



ITB24/02905: Company to provide Call Centre/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova

United Nations Development Programme, hereinafter referred to as UNDP, through "**Accelerating a Just Energy Transition in the Republic of Moldova**" Project hereby invites prospective bidders to submit a bid for **ItB24/02905: Company to provide call centre/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova** in accordance with the General Conditions of Contract and the Schedule of Requirements as set out in this Invitation to Bid (ITB).

To enable you to submit a bid, please read the following attached documents carefully.

- Section 1: This Letter of Invitation
- Section 2: Instructions to Bidders
- Section 3: Data Sheet
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements
- Section 6: Conditions of Contract and Contract Forms
- Section 7: Bidding Forms
 - Form A: Bid Confirmation
 - Form B: Checklist
 - Form C: Bid Submission
 - Form D: Bidder Information
 - Form E: Joint Venture/Consortium/Association Information
 - Form F: Eligibility and Qualification
 - Form G: Technical Bid
 - Form H: Price Schedule
 - Form I: Bid Security

When preparing your bid, please be guided by the ITB Instructions and Data Sheet. Please note that bids must be submitted directly in the system responding to the questions and uploading required documents by the deadline for submission of bids (date and time), indicated in the online system. System will not accept submission of any bid after that



date and time. It is your responsibility to ensure that your bid is submitted before the deadline. Bids received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Bids 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 (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-00531**

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 Invitation to Bid, Schedule of Requirements 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 bid.

UNDP Moldova





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1 Overview

1.1 General Information

Title	ItB23/02757: Company to provide call centre/information support hot-line service
Contact Point	Procurement Unit
Outcome	
E-Mail	sc.md@undp.org
Reference Number	ITB24/02905
Beneficiary Country	MDA

Introduction

ITB24/02905: Company to provide Call Centre/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova

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- Form D: Bidder Information
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Thank you and we look forward to receiving your bid.



UNDP Moldova

1.2 Tender Timeline

Preview Date
Open Date 30/07/24 13:11 PM
Close Date 03/09/24 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

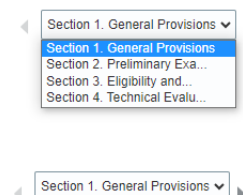
Negotiation Currency USD



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. General Provisions

1. General Instructions to Bidders

This solicitation process is governed by the General Instructions to Suppliers attached herewith and Bid Data Sheet and other information listed herewith. By submitting a bid response to this tender supplier confirms to have read, understood, and accepted such provisions.

2. Bid Data Sheet

Bid Data sheet contains information and instructions specific to this Tender. By submitting a bid you confirm to have read, understood, and accepted the provisions herewith attached.

2.2 Section 2. Evaluation Criteria - Preliminary Examination

*1. General Conditions of Contract

Do you accept the General Conditions of Contract (GTCs) as specified herewith?

*2. Proposal Validity

Do you accept that your bid is valid as required in General Instructions and Bid Data Sheet?

*3. Bidding Forms

Have you submitted the following Bidding Forms?



- Form A: Bid Confirmation
- Form B: Checklist
- Form C: Bid Submission
- Form D: Bidder Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Technical Bid **(including a detailed technical description of the proposed call centre/information support hot-line services and a brief methodology, approach and implementation plan (schedule of activities/work indicating duration and key dates for each stage))**
- Form H: Price Schedule

***4. Bid Security**

Please provide the Form I - Bid Security

***5. Company profile**

Please provide a Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the works/services being procured.

***6. Legal documents**

Please provide legal documents including:

- Certificate of Incorporation/ Business Registration
- Certified details of the ownership of the Bidder company (including each member of a JV consortium), providing the percentage ownership, share or stockholding of each party with an interest exceeding 5% of the company ownership (or Annex 1 to Business Registration Certificate – for local companies)
- Certified Letter of Appointment and power of attorney authorizing the representative of the Bidder to sign bids committing the Bidder and his joint venture partners (if any) to engagement for the Contract
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

***7. Tax Registration/Payment Certificate**

Please provide the Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.

***8. Financial Statements**

Please provide the Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years (2021-2023).

***9. Details of Previous Relevant Experience**

Please provide details of Previous Relevant Experience within the last 3 (three) years, indicating the Beneficiary name and contact details, scope of executed works, contract amount and period of contract execution.

Please indicate if details provided by selecting the acceptable value, as per the requirement. Detailed information about relevant experience must be provided in Form F: Eligibility and Qualification.

