REQUEST FOR QUOTATION NO. RfQ26/03391: Multimedia production and content digitalization for an eLearning course on Career Guidance

UNDP, through the **Advancing Quality Education and Lifelong Learning Opportunities for All (EU4EDU Project),** kindly requests your quotation for the **Request for Quotation no. RfQ26/03391: Multimedia production and content digitalization for an eLearning course on Career Guidance** 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: General instructions
- Section 3: Special instructions
- Annex 1: Schedule of Requirements
- 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 ERP 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-01146** 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/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoYCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D

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 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

Table of Contents

1 Overview....4
1.1 General Information....4
1.2 Tender Timeline....6
1.3 Terms....6
1.4 Attachments....6
2 Requirements....8
2.1 Section 1. Section 2 RFQ Instructions and Data sheet....8
2.2 Section 2. Documents to be submitted....9
2.3 Section 3. Schedule of Requirements....10
2.4 Section 4. Bidder Declaration....11
2.5 Section 5. Financial Offer....12
2.6 Section I-1. 13
2.7 Section I-2. 13
3 Lines....14
3.1 Line Information....14

1 Overview

1.1 General Information

Title	RfQ26/03391: EU4EDU/Multimedia and digitalization for eLearning Course
E-Mail	sc.md@undp.org
Reference Number	PRC0197535/RfQ26/03391
Beneficiary Country	MDA
Introduction	

REQUEST FOR QUOTATION NO. RfQ26/03391: Multimedia production and content digitalization for an eLearning course on Career Guidance

UNDP, through the **Advancing Quality Education and Lifelong Learning Opportunities for All (EU4EDU Project),** kindly requests your quotation for the **Request for Quotation no. RfQ26/03391: Multimedia production and content digitalization for an eLearning course on Career Guidance** 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: General instructions
- Section 3: Special instructions
- Annex 1: Schedule of Requirements
- 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 ERP 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-01146** 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/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoYCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D

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 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

1.2 Tender Timeline

Open Date 27/10/26 14:54 PM
Close Date 10/11/26 14:30 PM
Time Zone Coordinated Universal Time

1.3 Terms

Negotiation Currency USD (US Dollar)

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
Guides for Suppliers	File	
Quotation Forms	File	
Request for Quotation	File	

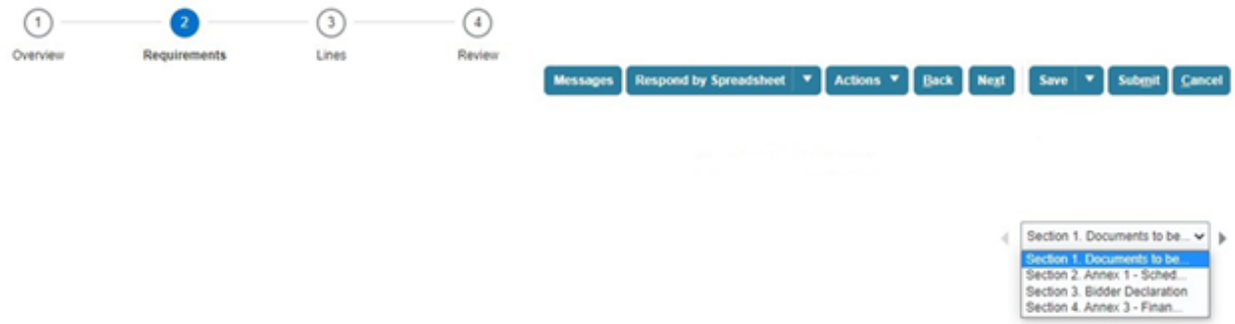
File Name or URL	Type	Description

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/) and with the provisions in the General Instructions to Bidders included in the document herewith attached.

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

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

2. **General Instructions**

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

3. **Special Instructions**

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

4. **General Conditions of Contract**

Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section
Applicable GTC: General Terms and Conditions for contracts (Goods and Services)
Applicable Terms and Conditions and other provisions are available at UNDP/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 prepared in accordance with the Schedule of Requirements in Annex 1, including:
• understanding of the assignment;
• proposed approach and implementation plan;
• confirmation of the Contractor's capacity to ensure the expertise, logistical and technical arrangements required for the delivery of the assignment

*3. **Company Profile**

Have you provided the Company Profile, including detailed portfolio/previous corporate experience as per evaluation criteria below, indicating at least 2 previous assignments in developing eLearning courses, services performed related to the assignments, donor or contracting parties and other key information.

*4. **Registration Documents / Legal Status**

Have you provided the company's Registration Certificate? or Extract from the state register ?

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

Have you provided the List of completed and/or ongoing contracts for services as per evaluation criteria below undertaken within the past 3 (three) years including the following information:

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

Note: Copies of the contracts might be requested during the evaluation process.

