



REQUEST FOR QUOTATION NO. RFQ26/03364: Provision of Mobile Phone Services to the 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. RFQ26/03364: Provision of Mobile Phone Services to the 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

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-01098** 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

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 case you 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 the document to facilitate 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 new deadline 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: Service Credits for SLA breach, after repeated breaches within 2 months UNDP may terminate the contract.								
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.								
Liquidated damages	Will be imposed as follows: <table border="1"> <thead> <tr> <th>SLA Breach</th><th>Service Credit</th></tr> </thead> <tbody> <tr> <td>Availability below target by $\leq 1\%$</td><td>5% of monthly invoice</td></tr> <tr> <td>Availability below target by $> 1\%$</td><td>10% of monthly invoice</td></tr> <tr> <td>Repeated breach (2 consecutive months)</td><td>Right to contract review / corrective action / cancellation of Contract</td></tr> </tbody> </table> Service credits shall be applied automatically to the subsequent invoice.	SLA Breach	Service Credit	Availability below target by $\leq 1\%$	5% of monthly invoice	Availability below target by $> 1\%$	10% of monthly invoice	Repeated breach (2 consecutive months)	Right to contract review / corrective action / cancellation of Contract
SLA Breach	Service Credit								
Availability below target by $\leq 1\%$	5% of monthly invoice								
Availability below target by $> 1\%$	10% of monthly invoice								
Repeated breach (2 consecutive months)	Right to contract review / corrective action / cancellation of Contract								
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 1: Schedule Of Requirements completed and signed ☒ 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 ☒ Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment ☒ Copy of registration documents ☒ Documents confirming possession of license/s allowing operations in the required line of business ☒ Documentation proving: - 2G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings, - 3G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings, - 4G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings, ☒ List of completed and/or ongoing contracts for provision of mobile communication services undertaken within the past (3) 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 ☒ Statement of satisfactory Performance (Certificates) from the top 3 clients in terms of Contract value in provision of mobile communication services ☒ Financial Statements (Income Statements and Balance Sheets or equivalent financial documentation demonstrating the financial capacity of the company for the past 2 (two) years 2024-2025, required minimum turnover for a bidder is US\$ 150,000 per each of the above-mentioned years. ☒ Quality Certificates (such as ISO or equivalent accreditations, awards, and citations) along with copies of corporate policies addressing sustainability, human rights, anti-corruption, diversity, inclusion, and other Sustainable Development Goal (SDG) initiatives.
Evaluation method	☒ The Long Term Agreement will be awarded to the lowest price substantially compliant offer
Evaluation criteria	☒ Full compliance with all requirements as specified in Annex 1 ☒ Full acceptance of the General Conditions of Contract ☒ Full acceptance of the SLA requirements ☒ Full compliance minimum turnover requirement
Type of Contract to be awarded	☒ Purchase Order ☒ Contract Face Sheet (Goods and-or Services on Long Term Agreement Basis) Purchase Order will trigger the call-off. Contract will be awarded to a single supplier for the period of 3 years with the possibility of extension to 5 years based on positive performance.
Expected date for contract award.	10 October 2026

ANNEX 1: SCHEDULE OF REQUIREMENTS

Bidders are expected to quote for provision of mobile communication services. This tender aims to establish a long-term agreement (LTA) for a minimum period of 3 three years subject to extension for additional 2 years if mutually agreed by both parties.

This LTA shall serve the office of UN Country Office, UNDP and its projects and other UN Agencies (eg. UNWomen, UNFPA, UNHCR, UNICEF and others) who operate in the country. The estimated number of Subscriptions to be procured under the resulting LTA for 2026-2029 is around 250 - 300 users at an estimated yearly expenditure of up to USD 50,000. To this effect, bidders must submit a clear and detailed financial offer with description of possible options and submit a detailed description of offered services in technical responsiveness table below.

The number of subscribers may however change if demand increases/decreases.

The resulting LTA is the sole property of UNDP and no other party can use it without prior official approval from UNDP. The estimates are provided in good faith and shall not in any way be deemed to be a commitment on the part of UNDP regarding any quantity for future purchases.

