



REQUEST FOR QUOTATION (RFQ) (Goods)

NAME & ADDRESS OF FIRM	DATE: August 13, 2019
	REFERENCE: RFQ-016-TLS-2019 Provision of Sim Cards and Phone Line Services for UNDP Timor-Leste on Long Term Agreement (LTA) Basis

Dear Sir / Madam:

We kindly request you to submit your quotation for **Provision of Sim Cards and Phone Line Services for UNDP Timor-Leste on Long Term Agreement (LTA) Basis**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before August 27, 2019 and via (choose appropriate box) ☒ e-mail, ☒ courier mail or ☐ facsimile to the address below:

United Nations Development Programme
Registry of UNDP at UN House, Caicoli Street
Attn. of Mr. Tuya Altangerel, Country Director
Email submission: *bids.tp@undp.org*

Quotations submitted by email must be limited to a maximum of 15MB, virus-free and no more than [indicate number] email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s: [check the condition that applies to this RFQ, delete the entire row if condition is not applicable to the goods being procured]

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	<input type="checkbox"/> FCA <input type="checkbox"/> CPT <input type="checkbox"/> CIP <input checked="" type="checkbox"/> DAP <input type="checkbox"/> Other [pls. specify]	
Customs clearance ¹ , if needed, shall be done by:	<input type="checkbox"/> UNDP <input checked="" type="checkbox"/> Supplier/Offeror <input type="checkbox"/> Freight Forwarder	
Exact Address/es of Delivery Location/s (identify all, if multiple)	United Nations Development Programme UN HOUSE, Caicoli, Dili UNDP Office in Oecusse ZEESM UNDP Office in Baucau UNDP Office in Suai	
UNDP Preferred Freight Forwarder, if any ²	N/A	
Distribution of shipping documents (if using freight forwarder)	N/A	
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	<input type="checkbox"/> [indicate number] days from the issuance of the Purchase Order (PO) <input checked="" type="checkbox"/> As per Delivery Schedule attached [if delivery will be staggered] Time : [pls. indicate] Time Zone of Reference : [pls. indicate]	
Delivery Schedule	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required	
Packing Requirements		
Mode of Transport	<input type="checkbox"/> AIR <input type="checkbox"/> SEA	<input checked="" type="checkbox"/> LAND <input type="checkbox"/> OTHER [pls. specify]
Preferred Currency of Quotation ³	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency : [pls. specify]	

¹ Must be linked to INCO Terms chosen.

² Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

³ Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

Value Added Tax on Price Quotation ⁴	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input type="checkbox"/> Warranty on Parts and Labor for minimum period of Click to type <input checked="" type="checkbox"/> Technical Support <input checked="" type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair <input type="checkbox"/> Others [pls. specify]
Deadline for the Submission of Quotation	COB, Tuesday, August 27, 2019
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others [pls. specify, including dialects, if needed]
Documents to be submitted ⁵	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2 (Evaluation Criteria and Minimum Performance), and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Duly Accomplished Financial Proposal as provided in Annex 3 <input type="checkbox"/> A statement whether any import or export licenses are required in respect of the goods to be purchased including any restrictions on the country of origin, use/dual use nature of goods or services, including and disposition to end users; <input checked="" type="checkbox"/> Confirmation that licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should the quotation be selected; <input checked="" type="checkbox"/> Quality Certificates (ISO, etc.); <input checked="" type="checkbox"/> Latest Business Registration Certificate ; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); <input checked="" type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied ; <input checked="" type="checkbox"/> Complete documentation, information and declaration of any goods classified or may be classified as "Dangerous Goods". <input checked="" type="checkbox"/> Patent Registration Certificates (if any of technologies submitted in the quotation is patented by the Supplier); <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input type="checkbox"/> Others [pls. specify as many as required]
Period of Validity of Quotes starting the Submission Date	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days