*6. **Statement of Satisfactory Performance**

Statement of satisfactory Performance (Certificates) from the top 2 (two) clients in terms of Contract value in

similar field *(in the field of development of design and costs estimation projects in the Civil and Industrial field). Please also provide reports of technical designs and estimates handled and accepted by the Client/Beneficiary.*

Target: Statement of Satisfactory Performance provided

7. **Financial Statements**

Have you provided Financial Statements (Income Statements and Balance Sheets) for the past 2 (two) years (2024, 2025) ?

*8. **CV for the proposed Key Personnel**

Have you provided the completed and signed CV for the proposed Key Personnel, accompanied by copies of relevant diplomas, certificates and qualification documents demonstrating compliance with the minimum requirements specified in the RFQ ?

*9. **No Conflict of Interest in Competition Declaration**

Have you provided a written statement certifying that the proposed key personnel have no personal, professional, or financial conflict of interest under the envisaged contract ?

2.3 Section 3. Schedule of Requirements

*1. **Compliance with technical requirements and evaluation criteria**

Please confirm whether you comply with the evaluation criteria listed in Section 3: Special Instructions and technical requirements listed in Annex 1: Schedule of Requirements. If you can not comply or comply with deviations, please indicate counter-offer in the comments.
Please upload documents related to your technical offer if different than the filled in Annex 3: Technical and Financial Offer form.

Requirements	**Your responses**		
	Yes, we will comply	**No, we cannot comply**	**If you cannot comply, pls. indicate counter - offer**
Delivery Lead Time – 6 months after the contract signature	☐	☐	Click or tap here to enter text.
Validity of Quotation – 90 days	☐	☐	Click or tap here to enter text.
Accepted Payment terms and schedule	☐	☐	Click or tap here to enter text.
Validity of Quotation – 60 days	☐	☐	Click or tap here to enter text.

Full acceptance of the General Conditions of the Contract	☐	☐	Click or tap here to enter text.
Full compliance with RFQ Requirements	☐	☐	Click or tap here to enter text.

The evaluation of quotations shall be conducted in accordance with Evaluation criteria listed below. Bidders must meet all these criteria to be deemed technically qualified and responsive.

☒ Full compliance with all requirements as specified in Annex 1
☒ Full acceptance of the General Conditions of Contract
☒ Be a legally registered entity
☒ At least 2 assignments in developing eLearning courses (either part of a single contract or multiple contracts);
☒ At least 1 year of relevant organizational experience in eLearning course design, digitalization and/or development;
☒ At least 1 year of relevant organizational experience in multimedia production;
☒ Proposed Key Personnel & Trainers Team with the minimum required academic and professional qualifications, proven by CV submitted:
Project/Task Manager (one):
· Bachelor's degree in Education Sciences, Economics, Public Administration, Law, Political Sciences, Social Sciences, ICT or related field;
· Proven experience in conducting the design and development of at least 2 (two) eLearning courses or professional development programmes;
· Fluency in Romanian and English languages is required.

Target: Fully Comply

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**

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 or any other international Organization.

*7. **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.

*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. **Finanical 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.

2.7 Section I-2.

3 PART: Schedule of Requirement and Price Schedule

Instructions ***Please present a detailed cost breakdown for the costs 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***

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. Inception report including detailed workplan, draft production schedule, and visual identity concept proposal for the eLearning course	Educational support services						

Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
2-Deliverable 2. Instructional design package, including instructional design framework, course learning architecture, course navigation structure, assessment framework, learner engagement structure, storyboard templates	Educational support services						
3-Deliverable 3. Multimedia storyboards and visual design package for multimedia resources (including lecture videos, demonstration videos, motion-graphic explainer video, animated video)	Educational support services						
4-Deliverable 4. Prototype of 5 complete modules, including multimedia resources, assessments, interactivity, and SCORM functionality for review and approval	Educational support services						

Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
5-Deliverable 5. Complete package of audiovisual resources, including expert videos, demonstration videos, motion graphics videos, animated video, voice-over recordings validated and uploaded	Educational support services						
6-Deliverable 6. First draft of all 12 modules, including interactive content, assessments, learning activities, visual resources, and multimedia resources as per Resource Table	Educational support services						
7-Deliverable 7. Fully developed SCORM-compliant course integrated into a LMS platform and submitted for final review, including Participant User Guidance Instructions	Educational support services						

Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
8-Deliverable 8. Revised and validated final version of all 12 modules incorporating UNDP and MER feedback	Educational support services						
9-Deliverable 9. Final delivery package including SCORM files, editable source files, multimedia assets, user guide, functional and technical testing report	Educational support services						

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