



REQUEST FOR QUOTATION NO. RfQ23/02742:

IMPLEMENTATION OF A MOBILIZATION CAMPAIGN TO SUPPORT THE IMPLEMENTATION OF THE ELECTRO-APPLIANCES VOUCHER PROGRAMME (EVP) FOR THE REPLACEMENT OF HOUSEHOLD APPLIANCES (3 LOTS)

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the Programme “Addressing the impacts of energy crisis and initiating solutions toward energy security and addressing energy poverty” (FPI Programme) kindly requests your quotation for the **implementation of a mobilization campaign to support the implementation of the Electro-appliances Voucher Programme (EVP) for the replacement of household appliances (3 Lots)** 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: Terms of Reference (both in Romanian and English languages)

Annex 2: Quotation Submission Form

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 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-00289** 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 Supplier 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

SECTION 2: GENERAL INSTRUCTIONS

<p>Introduction</p>	<p>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</p> <p>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.</p> <p>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.</p>
<p>Deadline for the Submission of Quotation</p>	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
<p>Method of Submission</p>	<p>Quotations must be submitted as follows:</p> <p>NextGenERP supplier portal following this link: http://supplier.nextgenerp.partneragencies.org/ using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile:</p> <p>https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247</p> <p>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.</p> <ul style="list-style-type: none"> ▪ File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. ▪ File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review. ▪ All files must be free of viruses and not corrupted.
<p>Cost of preparation of quotation</p>	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>

<p>Supplier Code of Conduct, Fraud, Corruption,</p>	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p> <p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p>
<p>Gifts and Hospitality</p>	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
<p>Conflict of Interest</p>	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<p>Currency of Quotation</p>	<p>Quotations shall be quoted in the currency indicated in the portal.</p>

Joint Venture, Consortium or Association	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association. Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.
Only one Bid	The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote" directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	Must be submitted directly in the portal using the messaging functionality. Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order

Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

SECTION 2: SPECIAL INSTRUCTIONS

General Conditions of Contract	<p>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</p> <p>Applicable GTC:</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>						
Special Conditions of Contract	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days</p> <p><input checked="" type="checkbox"/> Liquidates damages shall be imposed as follows: Percentage of contract price per day of delay: 0.33% up to a maximum of 30 days, after which UNDP may terminate the contract.</p>						
Duties and taxes	<p>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.</p> <p>All prices must:</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>						
Eligibility	<p>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.</p> <p>It is the Bidder’s responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>						
Language of quotation	<p>English, Romanian or Russian</p> <p>Including supporting documentation as applicable.</p>						
Quotation validity period	<p>Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.</p>						
Partial Quotes	<p><input checked="" type="checkbox"/> Permitted per LOT, as below:</p> <table border="1" data-bbox="396 1675 1477 1894"> <thead> <tr> <th data-bbox="396 1675 574 1728">Lot number</th> <th data-bbox="574 1675 1477 1728">Title</th> </tr> </thead> <tbody> <tr> <td data-bbox="396 1728 574 1812">Lot 1</td> <td data-bbox="574 1728 1477 1812">Intervention area 1: Municipiul Bălți, raioanele Briceni, Dondușeni, Drochia, Edineț, Fălești, Florești, Glodeni, Ocnița, Rîșcani, Sîngerei, Soroca</td> </tr> <tr> <td data-bbox="396 1812 574 1894">Lot 2</td> <td data-bbox="574 1812 1477 1894">Intervention area 2: Raioanele Călărași, Criuleni, Dubăsari, Hîncești, Ialoveni, Nisporeni, Orhei, Rezina, Strășeni, Șoldănești, Telenești, Ungheni</td> </tr> </tbody> </table>	Lot number	Title	Lot 1	Intervention area 1: Municipiul Bălți, raioanele Briceni, Dondușeni, Drochia, Edineț, Fălești, Florești, Glodeni, Ocnița, Rîșcani, Sîngerei, Soroca	Lot 2	Intervention area 2: Raioanele Călărași, Criuleni, Dubăsari, Hîncești, Ialoveni, Nisporeni, Orhei, Rezina, Strășeni, Șoldănești, Telenești, Ungheni
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	Lot 3	Intervention area 3: Raioanele Anenii Noi, Basarabeasca, Cahul, Cantemir, Căușeni, Cimișlia, Comrat, Leova, Ștefan Vodă, Taraclia, Ceadăr-Lunga, Vulcănești
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted	
Payment Terms	<input checked="" type="checkbox"/> Payment per deliverable contingent upon receipt of goods, works and/or services and submission of payment documentation.	
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements	
Clarifications	<p>Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal.</p> <p>PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL.</p> <p>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 in the portal.</p>	
Documents to be submitted	<input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> 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, approach and implementation timeline to complete the assignment, and key personnel proposed <input checked="" type="checkbox"/> Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment <input checked="" type="checkbox"/> Registration documents <input checked="" type="checkbox"/> List and value of relevant projects (mobilization/information campaigns and/or surveys, and or quantitative studies) performed for the last 5 (five) years including the following information: <ul style="list-style-type: none"> • Name of previous contracts • Client & Reference Contact • Details including e-mail • Contract Value Period of activity • Types of activities undertaken • Final beneficiaries (public or private institutions) Copies of provided relevant projects/contract might be requested. <input checked="" type="checkbox"/> Chart for provision of services (Implementation Plan), for example GANTT <input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top 3 (three) clients in terms of Contract value in similar field <input checked="" type="checkbox"/> Completed and signed CVs for the proposed Key Personnel, including certificates and qualification documents <input checked="" type="checkbox"/> Financial Statements (Income Statements and Balance Sheets) for the past 3 (three) years (2022, 2021, 2020)	
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer	

Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Be a legally registered entity or a consortium of firms/organizations <input checked="" type="checkbox"/> At least 3 (three) years of experience in similar field (including community mobilization, public awareness campaign, etc.) <input checked="" type="checkbox"/> Minimum 2 (two) mobilization/information campaigns and/or surveys, and or quantitative studies and data analysis in the past 5 (five) years <input checked="" type="checkbox"/> Proposed key personnel with the required academic and professional qualifications, proven by CVs and valid certificates submitted: <u>Proposed Team leader (1 (one) expert for each lot):</u> <ul style="list-style-type: none"> • University studies in the field of economics, social, statistics or related; • Proven experience in implementation of at least one mobilization campaign; • Experience in coordinating teams of experts in at least 5 (five) similar contracts; <u>Team of proposed experts (at least 2 (two) experts for each lot):</u> <ul style="list-style-type: none"> • University studies in the field of economics, social or related; • Experience in the field of economics, social or related for at least 3 (three) years; • Experience in implementation of at least one mobilization campaign (for each expert); • Professional experience in the area of conducting social researches; • Experience in methodologies and social research tools development; • Previous experience in conducting mobilization / information campaigns, or field surveys; • Excellent technical writing skills in Romanian; good knowledge of English language; • Experience with Microsoft Office package (Word, Excel, Power Point, etc.).
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award	15 October 2023

ANNEX 1: TERMS OF REFERENCE

IMPLEMENTATION OF A MOBILIZATION CAMPAIGN TO SUPPORT THE IMPLEMENTATION OF THE ELECTRO-APPLIANCES VOUCHER PROGRAMME (EVP) FOR THE REPLACEMENT OF HOUSEHOLD APPLIANCES

01. Background

Since early March 2020, the Republic of Moldova is confronting a complex health and socio-economic crisis induced by the COVID-19 pandemic. As summarized in the SEIA, the crisis is underscoring the importance of LNOB challenges in Moldova, due to shrinking incomes and expenditures, limited access to health and education, and challenges for local businesses due to supply disruptions and plummeting demand at home and abroad. According to recent IMF projections, Moldova's GDP decreased during 2020-2021 by about 3%; and as of October 29, 2021, only 14% of the population had received at least one COVID-19 vaccinations.

During the second half of 2021, these developments played out against a backdrop of the European gas crisis, when gas prices spiked above \$1000/cubic meter (5-10 times 2020 levels). Moldova's gas import contract with Russia's Gazprom expired in October 2021; and with a new negotiated contract, Gazprom will supply Moldova gas at a price of about \$450-500/1000 cubic meters. Gas tariffs for most users are expected to double or triple—at a time when the country is experiencing the fourth wave of the COVID-19 pandemic, and when heating needs are ratcheting up in the face of the on-coming winter.