⁴ This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

⁵ First 2 items in this list are mandatory for the supply of imported goods

	<input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms ⁶	<input checked="" type="checkbox"/> 100% upon complete delivery of goods <input checked="" type="checkbox"/> Others - Payment on Monthly basis upon receipt of invoice
Liquidated Damages	<input type="checkbox"/> Will not be imposed <input type="checkbox"/> Will be imposed under the following conditions : Percentage of contract price per day of delay : _____ Max. no. of days of delay : _____ After which UNDP may terminate the contract.
Evaluation Criteria <i>[check as many as applicable]</i>	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price ⁷ Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <i>[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]</i> <input checked="" type="checkbox"/> Earliest Delivery / Shortest Lead Time ⁸ <input type="checkbox"/> Others <i>[pls. specify]</i>
UNDP will award to:	<input type="checkbox"/> One and only one supplier <input checked="" type="checkbox"/> One or more Supplier, depending on the following factors: - 2 most technically responsive - 2 lowest prices offered
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order

⁶ UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

⁷ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

⁸ This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).

	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement ⁹ and <i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.</i>) <input type="checkbox"/> Other Type/s of Contract <i>[pls. specify]</i>
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de min contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Special conditions of Contract	<input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by <i>[indicate number of days]</i> <input type="checkbox"/> Others <i>[pls. specify]</i>
Conditions for Release of Payment	Passing Inspection <i>[specify method, if possible]</i> Complete Installation <input type="checkbox"/> Passing all Testing <i>[specify standard, if possible]</i> <input type="checkbox"/> Completion of Training on Operation and Maintenance <i>[specify no. of trainees, and location of training, if possible]</i> <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements <input checked="" type="checkbox"/> Others – payment released once all calls are certified by the sim card custodians
Annexes to this RFQ ¹⁰	<input checked="" type="checkbox"/> Term of References (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> Financial Proposal (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html <input type="checkbox"/> Others <i>[pls. specify, if any]</i> Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.

⁹ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

¹⁰ Where the information is available in the web, a URL for the information may simply be provided.

Contact Person for Inquiries (Written inquiries only) ¹¹	<i>Ulderico Ze Machado</i> <i>Ulderico.zemachado@undp.org</i> <i>+670.331220 ext.1122</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
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Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor 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.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement

¹¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP 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.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

Sincerely yours,
Diana Lina Bernardo
Operations Manager
August 9, 2019

TERMS OF REFERENCE (TOR)

GENERAL INFORMATION

Services/Work Description: Provision of Sim Cards and Phone Line Services for UNDP Timor-Leste on Long Term Agreement (LTA) Basis

Project/Program Title: Management Service

Specific Location: UNDP Timor-Leste Country Office

Type of the Contract: Long Term Agreement (LTA) Basis for three (3) years with a possibility of one year extension upon satisfactory performance

Latest Expected Service Start Date: September 2019

I. BACKGROUND / RATIONALE

Since 1999, UNDP has been supporting the Timorese people move from post-conflict recovery towards sustainable development. UNDP's Country Action Plan 2015-2019, developed in partnership with and approved by the Timor-Leste government, aims to build the foundations for lasting peace, resilience to climate induced natural disaster, and poverty reduction.

The Standard Basic Assistance Agreement (SBAA) signed at independence on 20 May 2002, provided an early framework for UNDP's work in the country as well as the ongoing legal basis for UNDP's operations in Timor-Leste.

UNDP recognizes that the Timor-Leste government is primarily responsible for the national development agenda. The current Country Programme Action Plan (CPAP) 2015-2019 was designed in partnership with state institutions, responding to the key priorities of the Government of Timor-Leste over the period.

UNDP Timor-Leste's programme areas, and individual projects within each of those portfolios, are designed around the goals of resilience building, sustainable development and inclusive and effective democratic governance.

The CPAP also reflects the primary goals of the United Nations Development Assistance Framework (UNDAF) 2015-2019.

