REQUEST FOR QUOTATION NO. RfQ26/03392: Provision of Internet connectivity services for UN Agencies in Moldova on Long Term Agreement basis

SECTION 1: REQUEST FOR QUOTATION (RFQ)

United Nations Development Programme (UNDP) kindly requests your quotation for the **Request for Quotation no. RfQ26/03392: Provision of Internet connectivity services for UN Agencies in Moldova on Long Term Agreement basis.**

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 Form

Annex 4: Technical Responsiveness Table

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-01145** 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.

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

SECTION 2: GENERAL INSTRUCTIONS

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 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.
Deadline for the Submission of Quotation	Deadline is indicated in the online portal. If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.
Method of Submission	Quotations must be submitted as follows: Quantum ERP supplier portal following this link: https://supplier.partneragencies.org/ using the profile you may have in the portal. 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: https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoYCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D Do not create a new profile if you already have one. Use the forgotten password feature in caseyou do not remember the password or the username from previous registration. 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 thedocument to facilitated review. All files must be free of viruses and not corrupted.
Cost of preparation of quotation	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.
Supplier Code of Conduct, Fraud, Corruption,	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 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_and_investigation.html#anti
Gifts and Hospitality	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.
Conflict of Interest	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. 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. 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.
Currency of Quotation	Quotations shall be quoted in the currency indicated in the portal.
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 newdeadline 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 on the websites of the COand 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	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. Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	☒ **Liquidated damages** shall be imposed as follows: In the event that the Service Provider fails to meet any of the agreed Service Level Agreement (SLA) requirements, UNDP shall be entitled to apply a service credit equivalent to 10% of the value of the affected monthly services. The service credit shall be deducted from payments due to the Service Provider for the relevant month. Where multiple SLA breaches occur within the same month, the service credit shall be applied once for that month. The total cumulative service credits shall not exceed 10% of the total contract value. In the event of SLA breaches occurring in two (2) consecutive months, UNDP reserves the right to terminate the Contract in accordance with the applicable termination provisions.
Duties and taxes	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. All prices must: ☒ **will be provided on VAT exclusive and other applicable indirect taxes** ☒ **will be provided on VAT inclusive and other applicable indirect taxes (for UNDP CO and other requesting organizations)**
Eligibility	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. 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. Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.
Language of quotation	**English or Romanian** Including documentation including catalogues, reports, instructions and operating manuals.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Partial Quotes	☒ Not permitted
Alternative Quotes	☒ Not permitted
Payment Terms	☒ 100% within 30 days after receipt of services and submission of payment documentation.
Conditions for Release of Payment	☒ Written Acceptance of Services, based on full compliance with RFQ and SLA requirements

Clarifications	Bidders must send their inquiries and requests for clarifications using the messaging functionality in the Quantum portal. PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL. Requests for clarification from bidders will not be accepted any later than Click or tap here to enter text. days before the submission deadline. Responses to request for clarification will be communicated directly in the portal.
Documents to be submitted	☒ Annex 2: Quotation Submission Form duly completed and signed ☒ Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 ☒ Annex 4: Technical Responsiveness table duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 ☒ Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment ☒ Copy of registration documents ☒ Copy of company license for internet services provision, valid at the moment of bid submission ☒ List of at least 3 (three) completed or ongoing contracts for the provision of enterprise-grade Internet services in the last 5 (five) 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 *Copies of contracts shall be provided.* ☒ Statement of satisfactory Performance (Certificates) from the top 3 (three) clients in terms of Contract value in similar field ☒ Financial Statements (Income Statements and Balance Sheets) for the past 2 (two) years (2024, 2025) ☒ Evidence/ Certification of Environmental Sustainability ("Green Standards") of the company for the services provided
Evaluation method	☒ The Contract will be awarded to the lowest price substantially compliant offer ☒ The financial evaluation will be done based on the total life cycle costs for services provided for the period of 36 months based on the 2 options from Annex 1: one option per each of two selected companies.
Evaluation criteria	☒ Full compliance with all requirements as specified in Annex 1 ☒ Full acceptance of the General Conditions of Contract ☒ Minimum 5 (five) years of experience in the field of provision of internet connectivity services ☒ At least 3 (three) completed or ongoing contracts for the provision of enterprise-grade Internet services in the last 5 (five) years ☒ Availability of license for internet services provision, valid at the moment of bid submission *(For JV/Consortium/Association, the Lead Partner should meet all the aforementioned requirements)*
Type of Contract to be awarded	☒ Contract Face Sheet (Goods and-or Services on Long Term Agreement Basis). Purchase Order will trigger the call-off. The contract shall be awarded to two suppliers, with one supplier selected for Option 1 and a different supplier selected for Option 2, for an initial period of one year, with the possibility of extension for up to two additional years, subject to satisfactory performance. The same supplier shall not be awarded for both options.
Expected date for contract award.	January 2027

