



United Nations Population Fund  
Eastern Europe and Central Asia Regional Office  
Istanbul-Turkiye  
Website: <https://eeca.unfpa.org>

## REQUEST FOR QUOTATION RFQ N° UNFPA/EECARO/RFQ/2023/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

### “The Provision of a one-year subscription for mobile services”.

UNFPA EECARO is looking for the mobile phone network operators for the provision of the below services:

1. postpaid mobile phone services (Voice, SMS, Data)
2. one-year subscription for minimum 40 lines

Details of the required services and the selection criteria can be found from the below Technical Specification and Terms of Reference (TOR).

This Request for Quotation is open to all legally-constituted companies that can provide the requested product/services and have legal capacity to deliver the goods/perform the service in Turkey, or through an authorized representative.

#### I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is a United Nations Agency aimed at improving reproductive and maternal health worldwide and to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled. To read more about UNFPA, please go to: [UNFPA about us](#)

#### II. Service Requirements

##### Background

The United Nations Population Fund, Eastern Europe and Central Asia Regional Office (UNFPA EECARO) is located in Istanbul, and employs about 40-50 staff members. Due to the nature of work communication and connectivity is a key factor of success.

Usage pattern of UNFPA EECARO is as follows:

GSM lines for Voice, SMS and DATA; (per line, per month)							
Domestic Voice (min)	Domestic SMS	International Voice (min)	International SMS	Local Internet (MB)	Roaming Internet (Mb)	Roaming Voice (min)	Roaming SMS
1150	70	42	21	18,000	320	20	9

##### Objectives

To facilitate its operations UNFPA EECARO is looking to procure **a minimum of 40 one-year subscriptions for mobile services.**



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Terms of reference (TOR) for the mobile operator services:

- subscription package to include **the one-year postpaid plan**
- ability to deliver and activate the sim cards with subscription package within 3 business days
- **subscription package (main package)** to includes min 3,000 minutes domestic calls, min 100 domestic SMS and min 30 GB at 4G or better speed internet
- Unlimited calls within in-company numbers (Kurum Ici)
- **add-on package for roaming SMS, Voice and data** (to be separate from the main package) and activated at request
- volume discount from the total monthly bill or any other bonus system
- **electronic invoice / reports for detailed usage per line on a monthly basis**
- provide access to an online interactive web portal for online processing data retrieving
- deactivate or freeze subscriptions by request via email from authorized UNFPA representative
- assign a 'Customer Representative' who is accessible by email and phone to provide support to authorized UNFPA staff. This Customer Representative, whose CV shall be submitted as part of the technical proposal, shall;
  - ✓ Be a university graduate
  - ✓ Desirable to have minimum 3 years of specific professional experience in a mobile operator as a customer representative
  - ✓ Be fluent in English and Turkish
  - ✓ Be resident in Istanbul

**III. Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Mr. Huseyin Yorumez, ICT Specialist</i> <i>Ms. Filiz Karanfil, Admin Associate</i>
Email address of contact person:	To: <a href="mailto:yorumez@unfpa.org">yorumez@unfpa.org</a> cc: <a href="mailto:karanfil@unfpa.org">karanfil@unfpa.org</a>

The deadline for submission of questions is **01 November 2023, COB, Istanbul Time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline on the same platform as the original advertisement.

**IV. Content of quotations**

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:



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- a) **Technical proposal**, in response to the requirements outlined in the service requirements / TOR should be concisely presented in free format and structured in the following order to include, but not necessarily be limited to, the following information:
1. Bidder should provide a brief description of the company and the company's qualifications. Providing information that will facilitate UNFPA's evaluation of your company/institution's substantive reliability (website).
  2. Different options for proposed subscription plans as per requirements listed under the minimum technical specifications in the TOR.
  3. List of countries under roaming
  4. Add-on service plans
  5. Bonus offers
  6. Copies of current certificates such as company registration certificate, VAT /Tax Registration Certificate and etc.
  7. CV of the dedicated customer service representative
  8. Other relevant information
- b) **Price quotation**, to be submitted strictly in accordance with the price quotation form (ref attached). Both parts of the quotation form must be signed by the bidding company's relevant authority and submitted in PDF format.

