

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ-MD059-25

Date: 05 November 2025

SECTION 1: REQUEST FOR QUOTATION (RFQ) for the provision of mental health specialized services.

International Organisation for Migration (IOM) kindly requests your quotation for the provision of services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

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 using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

Signature: _____

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	14.11.2025
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Email</p> <p>Bid submission address: iomchisinau@iom.int</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Mandatory subject of email: RFQ-MD059-25 ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y”. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	IOM 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	All prospective suppliers must read the UN 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: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN 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.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.
Currency of Quotation	Quotations should preferably be submitted in MDL. If a different currency is proposed, the evaluation will be conducted using the current IOM exchange rate, available at https://treasury.un.org/operationalrates/OperationalRates.php .
Duties and taxes	The International Organization for Migration 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 below: All prices shall: <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation and documentation including catalogues, instructions and operating manuals	English or Romanian

Documents to be submitted	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input type="checkbox"/>
Quotation validity period	Quotations shall remain valid for 30 days from the deadline for the Submission of Quotation.
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.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> Other : on a monthly basis
Contact Person for correspondence, notifications and clarifications	Focal Person: Ina DABIJA E-mail address: idabija@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.
Clarifications	Requests for clarification from bidders will not be accepted any later than 4 days before the submission deadline. Responses to request for clarification will be communicated in writing by email.
Evaluation method	<input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract (template attached)
Right not to accept any quotation	IOM 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, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	Medical Service Agreement
Expected date for contract award.	01 January 2026
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at 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 of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

FOR PROVISION OF MENTAL HEALTH SPECIALISED SERVICES

FOR UKRAINIAN REFUGEES AND MIGRANTS IN CHISINAU, REPUBLIC OF MOLDOVA

Established in 1951, IOM is a UN Migration agency in migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all through its support to Governments, migrants, and their families.

The IOM is seeking to establish a partnership with mental health facilities in Chisinau to provide mental health specialized care and treatment services for Ukrainian refugees and migrants under the project “Enhancing Mental Health and Psychosocial Support for Refugees and Host Communities”.

The scope of services to be offered includes, but is not limited to:

- Medical psychiatric consultation
- Psychological intervention
- Mobile team intervention
- Mental Health Crisis Centre
- Sheltered housing (advanced)
- Group placement for the elderly and combined disabilities
- Addiction Recovery Program
- Intravenous therapy
- Counseling of other specialists (Speech therapists, legal advisors/lawyers, social assistants/workers, etc.)
- Livelihood through MHPSS

This partnership aims to ensure that refugees and migrants have equitable access to comprehensive, high-quality mental health specialized services, thereby improving their overall well-being and mental health outcomes in Moldova.

A. Project Title

Enhancing Mental Health and Psychosocial Support for Refugees and Host Communities

B. Project Description

The proposed initiative is informed by the identified gaps in access to mental health services, particularly the limited availability of specialized support for refugees and migrants, and the absence of a clear governmental mechanism for mental health coverage for foreigners. It aims to leave no one behind by ensuring inclusive and equitable access to essential mental health care for those on the move and in need.

The program will establish a Mental Health Community Center (MHCC) to provide specialized, community-based mental health and psychosocial support (MHPSS) services for refugees and migrants in the Republic of Moldova. The intervention seeks to ensure equitable access to quality, person-centered mental health care, while strengthening overall well-being, community resilience, and social inclusion.

The expected outcome is that individuals affected by displacement and vulnerability will have improved access to quality, specialised MHPSS services, contributing to a more inclusive and resilient mental health outcome.

C. Mental Health and Psychosocial Support Services:

Scope of Service, Expected Outputs, and Target Completion

A Mental Health Community Center (MHCC) will be selected or established in Chişinău to provide specialized mental health and psychosocial support (MHPSS) services to IOM beneficiaries. The scope of work will be outlined under the proposed arrangement, with a formal service agreement to be signed with the chosen provider once the tender procedures are completed. Beneficiaries, consisting primarily of refugees and migrants, will be referred to the MHCC by IOM.

The service provider will ensure comprehensive, person-centered mental health care through both facility-based and mobile team interventions across the Republic of Moldova. Services shall include, but not be limited to:

- Medical psychiatric consultations and follow-up;
- Psychological interventions and counselling;
- Mobile team outreach for vulnerable or remote beneficiaries;
- Crisis intervention through a Mental Health Crisis Centre;
- Sheltered housing and group placement for elderly persons and individuals with combined disabilities;
- Addiction recovery programmes;
- Intravenous therapy and medical support;
- Multidisciplinary counselling, including speech therapy, legal advice, and social assistance;
- Livelihood support and resilience-building activities through MHPSS.

