



## SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP Moldova through "**Addressing the impacts of the energy crisis in the Republic of Moldova**" Programme kindly requests your quotation for the provision of **call center/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova**, as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

- Section 1: This RFQ document generated by the online system
- Section 2: RFQ Instructions and Data
- Annex 1: Schedule of Requirements
- Annex 2: Quotation Submission Form (included directly into the system)
- Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in **Quantum NextGenERP supplier portal** following this link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal.

Follow the instructions in the user guide to search for the tender using Negotiation ID in this document.

**Negotiation ID: UNDP-MDA-00027**

In case you have never registered before, follow this link to register a profile: [https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&\\_adf.ctrl-state=azywmctp\\_1&\\_afLoop=6329722925931702&\\_afWindowMode=0&\\_afWindowId=null&\\_afFS=16&\\_afMT=screen&\\_afMFW=1042&\\_afMFH=575&\\_afMFDW=1280&\\_afMFDH=720&\\_afMFC=8&\\_afMFCl=0&\\_afMFM=0&\\_afMFR=144&\\_afMFG=0&\\_afMFS=0&\\_afMFO=0](https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&_adf.ctrl-state=azywmctp_1&_afLoop=6329722925931702&_afWindowMode=0&_afWindowId=null&_afFS=16&_afMT=screen&_afMFW=1042&_afMFH=575&_afMFDW=1280&_afMFDH=720&_afMFC=8&_afMFCl=0&_afMFM=0&_afMFR=144&_afMFG=0&_afMFS=0&_afMFO=0)

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Thank you and we look forward to receiving your quotations.

UNDP Moldova



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## 1 Overview

### 1.1 General Information

<b>Title</b>	RfQ22/02524: Company to provide call center/information support hot-line service
<b>Contact Point</b>	Alexandru Melnic
<b>Outcome</b>	Purchase Order
<b>E-Mail</b>	alexandru.melnic@undp.org
<b>Reference Number</b>	RfQ22/02524
<b>Beneficiary Country</b>	Republic of Moldova
<b>Introduction</b>	Interested suppliers must submit their offer directly in the system as instructed in the solicitation document, following the instructions in the available user guide. If you have an account, log in in this link: <a href="http://supplier.nextgenerp.partneragencies.org/">http://supplier.nextgenerp.partneragencies.org/</a> using your username and password. Use the forgotten password/username feature if you do not remember them. If you do not have an account already, you can register one following this link: <a href="https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715271">https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715271</a> . Search for the specific tender using search filters and subscribe to the tender in order to get notifications in case of amendments of the tender document. If you need support with the online system, you can contact the contact details of this tender as indicated in the solicitation document.

### 1.2 Tender Timeline

<b>Preview Date</b>	
<b>Open Date</b>	21-Sep-2022 12.26.46
<b>Close Date</b>	28-Sep-2022 16.00.00
<b>Time Zone</b>	Eastern European Time

### 1.3 Response Rules

*This negotiation is governed by all the rules displayed below.*

	Rule
<input checked="" type="checkbox"/>	Suppliers are required to respond with full quantity on each line
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

### 1.4 Terms

**Negotiation Currency** USD (US Dollar)

### 1.5 Attachments



<b>File Name or URL</b>	<b>Type</b>	<b>Description</b>
Annex 1_Schedule of requiremen	File	Annex 1_Schedule of requirements
Annex 3_Technical and Financia	File	Annex 3_Technical and Financial Offer
Section 2_RFQ Instructions and	File	Section 2_RFQ Instructions and Data
UNDP Quantum - User Guide For	File	UNDP Quantum - User Guide For suppliers
UNDP General Terms and Condi	File	UNDP General Terms and Conditions for goods and services



## 2 Requirements

*\*Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so.

**Asterisk mark \*** is used for mandatory attachments. The response (your bid) will not be submitted until all the mandatory attachments are uploaded accordingly.

### 2.1 Section 1. Section 2 RFQ General Instructions and Data sheet

#### 1. General Instructions

This RFQ is governed by the general provisions stated in Section 2 General Instructions herewith attached. By participating and submitting an offer, supplier confirms to have understood and accepted these provisions.

#### 2. Special Instructions

Please read and follow the specific instructions included in Specific Instructions document herewith attached.

#### 3. General Conditions of Contract

Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section

Applicable GTC:

General Terms and Conditions / Special Conditions for Contract.

Applicable Terms and Conditions and other provisions are available at [UNDP/How-we-buy](#)

#### 4. Special Conditions of Contract

Cancellation of PO/Contract if the delivery/completion is delayed by 30 days

#### 5. Duties and taxes

*Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section.*

All prices must:

be exclusive of VAT and other applicable indirect taxes



## 6. Language of quotation

Quotation must be in English, Others: Romanian, Russian

Including documentation including catalogues, instructions and operating manuals.