***10. Statement of Satisfactory Performance**

Please provide at least 3 (three) Clients' statements confirming satisfactory performance by the Bidder, each



JV partner/Subcontractor (if the case), on similar assignments implementation (call centres set-ups and management), by each intended participant.

***11. List of qualified key personnel, together with CVs and professional certificates**

Please provide the list of qualified key personnel/specialists, together with CVs and professional certificates (valid at the date of presentation) indicating professional qualifications and relevant experience (as required in Section 4).

2.3 Section 3. Evaluation Criteria - Minimum eligibility

1. Evaluation Criteria - Minimum Eligibility

Eligibility will be evaluated on a Pass/Fail basis. If the bid is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria, unless otherwise specified.

Eligibility Criteria are listed below:

Eligibility Criteria	Documents to establish compliance
Bidder is a legally registered entity	Form D: Bidder Information
Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Bid Submission
No conflicts of interest in accordance with Section 2 Article 4.	Form C: Bid Submission
The bidder has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Bid Submission
Certificates and Licences: <ul style="list-style-type: none"> • Official appointment as local representative, if bidder is submitting a bid on behalf of an entity located outside the country. • Patent Registration Certificates, if any of technologies submitted in the bid is patented by the bidder. 	Form D: Bidder Information



2.4 Section 4. Evaluation Criteria - Qualifications

1. Evaluation Criteria - Qualification

Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Qualification Criteria are presented below:

Qualification Criteria	Documents to establish compliance
History of non-performing contracts ^[1] : Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the bidder for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	
Minimum three (3) years of relevant experience in running call centre/hot line services with a minimum of 10 call centre operators engaged/available. <i>(For JV/Consortium/Association, the Lead Company should meet requirement).</i>	Form F: Eligibility and Qualification
At least three (3) successful contracts/references in call centres set-ups and management in the Republic of Moldova. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Financial Standing:	
<u>Turnover</u> : Bidders should have average annual sales turnover of minimum 400,000 USD for the last three years (2021-2023). <i>(For JV/Consortium/Association, all Parties cumulatively should</i>	Copy of audited financial statements for the last three years. Form F: Eligibility and Qualification



<p><i>meet requirement).</i></p>	
<p>Key Personnel</p>	
<p>The minimum personnel required for the implementation of the assignment is:</p> <ul style="list-style-type: none"> • Key personnel 1: Call Centre team lead (1 person) • Key personnel 2: Call centre supervisors (team of 3 people) • Key personnel 3: Email support supervisor (1 person) • Key personnel 4: Email support operators (team of 8 people) • Key personnel 6: Call centre operators (team of 50 people) <p><i><u>*All involved personnel shall have digital signatures which are required to authenticate on governmental website. Digital signature can be provided by mobile operators or STISC.</u></i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Form G: Technical Bid</p>

[1] Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

2.5 Section 5. Technical Evaluation Criteria



1. Technical Evaluation Criteria

Goods/services offered in the bid will be evaluated against compliance with the minimum requirements listed in Section 5: Schedule of Requirements. The evaluation will be done on a Pass/Fail basis.

Please indicate if the bid is substantially compliant and does not contain any material deviation(s) from the minimum required as included in Section 5: Schedule of Requirements in this text entry box. Detailed information to be included in Form G: Technical Bid.

Criteria	Documents to establish compliance
Goods/services offered in the bid are substantially compliant and do not contain any material deviation(s) from the minimum required as included in Section 5: Schedule of Requirements.	Form G: Technical Bid
The bid is substantially compliant with the minimum Delivery Requirements included in Section 5: Schedule of Requirements and do not contain any material deviation(s).	Form G: Technical Bid

2.6 Section I-1.



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 Form H (Price Schedule).**

Prices below shall be quoted in USD, VAT excluded. 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-Deliverable 1. Set-up a hot line for informational support. Working schedule Stage 1: 1st of November to 31st of December 2024 Stage 2: 1st of January to 31st of March 2025	83111507						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
2-Deliverable 2.Reporting on call center activity on the following minimum metrics: • Number of calls/emails received; • Number of calls/emails answered; • Average calls duration; • The most frequent questions received; • Technical issues add	83111507						
3-Deliverable 3. Technical arrangements for FREEPHONE talk time and SMS distributions • Signed contracts with STISC and Orange Moldova SA; • Report on monthly call time (minutes) and SMS distributed	83111507						
4-Deliverable 4. Project management	83111507						