Moldova is therefore facing exorbitant prices for those supplies it can obtain. For a country in which nearly two thirds of the population was living on less than \$10/day before the pandemic began, in which spending on food and energy absorb the most vulnerable household incomes, and which generates the lion's share of its electricity from gas, this price shock can have significant crisis implications. Combined with the country's on-going macroeconomic and epidemiological distress, the gas shock also poses major risks to the government's reform program, which seeks to strengthen Moldova's alignment with European and global good governance practices and is central to Moldova's hopes for achieving the SDGs.

UNDP provided assistance to the Government to create a new energy subsidy system and an IT platform to support this effort starting with 2022/2023 heating season. In this sense, a component of the Project "Addressing the impact of the energy crisis in the Republic of Moldova" is the development of social protection measures for vulnerable consumers based on a voucher program for the replacement of household appliances.

The Program's objective is to make energy consumption more efficient (reducing the amount of energy bills) by stimulating and increasing the accessibility of vulnerable consumers to appliances with a more efficient energy consumption than those owned by the respective consumers.

It is estimated that about 50 thousand energy-vulnerable families will be able to reduce their energy bills thanks to the large-scale household voucher program (switching to more energy-efficient appliances).

The essence of the Program consists in offering vouchers to vulnerable consumers (financial support) that represent co-financing for purchasing more energy-efficient household appliances such as refrigerators, washing machines, electric cookers and LED bulbs.

The Electro-appliances Vouchers Programme (EVP) is a mechanism to support the energy vulnerable consumers which is being developed by UNDP Moldova and must be piloted based on the same IT platform as compensatii.gov.md.

02. PURPOSE AND OBJECTIVES

A mobilization campaign to support the participation in the programme of the energy vulnerable consumers must be implemented. The overall objective of this assignment is to facilitate the access of the target groups to the electronic vouchers issued by the information system and to evaluate the impact of the programme on the beneficiary households.

Under the current assignment, UNDP Moldova will select up to 3 (three) companies and/or NGOs with relevant experience in organization of the mobilization campaigns having as main target group the households.

The required services for which this procurement is launched, are distributed among lots as follows in the table below:

Table 1. Distribution of Lots

Lot number	Title
Lot 1	Intervention area 1: Municipiul Bălți, raioanele Briceni, Dondușeni, Drochia, Edineț, Fălești, Florești, Glodeni, Ocnița, Rîșcani, Sîngerei, Soroca
Lot 2	Intervention area 2: Raioanele Călărași, Criuleni, Dubăsari, Hîncești, Ialoveni, Nisporeni, Orhei, Rezina, Strășeni, Șoldănești, Telenești, Ungheni
Lot 3	Intervention area 3: Raioanele Anenii Noi, Basarabeasca, Cahul, Cantemir, Căușeni, Cimișlia, Comrat, Leova, Ștefan Vodă, Taraclia, Ceadr-Lunga, Vulcănești

IMPORTANT NOTE: The same company can apply for one or all three lots.

The EVP beneficiaries will be vulnerable energy consumers, under the below VULNERABILITY CATEGORIES:

- i. Very high vulnerability;
- ii. High vulnerability;
- iii. Medium vulnerability;
- iv. Low vulnerability;
- v. No vulnerability.

Other criteria for a better targeting of the beneficiaries such as territorial distribution, number of children, also will be considered with a particular approach for each session.

Beneficiaries (energy vulnerable households) will have the opportunity to buy household appliances at a significant price reduction. The voucher programme will be implemented in several sessions. For each session will be established the exact number of vouchers, their value and the type of electro-appliances considered.

The voucher program aims to help energy-vulnerable families reduce their bills by replacing old appliances with new, more energy-efficient ones, namely:

1. LIGHT BULBS/LED with CE marking and energy label A++ (D*) or better;
2. Refrigerators with CE mark and energy label A++ (D*) or better
3. Washing machines with CE marking and energy label A++ (D*) or better.
4. Electric cookers (electric oven + electric hob 2 in 1) with CE marking and energy label A or better.

The EVP Voucher will be issued electronically and will include the UNDP Programme name and donors, information about the amount of the voucher, instructions for its use and complaint mechanism tools. Complaint mechanism tools will include phone and mobile numbers, email, and complaint boxes. The voucher information will also include the characteristics of the item eligible for purchase according to the assessed needs.

The sellers of electro-appliances, which will be contracted for the Programme implementation, will consider the vouchers issued by the IT platform as partial payment modality for the cost of electro-appliances.