II. OBJECTIVES OF THE SERVICE

Mobile Phone Services, which would cover the provision of voice communications, data communications and related services, is one of the back-office services required to keep UNDP Timor-Leste operations running in a cost-effective way thereby efficiently delivering programme activities.

UNDP Timor-Leste Office, therefore, seeks to set up a Long Term Agreement (LTA) with qualified Mobile Service Providers that are licensed by the National Communication Authority (NCA) of the Government of Timor-Leste. The contract shall be valid for **three (3)** year with the possibility to **renew for one (1) more additional** year upon satisfactory performance.

III. SCOPE OF THE SERVICES

The UNDP Timor-Leste Country Office hereby invites potentially qualified mobile Service Providers which offers Closed User Group (CUG) service that supports GSM/GPRS which is connected to its Fixed Telephone Private Branch Exchange (PBX). The specific scope of services are:

- 1. Number of Subscribers:** 150 Subscribers with another 50 or so reserved for the UNDP as a contiguous block of Defined Numbers. Subscribers are defined as any individual from within UNDP or, other UN Agencies when confirmed by UNDP. The order can only be made and approved by UNDP or delegated representative.
- 2. Closed User Group** service for all UNDP Subscribers as defined above at a free monthly fee enabling efficient and cost-effective calls between Subscribers;
- 3. SIM Cards:**
 - a. Up to 150 SIM cards, configured as **Pre-Paid or Post-Paid**. All SIM cards shall be part of the CUG. Note that only selected staff will have post-paid;
 - b. The vendor shall replace any lost or damaged SIM cards with the same call number within a maximum of one (1) working day upon written notification by UNDP;
 - c. International access **shall not** be provided by default to Post-Paid subscribers but can be activated within one working day after UNDP's written request. In addition to International access restriction, the Contractor shall restrict selected groups of Subscribers to calling only Closed User Group within one working day after UNDP Deputy Country Director for Operations (or his/her designated representative's) written request. Moreover, the Contractor shall set credit limits for selected groups of Subscribers as requested in writing by the UNDP, the Subscriber shall only be allowed to receive and make call to one emergency number (e.g. 0XXX 1111). This option shall be at no additional cost to UNDP; and
 - d. Roaming services shall be provided by the Contractor to UNDP Post-Paid subscribers upon written request from UNDP specifying the line(s) involved and within one working day from such written request. Likewise, the Contractor shall restrict selected groups of Subscribers roaming services outside Timor-Leste upon written request from UNDP specifying the line(s) involved and within one working day from such written request.
- 4. GSM**
 - a. Mobile subscribers should have the ability to call any telephone, mobile or otherwise, within Timor-Leste and abroad unless restricted at the request of UNDP as per paragraph 3. C. above. Mobile phones should be able to receive calls from all the telephone service providers within Timor-Leste and abroad, except from numbers barred at the request of UNDP;
 - b. Closed User Group operation;
 - c. International Roaming;
 - d. SMS broadcast;
 - e. Barring of incoming calls from selected mobiles; and
 - f. Ability to block international access and roaming
- 5. Internet Modem:** Internet Service Provider shall avail appropriate one to ensure best service for UNDP Timor-Leste **for 4G operations main duty stations or 3G in remote areas.**
- 6. Other Technical Requirements**
 - a. Provide the contractual requirements for the service (i.e. such as term of the contract, return policy for defective products, early termination penalty, access to logs details, etc.).

