



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**DATE: 14<sup>th</sup> of April 2023**

**INVITATION TO BID: No. RFP/2023/010**

**FOR THE ESTABLISHMENT  
OF FRAME AGREEMENTS FOR THE PROVISION OF  
OUTSOURCING OF HUMAN RESOURCES SERVICES (PROJECTS)**

**Bid Submission deadline**

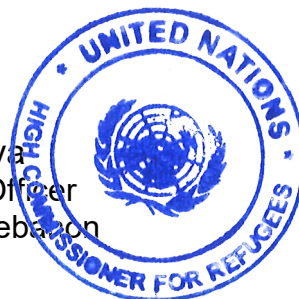
**Date change**

**The deadline for the submission of the bids has been extended further.**

**New closing date and time**

**26<sup>th</sup> of April - 23:59 hrs (LEBANON LOCAL TIME) OR EARLIER**

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## RFP/2023/010

### Questions & Answers

Q1: We have full clarity and hands on regarding:

1. Recruitment of outsourced candidates / Consultants
2. Outsourcing & contract Management of Consultants

However, there is a big uncertainty when it comes to the NSSF registered short-long term outsourced employees due the ever-changing laws and regulations as well as the declaration rates and taxes. This will result in a very high risk in case requires us to bare all the EOS indemnities and adjustments to the MOF and NSSF dues in case of any new legislations or decrees.

We appreciate any cooperation on this matter as we suggest invoicing on the go based on any changes rather than handle the risk that might result in very high fees or huge losses.

Awaiting your suggestions.

A1: **The Third-Party Administrator will be requested to provide HR services to consultants only (administering contracts and payroll management). No requests to engage “employers” with NSSF coverage will be needed.**

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Q2: Do you have a budget limit for this consultancy? If yes, kindly reveal for accurate financial bid preparation?

A2: **Fees are established according to the nature and requirements of the positions. Under TPA, UNHCR will be outsourcing a total estimated of 90 positions.**

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Q3: How many personnel you expect from contractor?

A3: **UNHCR plans to outsource HR services (contract administration and payroll services) to engage some 90 consultancies. Hence, HR, Finance and Audit services will need to complement Executive Office**

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Q4: Is it purely remotely or in person?

A4: **TPA will need to have a physical office as engagement will entail both remote and direct engagement (from both UNHCR and Ministries contracted personnel)**

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Q5: Can international consultant without local language understanding apply for the assignment?

**A5: For Third-Party Administrators (TPA), only companies registered in Lebanon can participate.**

**As for engagement and contracts, TPA will be issuing contracts to local consultants only (not internationals).**

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Q6: Is your timing realistic?

**A6: Not sure what timeline is being referred to.**

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Q7: What's the plan for activities synchronization of this consultancy?

**A7: As per the TOR, it depends on the requirements as captured in the positions.**

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Q8: Will you cater for initial cost of recruitment processes?

**A8: Third Party Administrator will bear the cost as part of the outsourcing of HR services (to include contract administration and payroll services).**

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Q9: The salary scale regarding the hired candidates, would it be provided by UNHCR?

**A9: Yes**

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Q10: Knowing that the fees of the hired candidates are provided by UNHCR, would those fees be transferred to the hired candidates by the HR services supplier?

**A10: No, fees will be transferred by Third-Party Administrator to the bank accounts of the consultants. Hence, outsourcing HR services includes administration of contracts and payroll services.**

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Q11: Would the requested HR services include only recruitment of consultants? Or there would be also candidates hired as employees and thus their salary is subject to NSSF contribution and to income tax brackets?

**A11: HR services and administration of contracts will be extended to consultants only (no employees with NSSF contribution/coverage).**

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Q12: The bid includes in the attached documents that the services would include a logistics part. Can you please elaborate more and provide an example or what this logistics part would include (like for example consultants/employees transportation, medical insurance provision, providing laptops, providing office for the hired candidates if needed)

**A12: Provision of medical insurance to the consultants will be needed.**

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Q13: Knowing that the published bid clearly indicates that the candidates are not told that they would working with UNHCR:

A- At what stage the HR services provided can tell the candidate/or chosen candidate who is their employer?

**A13-A: UNHCR will organize this and communicate it to the Third-Party Administrator, TPA (once selection is approved by the Representative). UNHCR focal point supporting TPA will be communicating name of candidate, date of recruitment and fees.**

B- The employer of candidates/chosen candidates is only a governmental entity?

**A13-B: No, could be extended to other individuals as well (Medical Doctors for instance).**

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Q14: The chosen candidates would work only on the Lebanese territories. Is it possible for them to be asked to travel for business?

**A14: It is possible but unlikely (may be taking place in very exceptional cases).**

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Q15: Would the recruitment services require international candidates to fill some positions?

**A15: No, it will only be limited to local labors.**

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Q16: The published bid mentions that the shortlisted candidates are subject to a technical test (TER). Would this test be provided by the UNHCR, or it is for the HR services provider to establish such a test based on the concerned ToR?

**A16: Technical evaluation will be conducted by the UNHCR through experienced technical evaluation committee composed of UNHCR staff members.**

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Q17: The financial offer form mentions a shortlisted candidate to be provided to the UNHCR. This shortlist would it include the contacts of the concerned candidates or only their profile?

**A17: If the TPA will cover advertisement of vacancies, then TPA will undertake the screening process according to the criteria provided by UNHCR. If so, they will share the list of candidates meeting criteria along with their profile and contacts.**

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Q18: The employment agreement to be signed by the hired candidates, is it provided by the UNHCR, or it is for the HR service provider to provide such an agreement?

**A18: It is the Third-Party Administrator providing HR services to share the employment agreements with the selected candidates (i.e. to be signed by both). No direct contractual status will exist between the consultant and UNHCR.**

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Q19: We are a micro company operating with minimum headcount of 2 full timers. Does this disqualify us?

**A19: Please refer to technical requirements and scoring table for reference on qualification required.**

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Q20: Is there any budget ceiling?

**A20: Please refer to Q2.**

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Q21: Our company is new, established in 2022, however our experience in the field of HR equals to more than 18 years in both strategic and operational HR, will the fact that the company is not 5 years old is going to disqualify us?

**A21: Please refer to tender documents Article 2.4.1 P.3:**

**“Company official registration documents confirming that it has been operating in the field of human resources services and management of human resources services for a minimum of 5 years. “**

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End of Questions