The transaction procedure of one electro-appliance will be as follows:

- i. A sale of a compatible electro-appliance to a beneficiary bearing a voucher.
- ii. Handover, in-store or through collection, of a compatible Exchange Appliance from the Beneficiary to the Supplier (store) and issue of an exchange receipt (retailer-recycler).
- iii. Delivery of the new electro-appliance which may take place in-store or as delivery to the address shown on the voucher.
- iv. Transfer of the old collected Exchange appliance from the Supplier (store) to a Recycler and issue of a Recycling Receipt (recycler-retailer).
- v. Generation by the Supplier of an invoice for UNDP.
- vi. Specification in the Guarantee Certificate of the Serial number of the item and the IDNO of the beneficiary.
- vii. Verification and payment of the invoice by the UNDP.

03. SPECIFIC RESPONSIBILITIES

Under current assignment, UNDP Moldova will select maximum three companies with relevant experience in organization of the mobilization campaigns. The selected companies will carry out their actions in the intervention areas according to the proposed lots (Table 1).

The selected companies will work in close cooperation with UNDP programme staff to carry out the following:

- i. Develop the concept of the mobilization campaign and defining it in close cooperation with Project Team. The concept will include also the focus groups for households' needs assessment in terms of equipment and specifications. It is expected to be conducted at least 7 focus groups per lot with participation of at least 10 persons in one focus group. The questions for the meeting will be coordinated with the project team.
- ii. Implementation of the mobilization campaign.
- iii. Offering remote support for the potential beneficiaries to access vouchers. The staff will be trained in order to answer the questions received through the e-mail from the potential beneficiaries.
- iv. Assessment of the impact of the Vouchers Programme on the beneficiary households. It is expected to be carried out at least 500 interviews with the beneficiary households from each intervention area. The assessment will be divided in several phases according to the Vouchers Programme sessions.
- v. Assessment of the impact of the Programme on the environment following the collection for recycling of old electrical household equipment. It is expected to be conducted interviews with recycling companies involved in the Programme. The assessment will be divided in several phases according to the Vouchers Programme sessions.
- vi. Reporting to UNDP on the performed activities according to a template report agreed with UNDP.

- vii. The selected Contractors shall conduct all activities in a manner that respects local culture and maintain high ethical standards, avoiding any actual or perceived conflicts of interest and abiding by all local laws and/or all UNDP directives and requirements ensuring visibility of the donor and implementing organization, as well other relevant partners of the Programme.

04. DELIVERABLES/REPORTING AND PAYMENT SCHEDULE

The company is expected to provide the following specific reporting deliverables:

DELIVERABLES	TENTATIVE DUE DATE	PAYMET AMOUNT, % of the Total Contract Amount
Concept of the mobilization campaign	15 calendar days from the date of the contract signing	5%
Report on provided remote support to the potential beneficiaries of vouchers.	Depending on the sessions schedule but not later than January 31, 2023	15% for each session (3 sessions are planned)
Report on assessment of the impact of the Vouchers Programme on the beneficiary households.	Depending on the sessions schedule but not later than January 31, 2023	15% for each session (3 sessions are planned)
Report on the implementation of the mobilization campaign	By January 31, 2023	5%

05. PAYMENT ARRANGEMENTS

The Contractor will submit payment requests (supported by reporting deliverables mentioned in the p.4 above). The payments will be disbursed upon approval by the Programme manager and the Team Leader for Component 4 of the provided reporting deliverables.

06. PERIOD OF PERFORMANCE

The tentative date of commencement of the Contracts is October 2023. The expected date of completion of services is January 31st, 2024.

UNDP will require maximum of 14 (fourteen) days to review the deliverables, provide comments, approve or certify acceptance of deliverables.

07. REQUIRED SKILLS AND EXPERIENCE

The Bidders shall provide sound argumentation of their bids by demonstrating compliance with the Terms of Reference and the environment in which they will provide the services.

Below is the list of **minimum personnel required** for the implementation of the Contract:

- i. Project Manager – shall ensure the overall day-to-day management of the mobilization campaign form the side of the company and shall be the designated senior contact from the same company for high-level and contractual issues;
- ii. Experts – at least two experts per Lot with relevant experience in organization of mobilization campaigns and trainings.