- b. Describe your voice service and equipment offering (i.e. call waiting, caller ID, call hold, call forward, voicemail with numeric paging, corporate pooled minutes, long distance, free mobile phones with multi-year commitment, etc.).
- c. Describe your wireless data service and equipment offerings, including the technologies used (i.e. Cellular Digital Packet Data, Wireless Internet Access, etc.). What percent of your covered territory uses this technology? Explain the technological advantages of the wireless network your company currently offers. How do you ensure network security?
- d. Based on the estimated number of phones, provide a detailed description of **local, regional and international plans** for UNDP Timor-Leste employees/users under the corporate account. For each plan, include monthly access fee and local airtime for minutes over plan allotment rate.
- e. Describe your fraud protection plans.
- f. Please briefly explain how your network is protected in the event of a disaster, i.e. flood, hurricane, thunderstorm, etc.
- g. Describe your hours of peak and off-peak usage, if applicable.
- h. As this service will be utilized by a number of UNDP Timor-Leste employees who routinely travel to varying points in the region, do you expect any areas of the region to be less accessible in terms of connectivity?
- i. As this service will be utilized by a number of UNDP Timor-Leste employees who routinely travel to varying points in the Asia, Europe, Americas etc, do you expect any areas of to be less accessible in terms of connectivity?
- j. Are samples of your products available for a subset of our users to try before we agree to purchase?

7. Billing:

- a. UNDP Timor-Leste expects to receive **one invoice per month** from the service provider in which each call is fully documented with at least start/end date and time, call duration, origin and destination, telephone numbers, and cost per call.
- b. **Within UNDP Projects shall have their own specific USER ID or account and will be charged accordingly and billed directly**

8. Implementation and Equipment:

- a. UNDP Timor-Leste would prefer that the service provider waive the activation fee for services under the corporate account. Please indicate this activation fee amount on the cost sheet, if it is applicable.
- b. The UNDP Timor-Leste ICT Analyst (under the supervision of Operations Manager) will be UNDP Timor-Leste's main focal points of contact in regards to cell phone operation, distribution, and orders. Describe the options for ordering equipment and service. Do you offer a single point of contact for all orders? Describe the order process from initial request to receipt of goods.
- c. Provide brand, model numbers and brochures of all equipment to be supplied under this agreement.

9. Support/Customer Service:

- a. Any service interruptions must be resolved within 12 hours. The vendor must provide the names and telephone numbers of persons to contact in the event of a service interruption.
- b. The required services shall be rendered on a 24 hours around the clock, basis.
- c. Possession of a Call Center
- d. Include the procedure for reporting outages and notification to UNDP/ UN in case of scheduled maintenance, emergency maintenance and/ or other outages

- e. Describe your pre-and post-sale support services, including but not limited to:
 - Assigned single point of contact for UNDP Timor-Leste;
 - Delivery of equipment;
 - Training;
 - Technical support and hours;
 - Maintenance;
 - Please indicate customer service hours.

10. Account Management:

- a. Do cellular phones arrive activated? If not, what steps does an IT administrative coordinator/end-user need to take to activate a phone? What action does this end-user need to take if there are problems with a phone received (i.e. not activated, dead on arrival, etc.)? Will you assign an account manager who will be easily contacted?
- b. What is the timeframe, i.e., maximum number of days, for activating a new phone or replacing a phone? Describe your notification process when an individual wishes to terminate the service/contract.

11. Warranty and Support

- a. Provide warranty information. Be sure to list any and all exclusions to the warranty offered.
- b. Include information about customer support services, trouble reporting, and maintenance agreements.

Sincerely yours,

Ulderico Ze Machado
ICT Analyst, UNDP Timor-Leste

Annex 2

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹²

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery¹³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. _____:

A. Evaluation Criteria

Service provider must provide answer YES or NO while provides remarks if necessary.

No.	evaluation Criteria's	YES/NO	REMARKS
1	Office and branch office exist in all 13 municipalities		
2	4G simcards for at least in these locations: DILI, OECUSSE, BAUCAU, SUAI		
3	Roaming available at least in this countries: INDONESIA, THAILAND, DENMARK, NEW YORK (USA)		
4	Roaming activation on demands (1 working day) requested by email		
5	Closed Group (on-net SMS/Calls)		
6	Extended Closed Group to all UN AGENCIES in Timor-Leste		
7	Dedicated Account Manager to whom 24/7 support is required with details of names and contact.		
8	Numbers of sim cards postpaid required 130-150		
9	Number of simcard 4G only for internet (dedicated) 10-50 units		
10	Wave the the subscription fee		
11	Issuance of 2nd simcard incase broken/lost within 1 working day		
12	Round-off call for first minutes is minimum 30 second		

¹² This serves as a guide to the Supplier in preparing the quotation and price schedule.

