



REQUEST FOR QUOTATION no. RFQ23/02730

Development and implementation of a Button based ChatBot Solution for informational support of Ukrainian refugees

UNDP through the *Strengthening access to justice through legal empowerment of refugees in Moldova* and *Enhancing access to justice for living in dignity* Projects, kindly requests your quotation for the Request for Quotation no. RFQ23/02730:Development and implementation of a Button based ChatBot Solution for informational support of Ukrainian refugees, as detailed in line items section 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
- Annex 3: Technical and Financial Offer
- Annex 4: Technical Compliance Checklist

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 the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00266** and subscribe to the tender in order to get notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile:

<https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247>



Please note that the access link to the registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org. In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.

Computer firewall could block oracle or undp.org extension and Suppliers might not receive the Oracle notifications. Please turn down any firewalls on your computers to ensure receipt of email notification.

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.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at sc.md@undp.org. Please pay attention that the bid shall be submitted online through the Quantum system and any bid sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Quotation, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any bid after that date and time. It is the responsibility of the bidder to make sure that the bid is submitted prior to this deadline for submission.

Bidders are advised to upload bid documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

Thank you and we look forward to receiving your quotation.

UNDP Moldova





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1 Overview

1.1 General Information

Title	RFQ23/02730: A2J4J/Development of a Button based ChatBot Solution
Contact Point	Anna Soltan
Outcome	
E-Mail	anna.soltan@undp.org
Reference Number	RFQ23/02730
Beneficiary Country	MDA
Introduction	

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UNDP Moldova

1.2 Tender Timeline

Preview Date
Open Date 31/08/23 22:44 PM
Close Date 15/09/23 13:30 PM
Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.4 Terms

Negotiation Currency USD

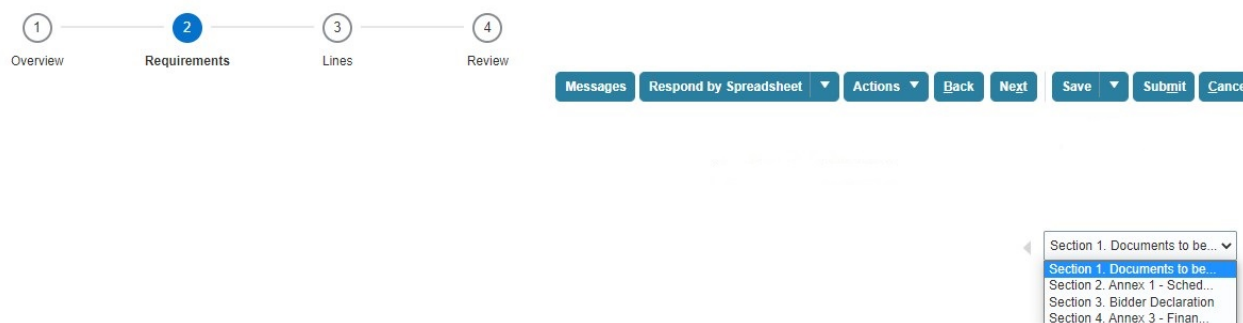
2 Requirements

**Response is required*

Please review carefully the requirements and questions in this section.

Provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).

Please note that there are several Sections to be filled in, under the "Requirements" step on the right side the page:



2.1 Section 1. Section 2 RFQ Instructions and Data sheet

1. Introduction

Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement (link: <https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d&Menu=BusinessUnit>) and with the provisions in the General Instructions to Bidders included in the document herewith attached.

Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.

UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.

2. General Instructions

Please read and follow the general instructions to Bidders included in the General Instructions document herewith attached.

3. Special Instructions



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

4. 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 for de minimis contracts (services only, less than \$50,000): [http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4. UNDP GTCs for de minimis Contracts \(Services only\) - Sept 2017.pdf](http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4. UNDP GTCs for de minimis Contracts (Services only) - Sept 2017.pdf)

Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy: <https://www.undp.org/procurement/business/how-we-buy>

2.2 Section 2. Documents to be submitted

***1. Company Profile**

Please attach a brief profile of the company highlighting areas of expertise, capacity, and experience. You can upload attachments to support the comprehensive description of your company.