Minimum Eligibility and Qualification Criteria

- i. Legally registered entity or a consortium of firms/organizations ;
- ii. At least 3 (three) years of experience in similar field (including community mobilization, public awareness campaign, etc.);
- iii. Minimum 2 (two) mobilization/information campaigns and/or surveys, and or quantitative studies and data analysis in the past 5 (five) years;

Criteria for the evaluation of Key Personnel:

- i. 1 (one) Project Manager per Lot with experience in management of at least one mobilization campaign;
- ii. At least 2 (two) Experts per Lot with experience in implementation of at least one mobilization campaign.

UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply. Applicants demonstrating equitable gender representation and diversity within the team will have an advantage.

During the assignment, the Service Provider's key personnel should prove commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

Bidders agree that proposed key personnel will provide high quality outputs and participate in the project at the level and duration specified. Should any changes be necessary in this regard, a formal request for the agreement of UNDP to allow substitutions, shall be submitted.

UNDP may at any time request the withdrawal or replacement of any of the Contractors' personnel. Replacement will be at the Contractors' expense.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. 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:	RfQ23/02742: Energy Security (FPI)/ Implementation of a mobilization campaign to support the implementation of the Electro-appliances Voucher Programme (EVP) for the replacement of household appliances	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
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):	<input type="checkbox"/> Yes <input type="checkbox"/> No

Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
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 <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: Minimum 2 (two) mobilization/information campaigns and/or surveys, and or quantitative studies and data analysis in the past 5 (five) years <i>(copies of provided contracts as previous experience may be requested)</i>				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	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

Yes	No	
		Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions and Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, 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.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER – SERVICES

Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. 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:	RfQ23/02742: Energy Security (FPI)/ Implementation of a mobilization campaign to support the implementation of the Electro-appliances Voucher Programme (EVP) for the replacement of household appliances	Date: Click or tap to enter a date.

Distribution of Lots

Lot number	Title
Lot 1	Intervention area 1: Municipiul Bălți, raioanele Briceni, Dondușeni, Drochia, Edineț, Fălești, Florești, Glodeni, Ocnița, Rîșcani, Sîngerei, Soroca
Lot 2	Intervention area 2: Raioanele Călărași, Criuleni, Dubăsari, Hîncești, Ialoveni, Nisporeni, Orhei, Rezina, Strășeni, Șoldănești, Telenești, Ungheni
Lot 3	Intervention area 3: Raioanele Anenii Noi, Basarabeasca, Cahul, Cantemir, Căușeni, Cimișlia, Comrat, Leova, Ștefan Vodă, Taraclia, Ceadâr-Lunga, Vulcănești

Technical Offer (Please indicate Lot)

Provide the following:

- a brief description of qualification, capacity and expertise that is relevant to the Terms of Reference;
- a brief methodology, approach and implementation plan;
- list of proposed Key Personnel, their CVs and accreditation certificates;
- documents necessary to prove compliance with the qualifications for the Bidder and other documents listed at Section 2 "Documents to be Submitted".

Financial Offer (Please indicate Lot)

Provide a lump sum for the provision of the services stated in the Terms of Reference for 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 the Quotation: US Dollars		
Ref	Description of Deliverables	Price, USD, VAT 0%
1.	Concept of the mobilization campaign	
2.	Report on provided remote support to the potential beneficiaries of vouchers	
3.	Report on assessment of the impact of the Vouchers Programme on the beneficiary households	
4.	Report on the implementation of the mobilization campaign	
Total Price		

Breakdown of Fees (Please indicate Lot)

Personnel / other elements	UOM	Qty	Unit Price, USD VAT 0%	Total Price, USD VAT 0%
I. Personnel				
Project Manager – at least one (1) expert per Lot	day			
Experts – at least two (2) experts per Lot	day			
1 (one) expert with relevant experience in organization of mobilization campaigns and trainings no. 1	day			
1 (one) expert with relevant experience in organization of mobilization campaigns and trainings no. 2	day			
Other Experts, if necessary: (please specify)				
II. Other Costs (as applicable)				
Local Transportation				
Other Costs: (please specify)				
Total				

Note: In case of bidding for all 3 Lots, separate financial offers shall be included in this Annex.

Compliance with Requirements

Requirements	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time – by 31 January 2024	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation – 90 days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Full acceptance of the General Conditions of Contract	<input type="checkbox"/>	<input type="checkbox"/>	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 Name Click or tap here to enter text.

Address: 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.