## **ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES**

*Bidders are requested to complete this form, sign it and return it as part of their quotation. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

|  |  |
| --- | --- |
| Name of Bidder: | Click or tap here to enter text. |
| RFQ reference: | **RfQ22/02524: Company to provide call center/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova** | Date: Click or tap to enter a date. |

**Technical Offer**

*Provide the following:*

* *a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.*
* *a brief methodology, approach and implementation plan;*
* *team composition and CVs of key personnel*

**Financial Offer**

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

**Currency of Quotation: USD Dollar**

|  |  |  |
| --- | --- | --- |
| **Ref** | **Description of Deliverables** | **Price, USD**  |
| 1. | **Set-up a hot line for informational support in accordance with the following operational needs:*** Working schedule:

Monday to Friday from 10 AM to 8 PM, total of 10 working hours, Saturday from 10 AM to 4 PM, total of 6 working days.Total per week – 56 working hours* Working languages: Romanian, Russian
* Average call duration: 3 minutes
* Total estimated number of calls: 100,000 calls.
* Total estimated call durations: 5,000 hours (1,666.6 h/month, variable, with a higher number during the first month, in decrease further)
* Estimated number of full-time operators: flexible to cover the communication time estimated above. Minimum 10 persons engaged full time.
 |  |
| 2. | **Reporting on call center activity on the following minimum metrics:*** Number of calls received
* Number of calls answered
* Average calls duration
* The most frequent questions received
* Technical issues addressed
 |  |
| 3. | **Project management** |  |
| **Total Price, USD** |  |

**Breakdown of Fees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Personnel / other elements** | **UOM** | **Qty** | **Unit Price, USD** | **Total Price, USD** |
| Personnel |  |  |  |  |
| Team Supervisor/Call Center team lead  | day |  |  |  |
| Quality Assurance coordinator |  |  |  |  |
| Call center operators (at least 10 persons) |  |  |  |  |
| Other expenses |  |  |  |  |
| Communication (if applicable) |  |  |  |  |
| Other Costs: (please specify) |  |  |  |  |
| **Total**  |  |  |  |  |

**Compliance with Requirements**

|  |  |
| --- | --- |
|  | **You Responses** |
|  | **Yes, we will comply** | **No, we cannot comply** | **If you cannot comply, pls. indicate counter - offer** |
| Delivery Lead Time – 3 months |[ ] [ ]  Click or tap here to enter text. |
| Validity of Quotation – 90 days |[ ] [ ]  Click or tap here to enter text. |
| Payment terms |[ ] [ ]  Click or tap here to enter text. |
| Full acceptance of the General Conditions of Contract |[ ] [ ]  Click or tap here to enter text. |

|  |
| --- |
| I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted. |
| *Exact name and address of company*Company NameClick or tap here to enter text.Address: Click or tap here to enter text. Click or tap here to enter text.Phone No.: Click or tap here to enter text.Email Address: Click or tap here to enter text. | Authorized Signature: Date: Click or tap here to enter text.Name: Click or tap here to enter text.Functional Title of Authorised Signatory: Click or tap here to enter text.Email Address: Click or tap here to enter text. |