



REQUEST FOR QUOTATION NO. RfQ26/03356

Provision of Call Centre / Information Support Hotline Services for the eSocial Information System – Energy Vulnerability Fund Module

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the "Digital Transformation of Social Protection in the Republic of Moldova" Project, kindly requests your quotation for the **RfQ26/03356: Provision of Call Centre / Information Support Hotline Services for the eSocial Information System – Energy Vulnerability Fund Module**, as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

- Section 1: This RFQ document generated by the online system
- Section 2: RFQ Instructions and Data
- Annex 1: Schedule of Requirements
- Annex 2: Quotation Submission Form
- Annex 3: Technical and Financial Offer
- Annex 4: Format for CV of the proposed Key Personnel

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-01091** 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: [link](#)

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



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1 Overview

1.1 General Information

Title	RfQ26/03356: Provision of Call Centre / Information Support Hotline Services
E-Mail	sc.md@undp.org
Amendment Description	"Digital Transformation of Social Protection in the Republic of Moldova" Project
Reference Number	PRC0189239/ RfQ26/03356
Beneficiary Country	MDA
Introduction	

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UNDP Moldova

1.2 Tender Timeline

Open Date	26/08/26 19:39 PM
Close Date	16/09/26 13:30 PM
Time Zone	Coordinated Universal Time

1.3 Terms

Negotiation Currency	USD (US Dollar)
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Eligible Response Currencies

Check the one currency in which you will enter your response.

	Response Currency	Description	Price Precision
☐	USD	US Dollar	2
☐	MDL	Moldovan Leu	2

1.4 Attachments

File Name or URL	Type	Description
Request for Quotation	File	
Guides for Suppliers.zip	File	
Bidding Forms	File	

Note: The attachments above are part of general attachments to this Tender. There may be more attachments uploaded with requirement or price schedule. All attachments can be accessed from the portal directly



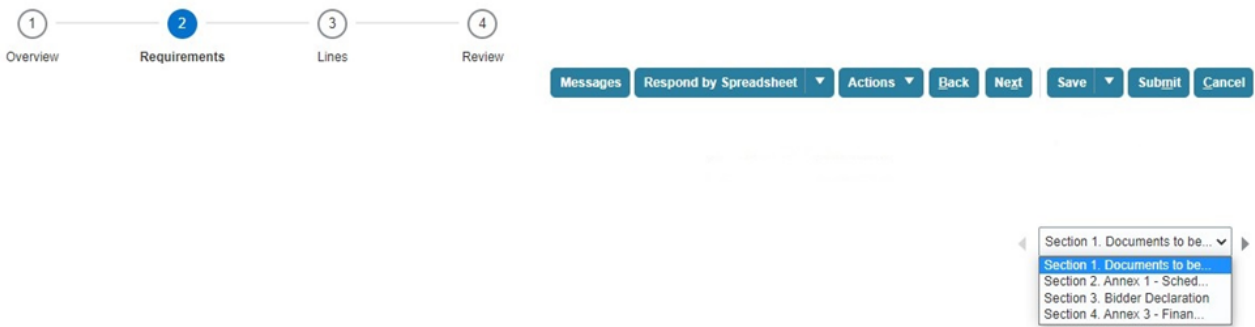
2 PART: TENDER REQUIREMENT AND EVALUATION CRITERIA

**Response is required*

Please review carefully the requirements and questions in this section.

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

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



2.1 Section 1. Section 2 RFQ Instructions and Data sheet

1. Introduction

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

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

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



2. General Instructions

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

3. Special Instructions

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

4. General Conditions of Contract

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

Applicable GTC:

General Terms and Conditions / Special Conditions for Contract:

[https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Considerations%20of%20Contracting_UNDP%20GTCs%20for%20Contracts%20\(Goods%20and-or%20Services\)%20-%20Sept%202017.pdf&action=default](https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Considerations%20of%20Contracting_UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf&action=default)

Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy:

<https://www.undp.org/procurement/business/how-we-buy>

2.2 Section 2. Documents to be submitted

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

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

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

Have you uploaded Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1, detailing the technical description of the proposed call center/information support hot-line services to be provided?

