# 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 [*scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]***

## FORM A: BID CONFIRMATION

Please acknowledge receipt of this ITB by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

|  |  |  |  |
| --- | --- | --- | --- |
| To: | Insert name of contact person | | Email: Insert contact person’s email - do not enter secure bid email address |
| From: | Insert name of bidder | |  |
| Subject | ITB reference **ItB24/02905** | | |
| **Check the appropriate box** | | **Description** | | |
|  | | **YES**, we intend to submit a bid. | | |
|  | | **NO**. We are unable to submit a competitive offer for the requested goods/works/services at the moment | | |

If you selected NO above, please state the reason(s) below:

|  |  |
| --- | --- |
| **Check applicable** | **Description** |
|  | The requested goods/services are not within our range of supply |
|  | We are unable to submit a competitive offer for the requested products at the moment |
|  | The requested products are not available at the moment |
|  | We cannot meet the requested specifications |
|  | We cannot offer the requested type of packing |
|  | We can only offer FCA prices |
|  | The information provided for bidding purposes is insufficient |
|  | Your ITB is too complicated |
|  | Insufficient time is allowed to prepare a bid |
|  | We cannot meet the delivery requirements |
|  | We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc.. Please provide details below. |
|  | Sustainability criteria/requirements are too stringent (if applicable) |
|  | We do not export |
|  | We do not sell to the UN |
|  | Your volume is too small and does not meet our order quantity |
|  | Our production capacity is currently full |
|  | We are closed during the holiday season |
|  | We had to give priority to other clients’ requests |
|  | We do not sell directly but through distributors |
|  | We have no after-sales service available |
|  | The person handling the bids is away from the office |
|  | Other (please provide reasons below): |
| Further information: Click or tap here to enter text. | |
|  | We would like to receive future ITBs for this type of goods |
|  | We don’t want to receive ITBs for this type of goods |

Questions to the bidder concerning the reasons for NO BID should be addressed to Click or tap here to enter text. phone Click or tap here to enter number., email Click or tap here to enter text..

## FORM B: CHECKLIST

This form serves as a checklist for preparation of your bid. Please complete the returnable bidding forms in accordance with the instructions and return them as part of your bid submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your bid, please ensure compliance with the instructions in Section 2: Instructions to Bidders and Section 3: Data Sheet.

**Technical bid:**

|  |  |
| --- | --- |
| **Have you duly completed all the returnable bidding forms?** |  |
| * 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 I: Bid Security *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]* |  |
| **Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?** |  |
| **Have you provided the required documents in support of Form D: Bidder Information?** |  |

**Price Schedule:**

|  |  |
| --- | --- |
| * Form H: Price Schedule |  |

## FORM C: BID SUBMISSION

|  |  |  |  |
| --- | --- | --- | --- |
| Name of bidder: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| ITB reference: | **ItB24/02905** | | |

We, the undersigned, offer to supply the goods and related services required for Click or tap here to enter text.in accordance with your Invitation to Bid No. Click or tap here to enter text.. We hereby submit our bid, which includes this Technical Bid and Price Schedule.

The total price of our bid, excluding any discounts offered below as per the total amount indicated directly in our response in the system.

The discounts offered and the methodology of their application are:

* **Discounts:** If our bid is accepted, the following discounts shall apply Specify in detail each discount offered and the specific item of the Schedule of Requirement to which it applies, including if applicable discounts for accelerated payment.
* **Methodology of application of the discounts:** The discounts shall be applied using the following method: Specify in detail the method that shall be used to apply the discounts

**Bidder Declaration:** on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

| **Yes** | **No** |  |
| --- | --- | --- |
|  |  | **Requirements and Terms and Conditions:** I/We have read and fully understand the ITB, including the ITB Information and Data Sheet, 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. |
|  |  | 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. |
|  |  | **Ethics**: In submitting this bid 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 ITB; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer. |
|  |  | 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. |
|  |  | **Conflict of interest:** I/We warrant that the bidder has no actual, potential or perceived conflict of Interest in submitting this bid, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the ITB process the bidder will report it immediately to the Procuring Organisation’s Point of Contact. |
|  |  | **Prohibitions, Sanctions:** l/We hereby declare that our firm, ultimate beneficial owners, 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. |
|  |  | I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15); |
|  |  | **Bankruptcy**: l/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. |
|  |  | **Bid Validity Period:** I/We confirm that this bid, including the price, remains open for acceptance for the bid validity period. |
|  |  | I/We understand and recognize that you are not bound to accept any bid you receive and wecertify that the goods offered in our bid are new and unused. |
|  |  | By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf. |

