



Date: 27 February 2020

**REQUEST FOR QUOTATION  
RFQ N° UNFPA/BKK/RFQ/2020/001-REV.1**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“The Provision of mobile phone devices and service plan”.**

UNFPA APRO is looking for the mobile phone service providers for the provision of the below services:

1. Mobile phone devices for 40 sets with the 2-year plan.
2. Post - paid mobile phone services

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 products/services and have legal capacity to deliver the goods/perform the service to The United Nations Population Fund Asia and Pacific Regional Office (UNFPA APRO), 4th Floor United Nations Service Building, Rajdamnern Nok Avenue, Bangkok, 10200 Thailand.

**I. About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

**II. Specific Requirements**

**Background**

United Nations Population Fund, Asia and the Pacific Regional Office in Bangkok (UNFPA APRO) is one of the UN agencies with the office located at the UN Building, Rajdamnern Nok Avenue, Bangkok. There are around 60-70 staff members working for UNFPA APRO. Due to the nature of work which communication is the key factor of success, the Management decided to assign the mobile phone office to 40 staff members.

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## Objectives

UNFPA APRO therefore is looking for the mobile phone service providers for the provision of 40 sets of mobile phone devices and the postpaid mobile phone services plan. Details are as below:

1. Mobile phone devices 40 sets with the technical specification and performance as below:

<b>GSM</b>	850, 900, 1800, 1900 MHz (GSM / CDMA / HSPA / LTE)
<b>Data</b>	LTE, HSDPA+ (4G) 42.2 Mbit/s, HSUPA 5.76 Mbit/s, UMTS, EDGE, GPRS, or better
<b>Operating System</b>	Latest operating system compatible with UNFPA messaging system (Google mail) (iOS13, Android 10, etc.)
<b>Display</b>	At least 6.0 inches with at least 1700x800 resolution, touch screen
<b>Processor</b>	New CPUs with at least Hexa-core 1800MHz (Qualcomm Snapdragon 855, A13, etc.)
<b>Positioning</b>	GPS, A-GPS
<b>Wi-Fi</b>	802.11 a, b, g, n, ac
<b>System memory</b>	At least 4GB RAM
<b>Built-in storage</b>	Minimum 128GB
<b>Battery capacity</b>	At least 3,000 mAh

2. Terms of Reference (TOR) for the Post-paid mobile phone services plan with the below qualifications:

- Able to provide mobile phone numbers with SIM card with latest technology GSM/3G/4G in the frequency range of 800/850/900/1800/1900/2100MHz
- Able to provide rich quality voice and SMS, GPRS/EDGE, 3G and 4G services in the package. They also must include international voice, SMS and data roaming in the package
- Must have 24x7x365 customer service
- Must be the sole technical contact for smooth operations
- Able to facilitate smooth operator-transfer for the existing mobile phone numbers, if needed.
- The amount of 4G/3G data service required in this package is minimum 10GB (with unlimited 384Kbps)
- Minimum 100 minutes domestic call and 30 domestic SMS messages
- Mobile phone warranty with accidental damage coverage throughout the duration of the contract
- Ability to provide flat-rate unlimited data roaming for selected mobile numbers is desirable
- Ability to provide the 2 spare mobile phones for replacement is desirable
- Ability to provide free calling between numbers is desirable
- Ability to share domestic voice calling minutes is desirable
- Ability to provide screen protectors and phone cases are desirable



### 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>Ms. Jarintorn Kiatniyomrung</i>
Tel N°:	+66 2 687 0159
Email address of contact person:	<u><a href="mailto:kiatniyomrung@unfpa.org">kiatniyomrung@unfpa.org</a></u>

The deadline for submission of questions is Friday 28<sup>th</sup> February 2020 at 17:00 hours, Bangkok time. Questions will be answered in writing and shared with all parties as soon as possible after this

### IV. Content of quotations

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

**a) Technical proposal**, in response to the requirements outlined in the service requirements /TORs.

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. In their technical proposals, the service provider shall provide brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your firm/institution's substantive reliability, such as catalogues of the firm and financial and managerial capacity to provide the services including but not limited to detail experience with accreditations. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid. A description of who will be assigned to the team.
2. Lists of proposed mobile phone device/s including its/their Brand, Model, Technical Specification, Brochure/Catalogue of each item.
3. List of proposed service plan for two (2) years with the description of items included in the plan, the technical specification of the service plan.
4. Copies of current certificates such as company registration certificate, VAT/Tax Registration Certificate and etc.