***2. Registration Certificate**

Have you provided a copy of your company registration certificates?

***3. List of of completed and/or ongoing contracts**

Have you provided the list of completed and/or ongoing contracts for similar services undertaken within the past three (3) years including the following information:

- Name of previous contracts
- Client & Reference Contact
- Details including e-mail
- Contract Value Period of activity
- Types of activities undertaken

Copies of provided relevant projects/contracts might be requested.

***4. Statement of Satisfactory Performance**

Have you provided the Statements of Satisfactory Performance (Certificates) from the top 3 clients in terms of Contract value in similar field?

***5. CVs and Key Personnel**

Have you uploaded the completed and signed CVs for the proposed Key Personnel?



***6. Financial Statements**

Have you provided the Financial Statements (Income Statements and Balance Sheets) for the past 3 years (2020-2022)?

***7. Detailed project plan and timeline**

Have you provided the detailed project plan and timeline, outlining key milestones and deliverables, as well as a clear pricing proposal that includes all costs associated with the project, including development, implementation, and ongoing maintenance and support?

***8. Details about cloud hosting subscription**

Have you provided details about cloud hosting subscription: which Cloud service provider, services included in subscription, additional available options/services and pricing for those, SLA, and any other details required for system management and (including increasing of resources)?

***9. Statement of availability of necessary infrastructure and equipment**

Have you provided a statement of availability of necessary infrastructure and equipment to undertake the project (at implementation stage), including servers, databases, and other necessary software and hardware – technical details/description?

The statement shall be provided on the company header and provide sufficient detail to respond to the above expressed informational need.

***10. Annex 2: Quotation Submission Form**

Have you uploaded Annex 2: Quotation Submission Form duly completed and signed?

***11. Annex 3: Technical and Financial Offer**

Have you uploaded 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? You can upload attachments for more comprehensive description of your technical offer, in addition to Annex 3.

***12. Annex 4: Technical Compliance Checklist**

Have you uploaded Annex 4: Technical Compliance Checklist duly completed and signed and in accordance with the Terms of References in Annex 1, detailing the experience of the company? You can upload attachments for more comprehensive description of your technical offer.

2.3 Section 3. Annex 1: Schedule of Requirements

***1. Compliance with technical requirements**

Please confirm whether you comply with the technical requirements listed in Annex 1: Terms of Reference and with the evaluation criteria listed in Section 2 of the RFQ document. If you can not comply or comply with deviations, please indicate counter-offer in the comments.

Please upload documents related to your technical offer if different than the filled in Annex 3: Technical and Financial Offer and Annex 4: Technical Compliance Checklist. Documents could include but are not limited



to information detailing the experience of the company, proposed methodology, including description and curriculum of courses, implementation table and key personnel proposed.

***2. Delivery period**

Please confirm that you comply with the following delivery date: 100 days following contract signature

***3. Payment terms**

Please confirm whether you comply with the following Payment terms:
Payments to be made 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.

***4. Validity of quotation**

Please confirm validity of the quotation is 90 days.

2.4 Section 4. Annex 2 - Quotation Submission Form

***1. Annex 2: Quotation Submission Form**

Have you uploaded Annex 2: Quotation Submission Form duly completed and signed?

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.

***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.

***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.

***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.

***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.

***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.

***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.

***8. Offer Validity Period**

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

***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.

***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.

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

Instructions

Please fill in this form in accordance with the lines below. Additionally, please supplement this online form with the duly filled in, signed and stamped Annex 3: Technical and Financial Offer attached herewith. Breakdown of Professional Fees will be presented in the Annex 3: Technical and Financial Offer.

Please provide a lump sum for the provision of the services stated in the Terms of Reference for your technical offer.

Quotations shall be quoted in US Dollars (USD).

The prices shall be exclusive of VAT.

In case of contract award to a local company, payments will be made in Moldovan Leu based on UN Operational Rate of Exchange on the day of payment: <https://treasury.un.org/operationalrates/OperationalRates.php>

UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-Deliverables 1 to 3 according to the Terms of Reference	81112200						
2-Deliverables 4 to 6 according to the Terms of Reference	81112200						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
3-12 months maintenance and support services	81112200						