

## REQUEST FOR QUOTATION

RFQ Reference: RFQ-MD006-26

Date: 09 February 2026

Subject of RFQ): **Corporate Mobile Communication Services**

International Organization for Migration kindly requests your quotation for the provision of the services described in the **Terms of Reference (ToR)** below.

When preparing your quotation, please be guided by the RFQ information below. 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.

### RFQ INFORMATION

<b>Deadline for the submission of quotation</b>	16 February 2026
<b>Method of submission</b>	Quotation must be submitted as follows: <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email
<b>Cost of preparation of quotation</b>	IOM shall not be responsible for any costs associated with a vendor's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
<b>Contractual Terms</b>	Any Purchase Order that will be issued as a result of this RFQ shall be subject to the IOM standard terms for provision of goods/services available at <a href="https://www.iom.int/do-business-us-procurement">https://www.iom.int/do-business-us-procurement</a> or IOM standard contract templates.
<b>Documents to be submitted</b>	Bidders shall submit and sign the-bid submission form below.
<b>Quotation validity period</b>	The quotation shall remain valid for 30 days from the deadline for the submission.
<b>Price</b>	Quotations shall be in MDL, including VAT, for the services stated in the Terms of Reference -TOR
<b>Partial quotations</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Per LOT
<b>Clarifications</b>	Contact person for correspondence, notifications and clarifications Contact person: Ina Dabija E-mail address: idabija@iom.int
<b>Evaluation method</b>	<input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>
<b>Right not to accept any quotation</b>	IOM is not bound to accept any quotations, nor award a contract or purchase order
<b>Expected date for contract/PO award.</b>	01.03.2026

Thank you and we look forward to receiving your quotation.

Issued by:

Signature: \_\_\_\_\_

Title: Snr. Procurement/Logistics Assistant

## Terms of Reference (ToR) – Corporate Mobile Communication Services

International Organization for Migration (IOM) is seeking a corporate mobile communication package for approximately **100 users**.

### Scope of Services

This procurement covers **corporate mobile connectivity services only**, including voice, mobile data, SMS, roaming, and SIM/eSIM provisioning and management.

#### 1. Voice Services

- National voice calls with high-quality connectivity.
- International calling options at competitive rates.
- Voicemail and call forwarding features.

#### 2. Mobile Data Services

- High-speed mobile internet (4G/5G) with consistent performance.
- Tiered or pooled data plans suitable for corporate usage.
- Data usage monitoring and reporting tools.

#### 3. SMS & Messaging

- National and international SMS services.
- Delivery reports and usage analytics.

#### 4. Roaming Services

- Global roaming coverage with predictable pricing.
- Roaming bundles for frequent-travel destinations.
- Real-time roaming usage alerts to prevent bill shocks.
- Optional roaming data caps or automatic blocking thresholds.

#### 5. Devices & SIM Management

- Provision of physical SIM cards and eSIM profiles.
- Activation, suspension, deactivation, and replacement of SIM/eSIMs.
- Mobile number management.

#### 6. Coverage Requirements

- Nationwide coverage with strong indoor and outdoor signal quality.
- Coverage maps demonstrating signal strength and network capacity.
- Service-level guarantees for uptime and network reliability.

#### 7. Support & Response Times

- 24/7 customer support for critical issues.

- Response time for service outages: **within 30 minutes.**
- Resolution time for standard issues: **within 24 hours.**
- Dedicated corporate account manager.

## 8. Provisioning & Changes

- SIM activation within **1 business day.**
- Number porting within regulatory timelines.

## 9. Reporting & Analytics

The provider shall supply:

- Monthly usage reports (voice, data, SMS, roaming).
- Cost breakdown per user, department, or cost center.
- Alerts for unusual or excessive usage.
- Dashboard access for real-time monitoring. (preferably)