UNDP Roles and Responsibilities:

UNDP ICT unit's staff shall serve as the focal point for the following:

- Contract administration and the overall management of contract;
- Issuance of technical requests, answering questions;
- Obtain billing reports, administration of accumulated bonuses/credits, claims status reports and others as required.

UNDP Procurement Staff shall serve as the focal point for the following:

- Issuance Purchase Orders based on the technical request agreed;
- Perform inspection of services, including verification of applied rates, bonuses, discounts etc.;
- Conduct performance surveys.

The Telecommunication Company Roles and Responsibilities:

The Telecommunication Company will provide full, prompt, accurate and expert services to UNDP. The services included, but not limited to, the following:

- **Provision and Maintain Core Services:** Deliver continuous, high-quality mobile voice, messaging (SMS), mobile data (2G/3G/4G), and EU roaming services while strictly maintaining minimum network availability thresholds ($\geq 99.0\%$ for voice/SMS and $\geq 99.0\%$ for data).
- **Ensure Regulatory Compliance:** Guarantee that all services align with ANRCETI regulations, the national telecom legislation of the Republic of Moldova, and the UNDP General Conditions of Contract.
- **Provide 24/7 Support and Incident Management:** Operate a continuous (24/7) helpdesk via phone and email to handle incidents, adhering to strict resolution timeframes based on severity (e.g., resolving critical service outages within 4 hours).
- **Execute Rapid Account and SIM Management:** Process requests for SIM activation, suspension, or replacement within 2 business days, and apply any tariff or service modifications within 2 business days.
- **Manage Planned Maintenance and Outage Alerts:** Notify UNDP of any planned network maintenance at least 48 hours in advance scheduling it outside core business hours to minimize disruption and immediately report any unexpected coverage degradation in declared locations.
- **Submit Comprehensive Monthly Reporting:** Generate and deliver electronic monthly reports detailing SLA performance, KPI tracking, root-cause incident logs, usage statistics, and any compliance breaches.

- **Apply Service Credits Automatically:** Monitor SLA targets and automatically apply required financial penalties (service credits of 5% to 10%) to the subsequent month's invoice in the event of performance breaches.
- **Safeguard Data Privacy and Confidentiality:** Protect all UNDP data in compliance with applicable data protection laws, treating Call Detail Records as strictly confidential property that cannot be disclosed without written authorization from UNDP.

UNDP is intending to solicit the following corporate mobile subscription packages for UN Personnel

Standard package (Option 1):

1. 1000 minutes voice within Moldova
2. Messaging 1 SMS = 1 minute from voice minutes (p.1) within Moldova
3. Minimum 50 GB of Internet Mobile in Moldova (offered through 2G/3G/4G)
4. Minimum 15 GB of data roaming in EU/EEA countries
5. International minutes to EU, from Moldova - 500 min
6. International minutes from Moldova - 50 min (USA, Turkey)
7. Voice and Data roaming available in other countries, prices to be supplied as well as a list of countries in which services are not available

Advanced package (Option 2):

1. 1000 minutes voice within Moldova
2. Messaging 1 SMS = 1 minute from voice minutes (p.1) within Moldova
3. Minimum 100 GB of Internet Mobile in Moldova (offered through 2G/3G/4G)
4. Minimum 20 GB of data roaming in EU/EEA countries
5. International minutes to EU, from Moldova - 500 min
6. International minutes from Moldova - 50 min (USA, Turkey)
7. Data Roaming – 500 MB (USA, Turkey)
8. Voice and Data roaming available in other countries, prices to be supplied as well as a list of countries in which services are not available

Data only (Option 1):

Data only SIM – 50 GB with 4G USB modem / WiFi modem

Data only (Option 2):

Data only SIM – 100 GB with 4G USB modem / WiFi modem

The prices established as result of this competitive bidding will be final and valid for the whole period of the Long-Term Agreement. The successful bidder will conclude contracts for provision of services for mobile communication with each separate UN Agency upon agreement and will maintain the same rate applied to all UN entities for the selected package.

The SLA and Technical requirements will remain common and applicable to all contracts signed as result of the established LTA.