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[*Stamp with official stamp of the bidder*]

## FORM D: BIDDER INFORMATION

|  |  |
| --- | --- |
| **ITB Reference** | **ItB24/02905** |
| **Legal name of bidder** | 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. |
| **Bidder’s Authorized Representative information** | Name and Title: Click or tap here to enter text.  Telephone numbers: Click or tap here to enter text.  Email: Click or tap here to enter text. |
| **Legal structure** | Choose an item. |
| **Organisational type** | Choose an item. |
| **Current Licenses, if any, and permits (with dates, numbers and expiration dates)** | Click or tap here to enter text. |
| **No. of full-time employees** | Click or tap here to enter number. |
| **No. of staff involved in similar supply contracts** | Click or tap here to enter number. |
| **Are you a UNGM registered vendor?** | Yes  No If yes, insert UNGM Vendor Number |
| **Years of supplying to UN organisations** | Click or tap here to enter text. |
| **Are you a UNDP vendor?** | Yes  No If yes, insert Vendor Number |
| **Countries of operation** | Click or tap here to enter text. |
| **Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the bid)** | Click or tap here to enter text. |
| **Commercial Representatives in the country: Name/Address/Phone (for international companies only)** | Click or tap here to enter text. |
| **Quality Assurance Certification (e.g. ISO 9000 or Equivalent)** *(If yes, provide a Copy of the valid Certificate):* | Click or tap here to enter text. |
| **Presence and characteristics of in-house quality control laboratory (if relevant to bid)** | Click or tap here to enter text. |
| **Does your Company have a corporate environmental policy or environmental management system such as ISO 14001 or ISO 14064 or equivalent?** | Tick all that apply and **provide supporting documentation.**  Corporate Environmental Policy  ISO 14001  ISO 14064  Other, specify Click or tap here to enter text. |
| **Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?**   * **Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.** * **Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.** * **Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.** | Attach a formal statement that outlines your organisation’s commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:  Tick all that are attached:  Formal statement  Sustainability report  UN Global Compact Communication on Progress  Other, specify Click or tap here to enter text. |
| **Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?**  *(If yes, please provide details and documentation]* | Click or tap here to enter text. |
| **Is your company a member of the UN Global Compact** | Choose an item.  If yes, please provide a link to your Global Compact profile:  Click or tap here to enter text. |
| **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. |
| **Contact person that** Click or tap here to enter text. **may contact for requests for clarifications during bid evaluation** | Name and Title: Click or tap here to enter text.  Telephone numbers: Click or tap here to enter text.  Email: Click or tap here to enter text. |

## FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

|  |  |  |  |
| --- | --- | --- | --- |
| Name of bidder: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| ITB reference: | **ItB24/02905** | | |

To be completed and returned with your bid if the bid is submitted as a Joint Venture/Consortium/Association.

|  |  |  |
| --- | --- | --- |
| **No** | **Name of Partner and contact information** *(address, telephone numbers, fax numbers, e-mail address)* | **Proposed proportion of responsibilities (in %) and type of goods, works and/or services to be performed** |
| 1 | Click or tap here to enter text. | Click or tap here to enter text. |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. |

|  |  |
| --- | --- |
| **Name of leading partner**  (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution) | Click or tap here to enter text. |

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture ***OR***  JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to Click or tap here to enter text for the fulfilment of the provisions of the Contract.

|  |  |
| --- | --- |
| Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name of partner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## 

## FORM F: ELIGIBILITY AND QUALIFICATION FORM

|  |  |  |  |
| --- | --- | --- | --- |
| Name of bidder: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| ITB reference: | **ItB24/02905** | | |

***If JV/Consortium/Association, to be completed by each partner.***

**History of Non- Performing Contracts**

|  |  |  |  |
| --- | --- | --- | --- |
| No non-performing contracts during the last 3 years | | | |
| Contract(s) not performed in the last 3 years | | | |
| **Year** | **Non- performed portion of contract** | **Contract Identification** | **Total Contract Amount** (current value in US$) |
|  |  | Name of Client:  Address of Client:  Reason(s) for non-performance: |  |