ANNEX 1: SCHEDULE OF REQUIREMENTS

With the aim of ensuring reliable internet connectivity for the UN House, UNDP projects, and United Nations (UN) agencies operating in the Republic of Moldova (including UNDP, UN Women, UNICEF, UNFPA, IOM, OHCHR, UNAIDS, UNODC, ILO, FAO, WHO, and others), UNDP Moldova is exploring the possibility of engaging qualified Internet Service Providers (ISPs) on a recurring basis. UNDP Moldova has been designated as the Lead Agency responsible for organizing and conducting the bidding process to identify two qualified suppliers of internet connectivity services on behalf of the UN agencies in Moldova.

UNDP Moldova intends to establish a Long-Term Agreement (LTA) for the provision of internet connectivity services for an initial period of one year, with the option to extend the agreement for up to two additional years, subject to satisfactory performance and the needs of the participating UN agencies.

Two ISPs will be selected to provide primary and backup internet connections, respectively. **One provider shall be selected for each option: Option 1 (500 Mbps/500 Mbps) and Option 2 (100 Mbps/100 Mbps). The same provider shall not be selected for both options.**

Under this Request for Quotations (RFQ), bidders are invited to submit their financial offers for the following options:

Option 1: Primary Internet Connection

Service location: UN House, 131, 31 August 1989 Street, Chisinau, Republic of Moldova.

Option 2: Backup Internet Connection

Service location: UN House, 131, 31 August 1989 Street, Chisinau, Republic of Moldova.

The estimated annual expenditure on internet connectivity services by the participating UN agencies in the Republic of Moldova is approximately **20,000.00 USD**. This estimate is provided for planning purposes only and does not constitute a commitment by UNDP or the participating UN agencies to purchase any minimum volume of services. The participating UN agencies do not guarantee that the estimated annual expenditure, or any similar volume of services, will be ordered during the term of the LTA.

Minimum technical requirements:

1) The service shall provide guaranteed symmetric bandwidth **(SLA):**
    a. Option 1: Primary Internet Connection, 500 Mbps/500 Mbps.
    b. Option 2: Backup Internet Connection, 100 Mbps/100 Mbps.
2) Primary link should have a 1:1 contention ratio **(SLA)**.
3) Backup link: Internet service with contention ratio not exceeding 1:10 **(SLA)**.
4) The provider shall guarantee monthly service availability of at least 99.9%, measured over each calendar month, excluding scheduled maintenance. Critical service outages shall be restored within four (4) hours from the time of notification. Severe bandwidth degradation that materially affects service usability or results in non-compliance with the contracted service parameters shall be considered an SLA breach, even where there is no complete service outage **(SLA)**.
5) Round Trip time (RTT) to major cloud service providers (Microsoft 365, Oracle Cloud, Google Cloud) ≤ 100 ms maximum **(SLA)**.
6) Packet loss ≤ 1% mandatory **(SLA)**.

7) Jitter ≤ 20 ms mandatory **(SLA)**.

8) The provider shall maintain 24x7 technical support **(SLA)**.

9) The Contractor shall provide a dedicated enterprise-grade Internet service over fiber optic infrastructure.

10) For the primary link the shared GPON broadband services are not acceptable.

11) The service shall provide unlimited traffic.

12) Provider shall demonstrate infrastructure redundancy.

13) Provider should demonstrate availability of Disaster Recovery Plan.

14) Availability of at least 6 routable and usable public IPv4 addresses.