## 7. Payment Terms

100% within 30 days after receipt of services and submission of payment documentation.

## 8. Conditions for Release of Payment

Written Acceptance of Services, based on full compliance with RFQ requirements

## 9. Clarifications

Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated directly with messages in the portal

## 10. Evaluation Method

The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer

## 11. Evaluation Method

Full compliance with all requirements as specified in Annex 1

Full acceptance of the General Conditions of Contract

At least five (5) years of experience in running call centre/hot line services with a minimum of 10 call center operators engaged/available

At least three (3) successful references in call centres set-ups and management in the Republic of Moldova;

Minimum average annual turnover of USD 30,000 for the past three (3) years

ISO certification related to scope of the assignment (ISO 9001 and/or others)

Technical Requirements

**Proposed call center setup with the minimum required functionalities, as specified in Annex 1:**

- Multiple access voice channels with onscreen telephony capabilities and supervisory tools on call forwarding, call monitoring, barging;
- Automatic calls distribution system;
- Capability of calls recording (voice logging);
- Capability to conduct and manage campaigns on request
- Capability to provide reports and real time call center information (preferably dashboard);
- Quality control mechanism implemented;
- Capability to develop and train employees on scripts;
- Case management life cycle tools;
- Capacity of receiving a minimum of 1,300 calls per day
- 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



**Proposed key personnel with the minimum required academic and professional qualifications, proven by CVs submitted:**

**Key personnel 1: Team Supervisor/Call Center team lead**

- University studies in the field of communication, management, marketing or related
- Proven experience in a similar position of at least 2 (two) years
- Working knowledge of English, Romanian or Russian language

**Key personnel 2: Quality Assurance coordinator**

- University studies in the field of communication, management, marketing or related
- Proven experience in a similar position of at least 2 (two) years
- Working knowledge of English, Romanian or Russian language

**Call center operators:**

- A team of at least 10 call center operators fluent in Romanian and Russian language.

**12. Eligibility**

A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.

It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

**13. Type of Contract to be awarded**

- Contract Face Sheet (Goods and-or Services)

**14. Expected date for contract award**

Expected date for contract award is indicated in the system.

*Target: 5-Oct-2022*

**2.2 Section 2. Documents to be submitted**

Section Maximum Score: 8

**\*1. Annex 3**

Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Terms of References in Annex 1, detailing the experience of the company, proposed methodology, including technical description of the Call Centre, and key personnel

Maximum Score: 1

*Target: Annex 3 duly completed and signed submitted*

Select one of the following:-

- a. Annex 3 duly completed and signed submitted (*Response attachments are required*)

**\*2. Company Profile**

Please provide a Company Profile, including detailed portfolio/previous corporate experience in similar related to the project's assignment



Maximum Score: 1

Target: *Company profile provided*

Select one of the following:-

- a. Company profile provided (*Response attachments are required*)

**\*3. Registration Certificate**

Please provide a copy of your company registration certificates.

Please provide the official appointment as local representative, if the Bidder is submitting a Bid on behalf of an entity located outside the country

Maximum Score: 1

Target: *Registration certificate provided*

Select one of the following:-

- a. Registration certificate provided (*Response attachments are required*)

**\*4. Quality Certificates**

Please provide ISO certification related to scope of the assignment (ISO 9001 and/or others)

Maximum Score: 1

Target: *Quality Certificates provided*

Select one of the following:-

- a. Quality Certificates provided (*Response attachments are optional*)

**\*5. Previous relevant experience**

Provide information on most recent 3 relevant contracts, upload a table (in pdf) including the following information:

Previous relevant experience: 3 contracts in call centres set-ups and management during the past 5 (five) years				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value (Please indicate currency)	Period of activity	Types of activities undertaken

Maximum Score: 1

Target: *Previous relevant experience provided*

Select one of the following:-





- a. Previous relevant experience provided (*Response attachments are required*)

**\*6. Income Statement and Balance Sheet**

Please provide the Income Statement and Balance Sheet for the past two years (2021, 2020)

Maximum Score: 1

*Target: Income Statement and Balance Sheet provided*

Select one of the following:-

- a. Income Statement and Balance Sheet provided (*Response attachments are required*)

**\*7. Statement of satisfactory Performance**

Please provide Statement of satisfactory Performance (references) from at least 3 clients on similar assignments implementation (call centres set-ups and management)

Maximum Score: 1

*Target: Statement of satisfactory Performance provided*

Select one of the following:-

- a. Statement of satisfactory Performance provided (*Response attachments are required*)

**\*8. CVs for the proposed key Personnel**

Please provide completed and signed CVs for the proposed key Personnel

Maximum Score: 1

*Target: CVs for the proposed key Personnel provided*

Select one of the following:-

- a. CVs for the proposed key Personnel provided(*Response attachments are required*)

**2.3 Section 3. Annex 1: Schedule of Requirements**

Section Maximum Score: 3

**\*1. Compliance with technical requirements**

Please confirm whether you comply with technical requirements. Indicate per each line if complying fully and state if any deviations. Upload the full document as per template provided and add additional technical documentation as needed.