**Litigation History** (including pending litigation)

|  |  |  |  |
| --- | --- | --- | --- |
| No litigation history for the last 3 years | | | |
| Litigation History as indicated below | | | |
| **Year of dispute** | **Amount in dispute** (state currency) | **Contract Identification** | **Total Contract Amount** (state currency) |
|  |  | Name of Client:  Address of Client:  Matter in dispute:  Party who initiated the dispute:  Status of dispute:  Party awarded if resolved: |  |

**Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the last 3 (three) years.

List only those assignments for which the bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the bidder’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the bidder, or that of the bidder’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project name & Country of Assignment** | **Client & Reference Contact Details** | **Contract Value** *(insert currency)* | **Period of activity and status** *(month/ year)* | **Types of activities undertaken and role (Contractor, sub-contractor or consortium member)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

*Bidders may also attach their own Project Data Sheets with more details for assignments above.*

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

**Financial Standing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Annual Turnover for the last 3 years** | 2021 | USD | Amount |
| 2022 | USD | Amount |
| 2023 | USD | Amount |
| **Latest Credit Rating (if any), indicate the source and date.** |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial information**  (state currency) | **Historic information for the last 3 years** | | |
|  | 2021 | 2022 | 2023 |
|  | *Information from Balance Sheet* | | |
| Total Assets (TA) |  |  |  |
| Total Liabilities (TL) |  |  |  |
| Current Assets (CA) |  |  |  |
| Current Liabilities (CL) |  |  |  |
|  | *Information from Income Statement* | | |
| Total / Gross Revenue (TR) |  |  |  |
| Profits Before Taxes (PBT) |  |  |  |
| Net Profit |  |  |  |
| Current Ratio (current assets/current liabilities) |  |  |  |

 Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

* 1. Must reflect the financial situation of the bidder or party to a JV, and not sister or parent companies;
  2. Historic financial statements must be audited by a certified public accountant;
  3. Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## FORM G: TECHNICAL BID

|  |  |  |  |
| --- | --- | --- | --- |
| Name of bidder: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| ITB reference: | **ItB24/02905** | | |

The Bidder’s Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

**SECTION 1: Bidder’s qualification, capacity and expertise**

* 1. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
  2. Relevance of specialized knowledge and experience on similar engagements done in the region/country.
  3. Quality assurance procedures and risk mitigation measures.
  4. Organization’s commitment to sustainability.

**SECTION 2: Scope of Supply, Technical Specifications, and Related Services**

This section should demonstrate the Bidder’s responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

* 1. Detailed technical description of the proposed call centre/information support hot-line services.
  2. A brief methodology, approach and implementation plan (schedule of activities/work indicating duration and key dates for each stage)
  3. Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
  4. The bid shall also include details of the Bidder’s internal technical and quality assurance review mechanisms.
  5. Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Goods and/or services to be Supplied and**  **Technical Requirements** | **Bidder’s response** | | | | |
| **Compliance with Technical Requirements** | | **Delivery Date**  *(confirm that you comply or indicate your delivery date)* | **Quality Certificate**  **(ISO certification related to scope of the assignment (ISO 9001 and/or others))**  *(indicate all that apply and attach)* | **Comments** |
| **Yes, we comply** | **No, we cannot comply**  *(indicate discrepancies)* |
| Provision of call centre/information support hot-line services to citizens for enrolling in the Energy Vulnerability Fund of the Republic of Moldova according to SECTION 5: SCHEDULE OF REQUIREMENTS |  |  |  |  |  |

**SECTION 3: Management Structure and Key Personnel**

* 1. Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
  2. Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the scope of goods and/or services.

**Format for CV of Proposed Key Personnel**

|  |  |
| --- | --- |
| **Name of Personnel** | [Insert] |
| **Position for this assignment** | [Insert] |
| **Nationality** | [Insert] |
| **Language proficiency** | [Insert] |
| **Education/ Qualifications** | *[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]* |
| [Insert] |
| **Professional certifications** | *[Provide details of professional certifications relevant to the scope of goods and/or services]* |
| * Name of institution: [Insert] * Date of certification: [Insert] |
| **Employment Record/ Experience** | *[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]* |
| [Insert] |
| **References** | *[Provide names, addresses, phone and email contact information for two (2) references]* |
| Reference 1:  [Insert]  Reference 2:  [Insert] |

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Personnel Date (Day/Month/Year)

## FORM H: PRICE SCHEDULE

|  |  |  |  |
| --- | --- | --- | --- |
| Name of bidder: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| ITB reference: | **ItB24/02905** | | |

