**As indicated in Request for proposal for “Institutional service for development and provision of activities for refugee/migrant/asylum seeking children placed in the Reception Centre for Asylum Seekers in Zagreb (Hotel Porin) through structured daily child friendly activities in the Child Friendly Space” LRPS-2017-9130704, UNICEF Office for Croatia will provide answers to bidder’s questions by 23rd March 2017 at 16h00.**

**Below are the questions that UNICEF Office received by 22nd March 2017 as well as UNICEF’s answers.**

1. Please explain what is meant by Payment Terms in “Request for proposal for services“ form and what do percentages refer to (page 3)?

This is a standardized form in which Payment Terms refer to the expected time frame from issuance of the invoice to the actual payment of services.

In this case percentages are not applicable since they refer to discount of services unless service provider is offering discount.

1. Please explain if indirect, administrative costs can be included in „all-inclusive“ monthly fee for facilitators.

The financial offer should contain costs associated with the person(s) providing the services. Other costs that cannot be displayed in this manner, should be displayed as separate Office (administrative) costs.

1. Please explain the term “engaged staff”. Could this term be applicable to administrative personnel or only facilitators in Child Friendly Space?

Engaged staff refers to all personnel who are involved in providing services that are subject of this Request.

1. Please explain if supervision or professional training could be included under programme expenditures.

As cited in the Request for proposal for services, under Development and provision of activities, V. Qualifications and requirements (page 5), service providers must already have expertise and experience in the sector/area (required knowledge, skills, specialists, experience). Neither supervision nor professional training of facilitators in Child Friendly Space can be included under programme expenditure.