## V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact address indicated below no later than: **10 November 2023, COB, Istanbul Time.**

<b>Email address:</b>	To: <a href="mailto:karanfil@unfpa.org">karanfil@unfpa.org</a> To: <a href="mailto:yorumez@unfpa.org">yorumez@unfpa.org</a>
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Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/EECARO/RFQ/2023/002 – 'The Provision of One-year service plan for postpaid lines.** Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **20 MB (including email body, encoded attachments and headers).** Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

## VI. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.



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## Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements/TORs listed in Section II and in accordance with the evaluation criteria below:

### VI.I Minimum technical requirements for the one-year subscription package:

Pass/Fail criteria will be used to evaluate whether or not the proposed subscription packages meet the minimum UNFPA requirements. **Only those bids that pass the minimum requirements listed below will be accepted for further evaluation.**

Mandatory Criteria		
Technical Compliance for the mobile operator services	Pass	Fail
Subscription package for <b>one-year postpaid plan</b>		
Ability to deliver and activate the sim cards with subscription package within 3 business days		
<b>Subscription for</b> min 3,000 minutes domestic calls, min 100 domestic SMS and min 30 GB at 4G or better speed internet		
Ability to provide <b>electronic invoice / reports for detailed usage per line on a monthly basis</b>		
Deactivate or freeze subscriptions within 3 days by request via email or phone call from authorized UNFPA representative		

### VI.II Technical evaluation

Technical Evaluation Criteria	
Qualitative requirements to the mobile operator services	100 Points
Unlimited calls within in-company calls (Kurum ici) <b>(20 Points)</b>	
add-on package for roaming SMS, Voice and data (to be separate from the main package) and activated at request <b>(30 points)</b>	
volume discount from the total monthly bill or any other bonus system <b>(25 Points)</b>	
provide access to an online interactive web portal for online processing data retrieving <b>(10 Points)</b>	
Assign a 'Customer Representative' who is accessible by email and phone to provide support to authorized UNFPA staff. This Customer Representative, whose CV shall be submitted as part of the technical proposal, shall; <ul style="list-style-type: none"> <li>✓ Be a university graduate</li> <li>✓ desirable to have minimum 3 years of specific professional experience</li> </ul>	



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<b>(15 Points)</b>	in a mobile operator as a customer representative ✓ Be fluent in English and Turkish ✓ Be resident in Istanbul	
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### Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points out of 100 points in the technical evaluation.

Price Quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial Score} = \frac{\text{Lowest Bid (THB)}}{\text{Bid being Scored (THB)}} \times 100 \text{ (Maximum Score)}$$

### Total Score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points:

$$\text{Total Score} = 70\% \text{ Technical Score} + 30\% \text{ Financial Score}$$

### VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Long Term Agreement with duration of (1) years with the possibility to extend for one year and another one year to the Bidder(s) who obtain the highest total score.

### VIII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

### IX. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

### X. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.



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Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

#### **XI. Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

#### **XII. RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Florence Bauer, Regional Director of UNFPA Regional Office for Eastern Europe and Central Asia at [bauer@unfpa.org](mailto:bauer@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

#### **XIII. Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



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## PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	<a href="#">Click here to enter a date.</a>
<b>Request for quotation N°:</b>	UNFPA/EECARO/RFQ/2023/002
<b>Currency of quotation:</b>	TRY
<b>Validity of quotation:</b>	<i>The quotation shall be valid for a period of at least 3 months after the submission deadline</i>

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.
- Quotation should contain details of proposed subscription packages (main package) for a **one-year postpaid plan**.
- Add-on plans for roaming to be shown separately
- Price lists for roaming to be included

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/EECARO/RFQ/2023/002 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	<a href="#">Click here to enter a date.</a>	
Name and title	Date and place	



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**ANNEX I:  
General Conditions of Contracts:  
De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)