Bidders shall fill in these Price Schedule Forms in accordance with the instructions indicated. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any. Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

**Currency of the Bid:** US Dollar

**Price Schedule**

|  |  |  |
| --- | --- | --- |
| **Item**  **#** | **Description** | **Price, USD**  **Excl. VAT** |
| 1. | **Set-up a hot line for informational support in accordance with the following operational needs:**   * Working schedule:   **Stage 1: 1st of November to 31st of December:**   * Monday to Friday from 8 AM to 6 PM * Saturday from 10 AM to 4 PM * Total of 6 working days per week.   **Stage 2: 1st of January to 31st of March 2025:**   * Monday to Friday from 8 AM to 6 PM * Total of 5 working days per week. |  |
| 2. | **Reporting on call centre 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 addressed |  |
| 3. | **Technical costs for FREEPHONE talk time and SMS distributions**  **• Signed contracts with STISC and Orange Moldova SA;**  **• Report on monthly call time (minutes) and SMS distributed.** |  |
| 4. | **Project management** |  |
| **TOTAL** | |  |

**Breakdown of Fees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Personnel / other elements** | **UOM** | **Qty** | **Unit Price, USD** | **Total Price, USD** |
| **Key-Personnel**  *\*Number of working days are calculated as total for the number of personnel per each position and number of working days for Stage 1 and Stage 2 of the activity of the Call Centre* | Working day  WD |  |  |  |
| Call centre team lead | WD | 114 |  |  |
| Call centre supervisors | WD | 260 |  |  |
| Email support supervisor | WD | 114 |  |  |
| Email support operators | WD | 664 |  |  |
| Call centre operators | WD | 4365 |  |  |
| **Other expenses** |  |  |  |  |
| Call Centre FREEPHONE subscription cost for the duration of the delivery of services, for 35 communication lines  (fixed line to be kept by the bidder)  \*Note: FREEPHONE subscription of the call centre lines has to be arranged by the bidder with STISC (Information Technology and Cybersecurity Service). | Unit | 1 |  |  |
| Costs for the provision of FREEPHONE number maintenance services with STISC for mobile communication costs (Information Technology and cybersecurity service)  (fixed line to be kept by the bidder)  \*Note: the total estimated number of minutes included in the table is based on maximum call duration during the 2023-2024 heating season. Upon exceeding the included number of minutes during the delivery of services, **the line will be amended to add additional costs to be covered to the Contractor.** | minutes | 500,000 |  |  |
| Costs for the SMS notifications  (fixed line to be kept by the bidder)  \*Note: the total estimated number of SMS included in the table is based on maximum number of SMS distributed during 2023-2024 heating season. Upon exceeding the included number of SMS during the delivery of services, **the line will be amended to add additional costs to be covered to the Contractor.** | SMS | 1,200,000 |  |  |
| Software subscription costs for KPIs of the Call Centre activity | Month | 5 |  |  |
| Communication costs for email support team (mobile communication costs) | Months | 5 |  |  |
| Other costs (please specify): |  |  |  |  |
| **Total** |  |  |  |  |

I, the undersigned, certify that I am duly authorized by Click or tap here to enter text. to sign this bid and bind Click or tap here to enter text.should Click or tap here to enter text.accept this bid:

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## FORM I: BID SECURITY

Bid Security must be issued using the official letterhead of the Issuing Bank.

Except for indicated fields, no changes may be made on this template.

Beneficiary: Insert contact information for procuring organisation as provided in Section 3: Data Sheet.

ITB Reference: **ItB24/02905**

WHEREAS Click or tap here to enter text. (hereinafter called “the bidder”) has submitted a bid to Click or tap here to enter text. dated Click or tap to enter a date. to execute goods and/or services Click or tap here to enter text. (hereinafter called “the bid”):

AND WHEREAS it has been stipulated by you that the bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the bidder:

1. Fails to sign the Contract after Click or tap here to enter text. has awarded it;
2. Withdraws its bid after the date of the opening of the bids;
3. Fails to comply with Click or tap here to enter text.’s variation of requirement, as per ITB instructions; or
4. Fails to furnish Performance Security, insurances, or other documents that Click or tap here to enter text. may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the bidder such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the bidder, up to a total of [*amount of guarantee*] [*in words and numbers*], such sum being payable in the types and proportions of currencies in which the bid price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid*] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

**SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Bank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Stamp with official stamp of the Bank]*