Required minimum specifications:

- 2G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings (Documents confirming to be attached to the Offer)
- 3G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings (Documents confirming to be attached to the Offer)
- 4G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings (Documents confirming to be attached to in the Offer)
- Disaster Recovery Plan (DRP) available and submitted
- Recovery time objective (RTO) for voice and data mobile services available and submitted or included in DRP.

- Valid appropriate license issued by national authorities (Bidders to submit a copy of valid license with the offer)

Voice Service Requirements:

- Flat rate subscriptions as per solicited package
- Messaging 1 SMS = 1 minute from voice minutes within Moldova
- Default voicemail language in Romanian or English
- Roaming Voice provided as part of the package
- The bidder shall provide a tariff table indicating cost per minute in MDL for voice roaming for incoming calls, and for outgoing local calls, to Moldova (fixed and mobile) and within the geographic zones. Charges shall be invoiced in MDL per second of usage.
- International Dialing: provided as part of the packages
- The bidder shall provide a tariff table for countries and networks with the tariff in MDL per minute. It shall include tariffs for calls from the mobile home network to the countries fix and mobile networks, the country names shall be provided in English. Tariffs may be based on geographic zones.

Data Service Requirements:

- Flat rate data only subscriptions as per solicited package
- Roaming Data provided as part of the package
- The bidder shall provide a tariff table indicating cost per MB in MDL for data roaming, based on geographic zones. / Ability for charges by zone/region (eg. Group of countries in one zone with fixed rate)
- DESIRABLE: bidder should provide flat rate data roaming plan(s), indicating limits by GB. Bidder may offer unlimited plans based on geographical zones.
- Ability to add additional data to exceed GB limit within Moldova
- Ability to add an optional global data roaming package
- Ability to cap global roaming data
- Ability to disable global roaming data upon request

Additional Procurement Requirements:

- Discounted mobile phone/other devices and related accessories offer for users
- Availability of bonuses policy
- UNDP CO will manage and administer the entire bonus program, including those bonuses that are included in the subcontracts of UNDP projects (UNDP CO will accumulate and use all points resulting from UNDP's projects contracts)

ADDITIONAL PACKAGE PROPOSALS:

(Possibility of one-time activation of additional options (for an additional fee) in addition to the existing Subscription without changing the subscription

- An increase in data-quota
- In Moldova: 30 Gb/Month (or more)
- Roaming – EU: 15Gb/Month (or more)
- Optionally: Roaming – Worldwide: 2Gb/Month

Management and Billing:

- Ability to create Units (for UN Agencies) and sub-units (for separate Projects implemented by each UN Agency) with the corresponding mobile numbers
- Ability to provide billing information to units and sub-units
- Different sub-units need to be able to be billed separately (eg. with or without VAT)
- Availability of cost-control policy
- Availability of dashboard for the current active mobile numbers per organization and per sub-units

- Ability to provide on monthly basis the detailed mobile services usage information per each number in one file:

- Mobile number
- Date
- Time
- Type of service
- Duration or data volume
- Cost in MDL
- Sub-unit name

The format of billing information shall be suitable for automatization purposes in structured format.

- Ability to provide on monthly basis the financial information (invoice) per sub-unit.
- The Contractor undertakes to change/modify the reporting/billing form as necessary/requested by UNDP Country Office
- Online reporting tool or mobile application per mobile number
- 24/7 customer service, including technical support, phone number and online help available outside of phoning hours
- The ability to have a pool of new business numbers and SIM cards already saved for the organization, which are activated using a simplified procedure when necessary / or to retain previously used numbers, for the entire duration of the contract, at no additional charge
- Dedicated curator/key account manager for UNDP or/and UN Agencies
- All communication and interaction should any questions arise will be conducted through this appointed person
- The supplier undertakes to inform the UNDP and/or UN Agencies in advance of any change in curator/key account manager
- By agreement with the curator/key account manager, any national mobile number can be included/disabled from the corporate package without any mandatory time limits
(indicate contact details of the person appointed for UNDP)

Detailed Service Level Agreement (SLA) – Mobile Communication Services:

1. General Conditions

Item	Requirement
Governing framework	UNDP General Conditions of Contract for Goods and Services
Applicability	This SLA applies to all mobile communication services provided under the Contract
Measurement basis	Monthly, unless otherwise specified
Exclusions	Force majeure and pre-notified planned maintenance
Regulatory alignment	Services must comply with ANRCETI regulations and national telecom legislation of the Republic of Moldova

2. Scope of Services

Service Component	Minimum Requirement
Voice services	National & international calls
Messaging	SMS (MMS optional)
Mobile data	3G / 4G (where available)
Roaming	EU roaming under "Roam Like at Home" (as applicable)
SIM management	Activation, suspension, replacement
Customer support	24/7 support and incident handling

3. Network Availability & Reliability

Service	Minimum Service Level
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Voice services availability	≥ 99.0%
Mobile data availability	≥ 99.0%
SMS delivery availability	≥ 99.0%

Availability shall be calculated as total service uptime divided by total service time per calendar month.

4. Network Performance Indicators

Indicator	Target Level
Call setup success rate	≥ 98%
Call drop rate	≤ 2%
Data latency (urban areas)	≤ 100 ms
Packet loss	≤ 2%
SMS delivery time	≤ 10 seconds in 95% of cases

5. Coverage Requirements

Requirement	Standard
Coverage declaration	Must be supported by verifiable data
Accepted sources	ANRCETI official coverage maps and measurements
Operational locations	Coverage must be ensured in all locations declared in the Bid
Coverage degradation	Contractor must notify UNDP without delay

6. Incident Management & Support

Severity	Description	Response Time	Resolution Time
Critical	Complete service outage	≤ 30 minutes	≤ 4 hours
High	Major degradation affecting multiple users	≤ 1 hour	≤ 8 hours
Medium	Partial service degradation	≤ 4 hours	≤ 24 hours
Low	Minor issues / service requests	≤ 1 business day	≤ 3 business days

Support must be available **24/7** via phone and email.

7. SIM & Account Management

Activity	Maximum Time
SIM activation / deactivation	2 business day
SIM replacement (lost/damaged)	2 business day
Tariff or service modification	2 business days

8. Planned Maintenance

Requirement	Standard
Advance notice	Minimum 48 hours
Timing	Outside core business hours, where possible
Monthly maintenance cap	≤ 4 hours/month
Impact	Must minimize service disruption

9. Reporting & Monitoring

Report Type	Frequency	Content
SLA performance report	Quarterly	Availability, KPIs, incidents
Incident log	Quarterly	Root cause & resolution
Compliance summary	Quarterly	SLA breaches (if any)
Usage report	Monthly	Voice, data, roaming
Billing report	Monthly	As per Billing section format

Reports shall be provided electronically and upon UNDP request.

10. Service Credits (Remedies)

(Without prejudice to UNDP's rights under the GCC)

SLA Breach	Service Credit
Availability below target by $\leq 1\%$	5% of monthly invoice
Availability below target by $> 1\%$	10% of monthly invoice
Repeated breach (2 consecutive months)	Right to contract review / corrective action/ Contract Cancellation

Service credits shall be applied automatically to the subsequent invoice.

11. Data Protection & Confidentiality

Requirement	Standard
Data protection	Compliance with applicable data protection laws
Call detail records	Confidential, UNDP property
Disclosure	Only upon written authorization by UNDP

12. SLA Review & Enforcement

Item	Condition
Review frequency	Yearly
Amendments	By written agreement only
Persistent non-performance	May lead to contract termination under GCC

Delivery Requirements

SLA requirements accepted by the Bidder
Services to be provided in line with Technical Specifications
Delivery Lead Time (The UN subscribers requests for service will be processed within 2 business days)
Validity of Quotation (90 days)
Payment terms (30 days after receipt of service and associated documents: invoice, billing info)

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:	Click or tap here to enter text.	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 documents on women empowerment, renewable	☒ Yes ☐ No

energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>				
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 contracts for provision of mobile communication services				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value <i>(insert currency)</i>	Period of activity <i>(month, year)</i>	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:	Click or tap here to enter text.	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

Table 1.1. Offered Mobile Communication Subscription Prices:

#	Corporate mobile subscription for UN Personnel	Price per Subscription MDL (VAT Excl.)	Price per Subscription MDL (VAT Incl.)
1	Standard package (Option 1): 1. 1000 minutes voice within Moldova 2. Messaging 1 SMS = 1 minute from voice minutes (p.1) within Moldova 3. Minimum 50 GB of Internet Mobile in Moldova (offered through 2G, 3G, 4G) 4. Minimum 15 GB of data roaming in EU/EEA countries 5. International minutes to EU, from Moldova - 500 min 6. International minutes from Moldova - 50 min (USA, Turkey) 7. Voice and Data roaming available in other countries, prices to be supplied as well as a list of countries in which services are not available		
2	Advanced package (Option 2): 1. 1000 minutes voice within Moldova 2. Messaging 1 SMS = 1 minute from voice minutes (p.1) within Moldova 3. Minimum 100 GB of Internet Mobile in Moldova (offered through 2G, 3G, 4G) 4. Minimum 20 GB of data roaming in EU/EEA countries 5. International minutes to EU, from Moldova - 500 min 6. International minutes from Moldova - 50 min (USA, Turkey) 7. Data Roaming – 500 MB (USA, Turkey) 8. Voice and Data roaming available in other countries, prices to be supplied as well as a list of countries in which services are not available		
3	Data only (Option 1): Data only SIM – 50 GB with 4G USB modem / WiFi modem		
4	Data only (Option 2): Data only SIM – 100 GB with 4G USB modem / WiFi modem		

Technical Specifications for Services:

NR	Required minimum specifications:	Offered specification <i>(Bidders to insert all sufficient details):</i>
1	Technical Requirements:	Technical Requirements:
1.1	2G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all	

	cities and border crossings (Documents confirming to be attached within the Offer)	
1.2	3G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings (Documents confirming to be attached within the Offer)	
1.3	4G mobile network coverage on minimum 99% population of the Republic of Moldova, to include all cities and border crossings (Documents confirming to be attached within the Offer)	
1.4	Disaster Recovery Plan (DRP) available and submitted	
1.5	Recovery time objective (RTO) for voice and data mobile services available and submitted or included in DRP	
1.6	Valid appropriate license issued by national authorities (Bidders to submit a copy of valid license with the offer)	
2	Voice Service Requirements:	Voice Service Requirements:
2.1	• Flat rate data only subscriptions as per solicited package • Roaming Data provided as part of the package - The bidder shall provide a tariff table indicating cost per MB in MDL for data roaming, based on geographic zones. / Ability for charges by zone/region (eg. Group of countries in one zone with fixed rate) • Ability to add additional data to exceed GB limit within Moldova • Ability to add an optional global data roaming package • Ability to cap global roaming data • Ability to disable global roaming data upon request	
3	Data Service Requirements:	Data Service Requirements:
3.1	• Flat rate data only subscriptions as per solicited package • Roaming Data provided as part of the package - The bidder shall provide a tariff table indicating cost per MB in MDL for data roaming, based on geographic zones. / Ability for charges by zone/region (e.g. Group of countries in one zone with fixed rate) • Ability to add additional data to exceed GB limit within Moldova • Ability to add an optional global data roaming package • Ability to cap global roaming data • Ability to disable global roaming data upon request	
4	Additional Procurement Requirements:	Additional Procurements Requirements:
4.1	• Discounted mobile phone/other devices and related accessories offer for users • Availability of bonuses policy - UNDP CO will manage and administer the entire bonus program, including those bonuses that are included in the subcontracts of UNDP projects (UNDP	