¹³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

13	SMS Broadcast		
14	Barring of incoming calls from selected mobiles phone		
15	Ability to block international access and roaming		
16	Access to log calls details when required		
17	Monthly billing system per group/profile, contains of all information, such date/time, call duration, origin/destination, cost		
18	Each project/team/group within UNDP, must have their own ID/Profile		
19	All sim cards should be able to call any numbers unless restricted at the request of UNDP		
20	Service provider must have a backup plan of network service in case of disaster/flooding affecting primary infrastructure		
21	Any service interruption must be notified to UNDP and resolved within 12 hours.		
22	Request for new sim cards are channeled to Account Manager via email		

B. Minimum Performance Standard

No.	Product/Service	Performance Attribute	Definition	Standard/Service Level	YES/NO
1	Provide Quotations	Speed and efficiency	Ability to quickly and accurately provide Quotations by understanding UN Agency's needs.		
2	Delivery	Speed, Efficiency & Hygiene	Ability to deliver goods promptly	Sufficient supporting staff to accommodate & respond to client's requests.	
3	Billing	Accuracy	Ability to generate billing statements without errors Other UNDP Projects shall have their own USER ID and will be charged accordingly and billed directly.	Zero-error or no discrepancy between invoices and attachments	
		Clarity	Ability to generate bills that are transparent or easy to understand	Zero-returns for clarification/explanation	

No.	Product/Service	Performance Attribute	Definition	Standard/Service Level	YES/NO
		Frequency and account management	Ability to generate statements when required for Effective account reconciliation process.	UNDP Timor-Leste will be provided with monthly statements for accounts and/or upon request if outside schedule Dates for statement issuance. Account arrears maintained below 90 days	
4	Rates/Pricing	Fairness	Discounted/reasonable charges for the services offered to UNDP Timor-Leste	Prices conform to price schedule established in Long Term Agreement (LTA) for its period of contract coverage.	
		Good Value for Money (VFM) for indicated price for both mobile service and Handset smart phones	Competitiveness of prices quoted	Prices offered are the most competitive within same vicinity and without compromising quality of good/services. Volume discount given	
5	Service Quality	Accessibility	Ability to access or approach the service provider	Telephone: focal point or alternate contactable on landline or mobile when required. Emergency: 24 hours E-mail: emails responded to within 1 working day Website: ability to provides services/information through website	
		Responsiveness	Willingness to go out of one's way to assist UNDP Timor-Leste	Acknowledge receipt of request 1 working day Services performed in accordance with timelines stated in point 1, 2 and 3 above. Regular Performance Reviews meetings (twice a year) with UNDP Timor-Leste Agency	
6	Problem Solving	Complaint Handling	Ability to quickly resolve complaints	Timelines: one week	
7	Communications	Awareness level of the UN agencies of major changes in the industry	Changes to services, changes in personnel and changes in company policies which may have an impact on the services	Frequency of communications: monthly	

No.	Product/Service	Performance Attribute	Definition	Standard/Service Level	YES/NO
		practices or changes in prices	provided to the UN agencies are communicated. UNDP Timor-Leste is well informed about matters relating to the working arrangements, which may affect the terms and conditions and service standards as it relates to the LTA		
8	Office Premises and Hours of Services	Readiness to do business	Sufficient manpower to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks	Same hours/day of work as the UN System; Accommodations of calls during off-hours. Zero complaints that no one was around to answer calls.	

