

**TERMS OF REFERENCE
FOR THE PROCUREMENT OF VOUCHERS FOR CLOTHES**

BRIEF DESCRIPTION OF REQUIREMENT	Provision of vouchers for clothes to be disbursed by IOM in accordance with IOM internal regulations and used by IOM beneficiaries.
ESTIMATED PERIOD	1 February 2026 – 31 January 2027
ESTIMATED NUMBER OF VOUCHERS	1,000
ESTIMATED SUM FOR ALL THE VOUCHERS	500,000 MDL, with the nominal value of one voucher of 500 MDL
VENDOR REQUIREMENTS	<p><i>Operational Capacity:</i></p> <ul style="list-style-type: none"> - Continuous capacity to provide up to 1,000 vouchers per year, disbursed in small batches or upon ad hoc requests from IOM. - Capacity to provide vouchers with nominal value of 500 MDL each. <p><i>Geographic coverage and accessibility:</i></p> <ul style="list-style-type: none"> - Demonstrate affordable and reasonable pricing, compatible with a voucher-based support mechanism of a maximum of six (6) vouchers per beneficiary, with a total value of up to 3,000 MDL per beneficiary for a winter clothing kit (including shoes, jacket, upper and lower garments) and up to 2,000 MDL per beneficiary for a summer clothing kit (including shoes and other clothing items). - Possibility to cash the vouchers in multiple shops nationwide, including mandatory availability of shops in Chişinău and at least one or two cities in the south, north and centre of the country. <p><i>Product availability and quality:</i></p> <ul style="list-style-type: none"> - Availability of clothes for adults and children for all seasons (winter, summer, spring, autumn), including shoes and underwear. - Demonstrate the capacity to supply clothing items in multiple styles, including casual, sportswear, formal, classic, modern, and seasonal styles, to accommodate all the needs of the beneficiaries. - Demonstrate the capacity to supply all clothing items listed above for both adults and children, across all seasons, within a single retail outlet, enabling beneficiaries to purchase all required items in one shop. <p><i>Compliance & Legal Requirements:</i></p> <ul style="list-style-type: none"> - Valid business registration and operating licenses - Legal right to issue and cash vouchers. - Proof that the vouchers are accepted in the shops and a list of shops in which the person can cash the vouchers. - Possibility of providing the vouchers without an advance payment is welcomed but not mandatory. - Provision of transparent pricing (no hidden fees or price discrimination for voucher users). - Clear discount or promotion policy applicable to voucher holders. - VAT and tax compliance - Non-discriminatory treatment of voucher beneficiaries - Respectful and dignified service