	CO will accumulate and use all points resulting from UNDP's projects contracts) ADDITIONAL PACKAGE PROPOSALS as detailed in table 1.2: (Possibility of one-time activation of additional options (for an additional fee) in addition to the existing Subscription (without changing the subscription)	
5	Management and Billing:	Management and Billing:
	• Ability to create Units (for UN Agencies) and sub-units (for separate Projects implemented by each UN Agency) with the corresponding mobile numbers • Ability to provide billing information to units and sub-units • Different sub-units need to be able to be billed separately (e.g. with or without VAT) • Availability of cost-control policy • Availability of dashboard for the current active mobile numbers per organization and per sub-units • Ability to provide on monthly basis the detailed mobile services usage information per each number in one file: ○ Mobile number ○ Date ○ Time ○ Type of service ○ Duration or data volume ○ Cost in MDL ○ Sub-unit name The format of billing information shall be suitable for automatization purposes in structured format. • Ability to provide on monthly basis the financial information (invoice) per sub-unit. • The Contractor undertakes to change/modify the reporting/billing form as necessary/requested by UNDP Country Office • Online reporting tool or mobile application per mobile number • 24/7 customer service, including technical support, phone number and online help available outside of phoning hours • The ability to have a pool of new business numbers and SIM cards already saved for the organization, which are activated using a simplified procedure when necessary / or to retain previously used numbers, for the entire duration of the contract, at no additional charge • Dedicated curator/key account manager for UNDP or/and UN Agencies	

	- All communication and interaction should any questions arise will be conducted through this appointed person -The supplier undertakes to inform the UNDP and/or UN Agencies in advance of any change in curator/key account manager • By agreement with the curator/key account manager, any national mobile number can be included/disabled from the corporate package without any mandatory time limits (indicate contact details of the person appointed for UNDP)	
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Table 1.2. (prices indicated herein will form a part of the subsequent contract, together with the prices in the Table 1.1.)

Offer provided in Table 2. below will not be evaluated in the process of evaluation of received quotations but will form a part of the future LTA with the selected company. However, in case two or more received bids (the Table 1. above) are financially on the same level, best offer in Table 2. will be used to make a final selection for the future contractor.

Item No	Description	UOM	Qty	Price per Subscription MDL (VAT Excl.)	Price per Subscription MDL (VAT Incl.)
1	Calls in Republic of Moldova (excl. Left bank of Nistru River regions), extra existing subscription	minute	1		
1.1	Data in Republic of Moldova (excl. Left bank of Nistru River regions), extra existing subscription	MB	1		
1.2	Call to EU/EEA countries, extra existing subscription	minute	1		
1.3	Data to EU/EEA countries, extra existing subscription	MB	1		
2	Calls to International (non-EU/non EEA)	minute	1		
	Zone 1 (list proposed countries)	minute	1		
	Zone 2 (list proposed countries)	minute	1		
	Zone 3 (list proposed countries)	minute	1		
	Zone 4 (list proposed countries)	minute	1		
	Add more if necessary				
2.1	Data in International (non-EU/non EEA)	MB	1		
	Zone 1 (list proposed countries)	MB	1		
	Zone 2 (list proposed countries)	MB	1		
	Zone 3 (list proposed countries)	MB	1		
	Zone 4 (list proposed countries)	MB	1		
	Add more if necessary				
3	Flat Rate for Additional Package Proposals				
3.1	Data in Moldova: 30 Gb/Month (or more)	MB	30 000		
3.2	Data in Roaming EU/EEA 15 Gb	MB	15 000		
3.3	Data n Roaming Worldwide 2Gb/Month	MB	2 000		

* List of EU/EEA member states: Austria, Belgium, Bulgaria, Czech Republic, Cyprus (excluding Northern Cyprus), Croatia, Denmark (excluding Greenland and the Faroe Islands), Estonia, Finland (including Åland), France (only the European part and the following French territories: Guadeloupe, French Guiana, Martinique, Mayotte, Réunion, Saint Martin), Germany, Greece, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal (including the Azores and Madeira Islands), Romania, Slovakia, Slovenia, Spain (including the Canary Islands), Sweden, Netherlands (only the European part), Hungary.

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
SLA requirements accepted by the Bidder	☐	☐	Click or tap here to enter text.
Services to be provided in line with Technical Specifications	☐	☐	Click or tap here to enter text.
Delivery Lead Time (The UN subscribers requests for service will be processed within 2 business days)	☐	☐	Click or tap here to enter text.
Validity of Quotation (90 days)	☐	☐	Click or tap here to enter text.
Payment terms (30 days after receipt of service and associated documents: invoice, billing info)	☐	☐	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.	
<i>Exact name and address of company</i> Company Name Click 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.