All services will be provided free of charge to beneficiaries referred by IOM. Confidentiality must be maintained at all times, and beneficiary medical and psychosocial records shall be securely stored with restricted access.

The MHCC will operate primarily during regular business hours (e.g., 08:00–17:00), Monday to Friday, with flexibility to provide 24/7 availability for crisis or emergency interventions depending on the type of service.

Qualified staff, including psychiatrists, psychologists, social workers, and other relevant professionals, must be available to ensure high-quality and ethical service delivery. All personnel should be proficient in Russian, with Romanian and English considered an advantage.

The service provider will maintain close coordination with IOM and submit monthly reports detailing service provision, beneficiary data, case management outcomes, and performance indicators, in accordance with the reporting templates and timelines agreed upon in the service agreement.

The expected duration of the contract is 6 months, from January to June 2026, with the possibility of extension subject to performance and funding availability.

Required technical qualifications, registrations, and licenses

- Health Service Provider accreditation and license

The Service Provider should be accredited and licensed for providing medical services/activities in Moldova according to the Ministry of Health of Moldova (MoH). Service Provider has the necessary valid accreditation and licensing for providing medical services in Moldova (the term of validity of the license must be at least 12 months from the date of the deadline for submitting proposals for this request).

All medical personnel should have the appropriate certification and credentials required by the Government of Moldova, such as a medical diploma and a doctor's certificate.

- Health Service Provider's Experience

The selected Mental Health Community Center (MHCC) shall demonstrate proven experience and institutional capacity to provide quality mental health and psychosocial support (MHPSS) services in line with the standards outlined in these Terms of Reference.

The Service Provider shall have at least five (5) years of successful experience in delivering specialized psychiatric, psychological, and sheltered housing psychosocial services in the Republic of Moldova. Relevant experience should include the operation of community-based mental health centers, management of multidisciplinary MHPSS programs, and the provision of protective housing and addiction recovery services.

- Health Service Provider's Capacity to Comply with ToR Requirements

- a. Service Capacity

The Service Provider shall have sufficient institutional capacity and qualified personnel to ensure the efficient and quality provision of a broad spectrum of mental health and psychosocial services, including both in-person and mobile outreach interventions. The multidisciplinary team must include, at minimum: psychiatrists, psychologists, social workers, nurses, addiction specialists, and speech therapists, with the possibility of engaging additional professionals as required.

- b. Location and Accessibility

The Service Provider must be based in Chişinău, with the ability to maintain mobile service coverage throughout the Republic of Moldova. The facility must be easily accessible by public transport and ensure access for people with disabilities in accordance with relevant national standards.

- c. Facility Management and Standard Operating Procedures (SOPs)

The Service Provider shall have in place a health facility management system supported by internal SOPs and clinical protocols for mental health case management, crisis intervention, referral pathways, and confidentiality. These SOPs should be regularly reviewed and updated in line with National Mental Health Program 2023-2027 and regulations and also IASC MHPSS guidelines .

- d. Information Management and Confidentiality

The Service Provider shall maintain a secure health information and case management system, either digital or paper-based, ensuring the confidentiality and protection of beneficiary data in accordance with IOM confidentiality principles. Access to medical and psychosocial records must be strictly limited to authorized personnel only.

- e. Equipment and Accreditation

The Service Provider shall have the necessary infrastructure and equipment to deliver high-quality mental health and psychosocial services, including consultation and therapy rooms, crisis beds, telemedicine capacity, and vehicles for mobile team operations. Accreditation or recognition by IOM, the Ministry of Health, or other relevant partner agencies (e.g., WHO) will be considered an advantage.

D.Duration of Services

The Medical Service Agreement for the provision of mental health medical services under this ToR will be signed with the selected Health Service Provider for 6 months, with the possibility of extension.

E.Institutional Arrangement

The selected Service Provider should define a focal point who will be responsible for the day-to-day management of the cases referred to by IOM and monthly reporting.

The Migration Health Unit (MHU) of the IOM and the Migration Health Program Officer will be responsible for the coordination of the Project from the IOM side.

F.Scope of Proposed Price and Schedule of Payments

Services will be ordered by IOM on a need basis. IOM does not guarantee and is not obliged to request any minimum quantity of Services.

The Service Provider shall invoice and provide Acts of Rendered Services to IOM, which should indicate the date and details of the provided examination and treatment, and cost breakdown and total costs. Payments shall be made for actually provided services after IOM's receipt and approval of the invoice and the Act of Rendered service **monthly**.

Note: Payment for these services will be made following the Government Decision No. 21 from 18 January 2023 on the temporary protection of people displaced from Ukraine.

The service provider will provide specialized services according to the list of medical and sanitary services provided in Annex 3 TECHNICAL AND FINANCIAL OFFER