

UNDP's Response to Proposers' Question
RFP/UNDP/OHR/020/2014 for the Event Management Services
– Round 1

1	Q	We are a non US based firms, can we apply for this tender?
	A	The tender is open internationally. Please be informed, however, that the Contractor is expected to be able to recommend venues and provide the required services for venues located in the area between 1st – 6th Avenue and 10th – 80th Street of Manhattan, New York city.
2	Q	We are worried that we cannot guarantee the service quality standard required in the time frame indicated in the ToR (Response Time: Answer 80% of calls within 3rd ring. Hold Time: Maximum 20% of calls placed on hold Call Back Time: 90% of all call-back within 60 minutes. Abandoned Calls: Maximum 5% lost calls during normal hours. E-mail: available) because of the different time zone. This does not mean that we cannot guarantee a very high quality service, delivered with professionalism. However we cannot guarantee to be able to give a feedback in the time frame indicated. Are this standard modifiable?
	A	The work plan and approach has a maximum score of 300 points. The evaluation will be based on the criteria stated on page 25 and 26 of the tender document. The scoring given will depend on how well the technical proposal provided responds to the evaluation criteria as well in comparison to other bidders.
3	Q	Are there additional requirements throughout the US?
		At this point, our requirements remain the same as stated in the published RFP: "The Contractor(s) has to ensure that the recommended place has a good security system and are located in the area between 1st – 6th Avenue and 10th – 80th Street"
4	Q	How have the requirements been fulfilled to date?
	A	Currently UNDP does not have an Event Management company to handle such type of procurement. Vendors (hotels, conf. facility providers, etc.) are being contacted directly.

Date: 10 October 2014