

**TERMS OF REFERENCE (ToR)**  
**FOR THE PROCUREMENT OF SUPERMARKET VOUCHERS FOR IOM BENEFICIARIES**

<b>BRIEF DESCRIPTION OF REQUIREMENT</b>	Provision of supermarket vouchers to be disbursed by IOM in accordance with IOM internal regulations and used by IOM beneficiaries.
<b>ESTIMATED PERIOD</b>	1 February 2026 – 31 January 2027
<b>ESTIMATED NUMBER OF VOUCHERS</b>	3,000
<b>ESTIMATED SUM FOR ALL THE VOUCHERS</b>	900,000 MDL, with the possibility to provide vouchers with nominal value of 600 MDL and 200 MDL
<b>VENDOR REQUIREMENTS</b>	<p><i>Operational Capacity:</i></p> <ul style="list-style-type: none"> <li>- Continuous capacity to provide up to 3,000 vouchers per year, disbursed in small batches or upon ad hoc requests from IOM.</li> <li>- Capacity to provide vouchers with nominal value of 600 MDL each and of 200 MDL each.</li> </ul> <p><i>Geographic coverage and accessibility:</i></p> <ul style="list-style-type: none"> <li>- Demonstrate affordable and reasonable pricing, compatible with a voucher-based support mechanism of a maximum of three (3) vouchers per beneficiary, with a total value of up to 1,800 MDL per beneficiary for food and non-food products including tobacco products if requested.</li> <li>- Possibility to cash the vouchers in multiple shops nationwide, including mandatory availability of shops in Chişinău and at least five cities in the south, north and centre of the country.</li> <li>- One year validity of the vouchers.</li> </ul> <p><i>Product availability and quality:</i></p> <ul style="list-style-type: none"> <li>- Availability of food items (fresh, packed and staple foods), non-food household essentials (e.g., hygiene items, cleaning supplies etc.), and personal care products and tobacco products.</li> <li>- Upon request, the supplier must ensure that certain vouchers can be used by the beneficiaries to purchase tobacco products, in accordance with national laws and regulations. The supplier shall not impose additional restrictions on the purchase of tobacco products beyond those required by law.</li> <li>- Availability of the above-mentioned products in multiple shops across the country.</li> </ul> <p><i>Compliance &amp; Legal Requirements:</i></p> <ul style="list-style-type: none"> <li>- Valid business registration and operating licenses</li> <li>- Legal right to issue and cash vouchers.</li> <li>- Proof that the vouchers are accepted in the shops and a list of shops in which the person can cash the vouchers.</li> <li>- Possibility of providing the vouchers without an advance payment is welcomed but not mandatory.</li> <li>- Provision of transparent pricing (no hidden fees or price discrimination for voucher users).</li> <li>- Clear discount or promotion policy applicable to voucher holders.</li> <li>- VAT and tax compliance</li> <li>- Non-discriminatory treatment of voucher beneficiaries</li> <li>- Respectful and dignified service</li> </ul>