15) The provider shall disclose network redundancy measures, upstream providers, and traffic management policies.

16) Worldwide reachability without any further restrictions on use (i.e. proxy, firewall, filtering server).

17) No provider-side HTTPS interception, filtering, or traffic manipulation.

18) Availability of professional privacy policy.

19) The Contractor shall maintain the company equipment installed on UN House Moldova premises.

20) Possibility for Graceful Exit within 1 month, UNDP Moldova reserves the right to terminate the present contract by giving 1-month written notice.

21) UNDP Moldova reserves the right to provide Internet services for non-commercial purposes to other UN Agencies and UNDP Moldova Projects.

22) The ISP shall assign a dedicated technical focal person and provide their contact details to serve as the primary point of contact for all matters related to the provision and support of Internet connectivity services. Any changes to the designated focal person shall be communicated to contracted UN Agencies Moldova in writing without undue delay.

Determination of Service Level Agreement (SLA)

Any failure by the Service Provider to meet a service level requirement identified as a Service Level Agreement (SLA) under the Minimum Technical Requirements in Points 1 to 8 shall constitute an SLA breach, provided that such failure is documented by UNDP. Each occurrence of non-compliance shall be counted as one (1) breach.

UNDP shall notify the Service Provider of each identified SLA breach without undue delay through the designated focal person and/or the Service Provider's designated corporate service channel.

In the event that the Service Provider fails to meet any of the agreed Service Level Agreement (SLA) requirements, UNDP shall be entitled to apply a service credit equivalent to 10% of the value of the affected monthly services. The service credit shall be deducted from payments due to the Service Provider for the relevant month. Where multiple SLA breaches occur within the same month, the service credit shall be applied once for that month. In the event of SLA breaches occurring in two (2) consecutive months, UNDP reserves the right to terminate the Contract in accordance with the applicable termination provisions.

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:	**RfQ26/03392: Provision of Internet connectivity services for UN Agencies in Moldova on Long Term Agreement basis**	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?	☐ Yes ☐ 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):*	☐ Yes ☐ 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):*	☐ Yes ☐ No
Does your Company have a written Statement of its Environmental Policy? *(If yes, provide a Copy)*	☐ Yes ☐ No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy	☐ Yes ☐ No

documents on women empowerment, renewable energies or membership of trade institutions promoting such issues *(If yes, provide a Copy)*	
Is your company a member of the UN Global Compact	☐ Yes ☐ 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:
3 (three) completed or ongoing contracts for the provision of enterprise-grade Internet services in the last 5 (five) years
Copies of contracts shall be provided

Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value *(insert currency)*	Period of activity *(month, year)*	Types of activities undertaken

Bidder's Declaration

Yes	No	
☐	☐	**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.
☐	☐	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 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.
☐	☐	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 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.

Yes	No	
☐	☐	**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.
☐	☐	**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.
☐	☐	**Offer Validity Period:** I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
☐	☐	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.
☐	☐	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 quotation 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:	**RfQ26/03392: Provision of Internet connectivity services for UN Agencies in Moldova on Long Term Agreement basis**	Date: Click or tap to enter a date.

Financial Offer

Provide a lump sum price for the provision of the Packages of Service stated in the Schedule of Requirements and detailed below. The price should include all costs of preparing and delivering the Services and maintaining SLA requirements.

Currency of Quotation: Moldovan Lei (MDL) – for local Bidders; US Dollar (USD) – for international Bidders

Option 1: Primary Internet connection/ bandwidth of 500 Mbps/500 Mbps:

Item	**Location: UN House -131, 31 August 1989 str., Chisinau, Republic of Moldova**	**Monthly fee/Cost (VAT included)** *(insert currency)*	**Monthly fee/Cost (VAT excluded)** *(insert currency)*
1.	Internet Connectivity bandwidth of 500 Mbps/500 Mbps		
2.	Setup/installation fee (if any)		
3.	Cost of additional communication equipment (if any)		
4.	Other Charges (pls. specify, if any)		

In case the related services and other costs are included in the value of services and cannot be reflected as a separate line of expenses, please specify 0 (zero) value in the relevant line in the table above. Should related services and other costs be incorporated in the table above, they shall be reflected in the "other costs" line in the section "Lines" of Quantum portal.