Maximum Score: 1

Select one of the following:-

- a. Fully Comply(*Response attachments are required*)  
 b. Comply with minor deviations(*Response attachments are optional*)  
 c. Do not comply with requirements

**\*2. Delivery time**

Please confirm that you meet the required delivery time (3 months) to provide the services required by the RfQ

Maximum Score: 1

*Response attachments are optional.*



**\*3. Validity of quotation**

Please confirm that you provide the validity of quotation (90 days)

Maximum Score: 1

*Response attachments are optional.*

**2.4 Section 4. Annex 2 - Quotation submission form**

**\*1. Legal name of bidder or Lead entity**

Provide the legal name of the bidder, or the Lead Entity in case of JVs

*Response attachments are optional.*

**\*2. Legal Address**

Provide the legal address of the bidder

*Response attachments are optional.*

**\*3. Registration year**

Provide the registration year of the company

*Response attachments are optional.*

**\*4. Legal structure**

Choose the applicable legal structure from the options below.

Select one of the following:-

- a. Limited company
- b. Non-Governmental organization
- c. Institution
- d. Natural person
- e. Other (specify in comments)

**\*5. UNGM registration**

Are you a UNGM registered vendor? If yes, provide UNGM number in the comments box

Select one of the following:-

- a. I am registered with UNGM (*Response attachments are optional*)
- b. I am not registered with UNGM

**\*6. ISO 9000 or equivalent**

Do you possess an ISO 9000 certificate or equivalent? If yes, upload a copy.

Select one of the following:-

- a. ISO 9000 (*Response attachments are optional*)



- b. Equivalent certificate (*Response attachments are optional*)  
 c. Do not possess any

**\*7. ISO 14001 or 14064**

Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):

Select all that apply:-

- a. ISO 14001 (*Response attachments are optional*)  
 b. ISO 14064 (*Response attachments are optional*)  
 c. Equivalent certificate (*Response attachments are optional*)

**\*8. Company statement on Environmental policy**

Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)

Select one of the following:-

- a. Yes (*Response attachments are required*)  
 b. No

**\*9. Commitment to sustainability**

Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)

Select one of the following:-

- a. Yes (*Response attachments are required*)  
 b. No

**\*10. Member of UN Global Compact**

Is your company member of UN Global Compact?

Select one of the following:-

- a. Yes (*Response attachments are optional*)  
 b. No

**\*11. Bank Information**

Please provide the following bank information and upload a bank document as proof:

Banking details	
Bank Name:	



Bank Address:	
IBAN:	
SWIFT/BIC:	
Account Currency:	
Account number:	

*Response attachments are optional.*

## 2.5 Section 5. Bidder Declaration

### \*1. Requirements and Terms and Conditions

Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.

Select one of the following:-

- a. Yes  
 b. No

### \*2. Capacity and capability

I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.

Select one of the following:-

- a. Yes  
 b. No

### \*3. Ethics

Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.

Select one of the following:-

- a. Yes  
 b. No



**\*4. Code of Conduct**

I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct> and acknowledge that it provides the minimum standards expected of suppliers to the UN.

Select one of the following:-

- a. Yes
- b. No

**\*5. Conflict of Interest**

I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.

Select one of the following:-

- a. Yes
- b. No

**\*6. Prohibitions and Sanctions**

I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.

Select one of the following:-

- a. Yes
- b. No

**\*7. Bankruptcy**

I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.

Select one of the following:-

- a. Yes
- b. No

**\*8. Offer Validity Period**

I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.

Select one of the following:-



- a. Yes
- b. No

**\*9. Acceptance of contract**

I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.

Select one of the following:-

- a. Yes
- b. No

**\*10. Signatory person**

I/We hereby confirm that this offer in the system is submitted by an authorized person from the company and it warrants and agrees that he/she been authorized by the Organization/s to make this declaration on its/their behalf.

Select one of the following:-

- a. Yes
- b. No

**2.6 Section 6. Annex 3 - Financial offer**

**1. Financial offer**

Please provide detailed pricing directly in the system per each line, unless otherwise instructed by UNDP. By submitting the financial offer in the system, your company confirms acceptance of all the terms indicated in this RFQ document.



### 3 Lines

#### 3.1 Line Information

Line	Category Name	Item	Target Quantity	Unit Price	Total Price	Additional Attributes
1- Company to provide call center/inf ormation support hot-line services to citizens for enrolling in the Energy Vulnerabil ity Fund of the Republic of Moldova	Call centre bureau services					