***3. Annex 4: CV for the proposed Key Personnel**

Have you provided the list of qualified key personnel, together with Annex 4: Format for CV of the proposed Key Personnel?

***4. Company Profile**

Have you provided Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment?

***5. Registration Documents / Legal Status**



Have you provided the company's Registration Certificate?

***6. List of relevant projects**

List and value of 3 (three) most relevant projects/ contracts completed for the last 3 (three) years including the following information:

- Name of previous contracts
- Client & Reference Contact
- Details including active e-mail
- Contract Value
- Period of activity / Delivery period
- Types of services delivered

Note: Copies of provided relevant projects/ contracts might be requested to be provided.

***7. Statement of Satisfactory Performance**

Have you provided Statement of satisfactory Performance (references) from at least 3 clients on similar assignments implementation (call centers set-ups and management)?

***8. Quality Certificates**

Have you provided the Quality Certificates (ISO, etc., if available); or other quality certification related to scope of the assignment (if available)?

2.3 Section 3. Schedule of Requirements

***1.**

Compliance with Requirements

Requirements
Minimum Technical requirements (as per Annex 1: Schedule of requirements)



Validity of Quotation – 90 days
Payment terms: on a monthly basis, upon submission and acceptance of the required deliverables and supporting documentation
Full acceptance of the General Conditions of the Contract

2.4 Section 4. Bidder Declaration

*1. Requirements and Terms and Conditions

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

*2. Capacity and capability

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

*3. Ethics

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

*4. Code of Conduct

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

*5. Conflict of Interest

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



***6. Prohibitions and Sanctions**

I/We hereby declare that our firm, 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 or any other international Organization.

***7. Bankruptcy**

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

***8. Offer Validity Period**

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

***9. Acceptance of contract**

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

***10. Signatory person**

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

2.5 Section 5. Financial Offer

1. Financial Offer

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

2.6 Section I-1.



3 PART: Schedule of Requirement and Price Schedule

Instructions

Please supplement this online form with the duly filled in, signed and stamped Annex 3: Technical and Financial Offer.

Please present a detailed cost breakdown for related services in Annex 3 - Technical and Financial Offer.

Prices below shall be quoted in:

- USD (United States Dollars) – applicable to both international and local Bidders; or*
- MDL (Moldovan Leu) – applicable to local Bidders only.*

Local Bidders may submit their financial offers either in **USD** or **MDL**, at their discretion.

For the purpose of bid evaluation, all financial offers shall be converted into **USD** using the **United Nations Operational Rate of Exchange (UNORE)** applicable on the bid submission deadline, available at: <https://treasury.un.org/operationalrates/OperationalRates.php>

If the contract is awarded to a local Bidder that submitted its financial offer in USD, payments will be made in MDL based on UN Operational Rate of Exchange valid on the date of money transfer, as per the "payment terms and conditions" stipulated in this solicitation document:
<https://treasury.un.org/operationalrates/OperationalRates.php>

3.1 Line Information

Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
1-Deliverable 1.1. Provision of informational support hotline services for November 2026, including the submission of a monthly report on the activities carried out.	Call centre bureau services						



Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
2-Deliverable 1.2. Provision of informational support hotline services for December 2026, including the submission of a monthly report on the activities carried out.	Call centre bureau services						
3-Deliverable 1.3. Provision of informational support hotline services for January 2027, including the submission of a monthly report on the activities carried out.	Call centre bureau services						
4-Deliverable 1.4. Provision of informational support hotline services for February 2027, including the submission of a monthly report on the activities carried out.	Call centre bureau services						
5-Deliverable 1.5. Provision of informational support hotline services for March 2027, including the submission of a monthly report on the activities carried out.	Call centre bureau services						



Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
6-Deliverable 2. Provision and operationalizati on of FREEPHONE and SMS notification services	Call centre bureau services						

*For Additional Attributes of lines, please review the negotiation lines from supplier portal.