



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

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DATE: 27/12/2016

REQUEST FOR QUOTATION: No. RFQ/MDACH/HCR/2016/09

FOR THE SUPPLY OF

**ENGLISH LANGUAGE TRAINING SERVICES**

in Chisinau, Republic of Moldova

QUOTATION TO BE RECEIVED BY: 09/01/2017 COB

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The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly<sup>1</sup>, requests your price quotation for thee following: **supply of English Language Training Services**

**1. REQUIREMENTS**

The United Nations High Commissioner for Refugees (UNHCR), National Office in Moldova invites qualified service providers to make a **firm offer for the establishment of a Frame Agreement for the provision of English Language Training Services (referred to hereinafter as “Services”)**.

UNHCR may award a Frame Agreement with initial duration of 1 (one) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated number of persons for English courses is approximately 20 per year.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that the UNHCR will purchase the indicated quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders (PO) against the Frame Agreement.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**2. Content of the TECHNICAL OFFER**

**Description of the company and the company’s qualifications** (one page maximum)

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<sup>1</sup> For further information on UNHCR, please see <http://www.unhcr.org>

- a) Copy of the entity registration documents (license, certificates, etc.);
- b) Brief Company Profile and portfolio of clients
- c) Year founded;
- d) Number of employees;
- e) Main business activities;
- f) If multi location company, specify headquarters location;

Any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

**Understanding of the requirements for services, proposed approach, solutions, methodology and outputs** (two pages maximum)

- Description of your organization's experience in language training services;
  - Description of your organization's capacity to provide the service;
  - Description of working hours;
  - Detailed description of Training Methodology;
  - Description of training materials used during training;
  - Types of multimedia used during training;
  - Procedures of testing students before, during and at the end of training;
  - The composition and qualification of the team you propose to provide.
- **Vendor Registration Form:** If your company is not already registered with the UN Agencies, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex B**).
- **UNHCR General Conditions of Contract:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contracts signing (**Annex C**).

**3. Content of the FINANCIAL OFFER**

Your separate **Financial Offer (Annex A)** must contain an overall offer in a single currency in MDL, without VAT.

The financial offer must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form. Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

**4. RFQ Submission**

We would appreciate receiving your quotation on or before 09/01/2017 **18:00 hrs GMT** by e-mail<sup>2</sup> in PDF format to [dolinta@unhcr.org](mailto:dolinta@unhcr.org).

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **8 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

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<sup>2</sup> If the RFQ have to be submitted in print format, please provide relevant details, contacts and address.

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- RFQ/MDACH/HCR/2016/09
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in ANNEX C the UNHCR's General Conditions of Contracts for the Provision of Goods and/or Services-2010. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.

Marin Dolinta,  
Title: Senior Administrator/Programme Associate  
UNHCR National Office in Moldova