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]

[Designation]

[Date]

Annex 3

Financial Proposal

1 - Voice - 100 minutes Plan postpaid					
No.	Type of Service	Unit of Measure - (UoM)- **	Estimated Qty or Usage	Price per unit (USD)	Total Price (USD)
1.1	Voice Calls to same network (per month)	minute	50,000		
1.2	Voice Calls to other networks (per month)	minute	10,000		
1.3	Text messaging (SMS) ON-NET - per month	SMS	5,000		
1.4	Text messaging (SMS) OFF-NET - per month	SMS	5,000		
1.5	Data (per month)	Megabyte	102,400		
1.6	Monthly Subscription fee	Per unit	130		
1.7	Others, if any (Please specify)				

2 - Voice - 300 minutes Plan postpaid					
No.	Type of Service	Unit of Measure - (UoM)- **	Estimated Qty or Usage	Price per unit (USD)	Total Price (USD)
2.1	Voice Calls to same network (per month)	minute	50,000		
2.2	Voice Calls to other networks (per month)	minute	10,000		
2.3	Text messaging (SMS) ON-NET - per month	SMS	5,000		
2.4	Text messaging (SMS) OFF-NET - per month	SMS	5,000		
2.5	Data (per month)	Megabyte	102,400		
2.6	Monthly Subscription fee	Per unit	130		
2.7	Others, if any (Please specify)				

3 - Internet (ONLY) simcard					
No.	Type of Service	Unit of Measure - (UoM)- **	Qty of Simcards	Price per package (USD)	Total Price (USD)
3.1	Monthly Subscription fee	Per unit	30		
3.2	4G simcards, Monthly package 60-100GB	Per unit	5		
3.3	4G simcards, Monthly package 100-150GB	Per unit	10		
3.4	4G simcards, Monthly package 150-200GB	Per unit	15		
3.5	Others, if any (Please specify)				

4 – PREPAID SIMCARD					
No.	Type of Service	Unit of Measure - (UoM)- **	Estimated Qty or Usage	Price per unit (USD)	Total Price (USD)
4.1	Voice Calls to same network (per month)	minute	50,000		
4.2	Voice Calls to other networks (per month)	minute	10,000		
4.3	Text messaging (SMS) ON-NET - per month	SMS	5,000		
4.4	Text messaging (SMS) OFF-NET - per month	SMS	5,000		
4.5	Data (per month)	Megabyte	102,400		
4.6	Monthly Subscription fee	Per unit	130		
4.7	Others, if any (Please specify)				

5 - International Roaming

No.	Roaming destination	Receiving calls (\$ per minute)	Call to Timor-Leste (\$ per minute))	Calls local numbers while on roaming country (\$ per minute)	Calls to other countries from roaming country (\$ per minute)
5.1	Indonesia				
5.2	Thailand				
5.3	Denmark				
5.4	USA				
5.5	Zone 1 (Specify list of countries:)				
5.6	Zone 2 (Specify list of countries:)				
5.7	Zone 3 (Specify list of countries:)				
5.8	Zone 4 (Specify list of countries:)				
5.9	Zone 5 (Specify list of countries:)				
5.10	Zone 6 (Specify list of countries:)				
5.11	Zone 7 (Specify list of countries:)				
5.12	Other please specify				

6 - INTERNATIONAL Calls/SMS		CALLS				SMS (TEXT MESSAGE)			
No.	Calling destination	Unit of Measure -(UoM)	Estimated Qty or Usage	Price per unit (USD)	Total Price (USD)	Unit of Measure - UoM	Estimated Qty or Usage	Price per unit (USD)	Total Price (USD)
6.1	Indonesia								
6.2	Thailand								
6.3	Denmark								
6.4	USA								
6.5	Zone 1 (Specify list of countries:)								
6.6	Zone 2 (Specify list of countries:)								
6.7	Zone 3 (Specify list of countries:)								
6.8	Zone 4 (Specify list of countries:)								
6.9	Zone 5 (Specify list of countries:)								
6.10	Zone 6 (Specify list of countries:)								
6.11	Zone 7 (Specify list of countries:)								
6.12	Other please specify								