND ANSWERS REPORT

To: Bidders
From: UNDP Syria
Subject: Provision of money transfer services within Syria
Reference: UNDP-SYR-ITB-097-18
Date:
31/10/2018

UNDP Syria Procurement Unit has received questions regarding the subject Tendering Procedure. All questions received to-date are documented below with respective answers.

- (1) As we are located in more than 60 branches across Syria among them (17 main office), we would like to clarify if the delivery of money transfer services is going to be **outside** our licensed branches or the UNDP beneficiary and contractors **will come personally** to our branches to be delivered the money under the provision of the regulating procedures and UNDP-ITB TOR.

After UNDP sends the lists of beneficiaries to the service provider, the service provider should inform the beneficiaries by phone, and beneficiaries will collect their entitlements from the offices/branches of the service provider after presenting valid IDs (or proper documentation as proof of identity).

- (2) As we are licensed and working under the law and supervising government institutions that regulate the sector of money transfer, we would like to be clarified in detailed manner about **the "Section 3. TERMS OF REFERENCE** - for the provision of money transfer

services within Syria , paragraph: "**J. SPECIAL CONDITIONS**" the last point about "the service provider should guarantee the highest confidentiality....."

The contractor may only share information if the contractor is bound by law to share such information with government institutions, in such cases the contractor will have to notify UNDP in writing.

- (3) Considering the regulating procedures by the regulating institutions, we are requested to ask about the reason of every money transaction by both side the "Sender" and the "Receiver: in this case is the beneficiaries, contractors or counterparts inside Syria". So the "DELIVERY NOTIFICATION in page 23" and "Annex A in page 29" should include this point.

The Payment Authorization Request will include information such as name of beneficiary, amount to be delivered in SYP, name of relevant project or activity, and contact information of the beneficiary.

- (4) You have presented in the TOR of the provision of money transfer services a table at page 22 that include 12 governorates including Idleb and Al-Raqqa. do we have choice to choose between which governorate we can provide our services, hence the table indicate that as if the ITB is divided into 12 LOT.

This ITB is divided into 12 lots, and the vendor can submit his offer for any Lot .

All other terms and condition remain unchanged .