Option 2: Backup Internet connection/ bandwidth of 100 Mbps/100 Mbps

Item	**Location: UN House -131, 31 August 1989 str., Chisinau, Republic of Moldova**	**Monthly fee/Cost (VAT included)** *(insert currency)*	**Monthly fee/Cost (VAT excluded)** *(insert currency)*
1.	Internet Connectivity bandwidth of 100 Mbps/100 Mbps		
2.	Setup/installation fee (if any)		
3.	Cost of additional communication equipment (if any)		
4.	Other Charges (pls. specify, if any)		

In case the related services and other costs are included in the value of services and cannot be reflected as a separate line of expenses, please specify 0 (zero) value in the relevant line in the table above. Should related services and other costs be incorporated in the table above, they shall be reflected in the "other costs" line in the section "Lines" of Quantum portal.

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Ability to provide all services specified in Annex 1	☐	☐	Click or tap here to enter text.
Validity of Quotation (90 days)	☐	☐	Click or tap here to enter text.
All Provisions of the UNDP General Terms and Conditions	☐	☐	Click or tap here to enter text.
Payment terms	☐	☐	Click or tap here to enter text.
Availability of designated Focal Point with contact details provided	☐	☐	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 NameClick 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.

ANNEX 4: TECHNICAL COMPLIANCE TABLE

Bidders are requested to complete this form, sign it and return it as part of their quotation. The Bidder shall fill in this form in accordance with the technical specifications of the Annex 1.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	**RfQ26/03392: Provision of Internet connectivity services for UN Agencies in Moldova on Long Term Agreement basis**	Date: Click or tap to enter a date.

Detailed technical description

	Minimum requirements	**Bidder's specifications** *(please provide detailed technical description and confirm compliance with technical requirements)*
1.	The service shall provide guaranteed symmetric bandwidth:	
	Option 1: Primary Internet Connection, 500 Mbps/500 Mbps	
	Option 2: Backup Internet Connection, 100 Mbps/100 Mbps	
2.	Primary link should have a 1:1 contention ratio	
3.	Backup link: Internet service with contention ratio not exceeding 1:10	
4.	The provider shall guarantee monthly service availability of at least 99.9%, measured over each calendar month, excluding scheduled maintenance. Critical service outages shall be restored within four (4) hours from the time of notification. Severe bandwidth degradation that materially affects service usability or results in non-compliance with the contracted service parameters shall be considered an SLA breach, even where there is no complete service outage	
5.	Round Trip time (RTT) to major cloud service providers (Microsoft 365, Oracle Cloud, Google Cloud) ≤ 100 ms maximum	
6.	Packet loss ≤ 1% mandatory	
7.	Jitter ≤ 20 ms mandatory	
8.	The provider shall maintain 24x7 technical support	
9.	The Contractor shall provide a dedicated enterprise-grade Internet service over fiber optic infrastructure	
10.	For the primary link the shared GPON broadband services are not acceptable	
11.	The service shall provide unlimited traffic	
12.	Provider shall demonstrate infrastructure redundancy	
13.	Provider should demonstrate availability of Disaster Recovery Plan	
14.	Availability of at least 6 routable and usable public IPv4 addresses	
15.	The provider shall disclose network redundancy measures, upstream providers, and traffic management policies	
16.	Worldwide reachability without any further restrictions on use (i.e. proxy, firewall, filtering server)	
17.	No provider-side HTTPS interception, filtering, or traffic manipulation	
18.	Availability of professional privacy policy	
19.	The Contractor shall maintain the company equipment installed on UN House Moldova premises	

20.	Possibility for Graceful Exit within 1 month, UNDP Moldova reserves the right to terminate the present contract by giving 1-month written notice	
21.	UNDP Moldova reserves the right to provide Internet services for non-commercial purposes to other UN Agencies and UNDP Moldova Projects	
22.	The ISP shall assign a dedicated technical focal person and provide their contact details to serve as the primary point of contact for all matters related to the provision and support of Internet connectivity services. Any changes to the designated focal person shall be communicated to contracted UN Agencies Moldova in writing without undue delay	