**b) Price quotation**, to be submitted strictly in accordance with the price quotation form. Both parts of the quotation 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, are to be sent by e-mail to Email address for bid submission at [apro-procurement@unfpa.org](mailto:apro-procurement@unfpa.org) no later than: **Thursday, 12<sup>th</sup> March 2020 at 17:00 hours, Bangkok time.**

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/BKK/RFQ/2020/001-REV.1 for 'The Provision of mobile phone devices and service plan'**. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail 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 and scored first, prior to the evaluation and scoring of price quotations

**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 mobile phone device and service plan:**

Pass/ Fail criteria will be used to evaluate whether or not the proposed mobile phone device and service plan meets minimum UNFPA's requirements outlined below. Only those bids that pass minimum requirement of the mobile phone device and service plan will be accepted for further evaluation.

Mandatory Criteria		
Technical compliance and quality of the proposed mobile phone device on the below issues:	Pass	Fail
<ul style="list-style-type: none"> <li>• <b>GSM</b> 850, 900, 1800, 1900 MHz (GSM / CDMA / HSPA / LTE)</li> <li>• <b>Data</b> LTE, HSDPA+ (4G) 42.2 Mbit/s, HSUPA 5.76 Mbit/s, UMTS, EDGE, GPRS, or better</li> <li>• <b>Operating System</b> Latest operating system compatible with UNFPA messaging system (Google mail) (iOS13, Android 10, etc.)</li> <li>• <b>Display</b> At least 6.0 inches with at least 1700x800 resolution, touch screen</li> </ul>		

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<ul style="list-style-type: none"> <li>● <b>Processor</b> New CPUs with at least Hexa-core 1800MHz (Qualcomm Snapdragon 855, A13, etc.)</li> <li>● <b>Positioning</b> GPS, A-GPS</li> <li>● <b>Wi-Fi</b> 802.11 a, b, g, n, ac</li> <li>● <b>System memory</b> At least 4GB RAM</li> <li>● <b>Built-in storage</b> Minimum 128GB</li> <li>● <b>Battery capacity</b> At least 3,000 mAh</li> </ul>		
<b>Technical compliance of the service plan</b>	<b>Pass</b>	<b>Fail</b>
<ul style="list-style-type: none"> <li>● Able to provide mobile phone numbers with SIM card with latest technology GSM/CDMA/3G/4G in the frequency range of 800/850/900/1800/1900/2100MHz</li> <li>● Able to provide rich quality voice and SMS, GPRS/EDGE, 3G and 4G services in the package. They also must include international voice, SMS and data roaming in the package</li> <li>● Must have 24x7x365 customer service</li> <li>● Must be the sole technical contact for smooth operations</li> <li>● Able to facilitate smooth operator-transfer for the existing mobile phone numbers, if needed.</li> <li>● The amount of 4G/3G data service required in this package is minimum 10GB (with unlimited 384Kbps)</li> <li>● Minimum 100 minutes domestic call and 30 domestic SMS messages</li> </ul>		

**VI.II Technical evaluation**

<b>Technical Evaluation Criteria</b>	
<b>Quality of service plan</b>	<b>100 points</b>
<ul style="list-style-type: none"> <li>● Ability to provide flat-rate unlimited data roaming for selected mobile numbers is desirable (maximum 40 points)</li> </ul>	
<ul style="list-style-type: none"> <li>● Ability to provide the 2 spare mobile phones for replacement is desirable (maximum 30 points)</li> </ul>	
<ul style="list-style-type: none"> <li>● Ability to provide free calling between numbers is desirable (maximum 10 points)</li> </ul>	
<ul style="list-style-type: none"> <li>● Ability to share domestic voice calling minutes is desirable (maximum 10 points)</li> </ul>	
<ul style="list-style-type: none"> <li>● Ability to provide screen protectors and phone cases are desirable (maximum 10 points)</li> </ul>	

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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 *two (2)* years with the possibility to extend for one year and another one year to the bidder whom 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.

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 Designated staff to receive procurement related complaints: Ms. Annette Sachs Robertson, Deputy Regional Director, UNFPA Asia and the Pacific Regional Office in Bangkok at [robertson@unfpa.org](mailto:robertson@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Designate Official, 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>	Click here to enter a date.
<b>Request for quotation N°:</b>	UNFPA/BKK/RFQ/2020/001-REV.1
<b>Currency of quotation :</b>	THB
<b>Delivery charges based on the following 2010 Incoterm:</b>	Choose an item.
<b>Validity of quotation:</b> <i>(The quotation must 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.

Price Schedule to be submitted with this form:

1. Specification of mobile services
2. Service coverage map in Thailand
3. Corporate rate per month/device with discount for the provision of mobile phone
4. Specification of the proposed mobile phone devices
5. Other services offered under the services plan (if any)

<i>Vendor's Comments:</i>
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I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/BKK/RFQ/19/009 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.

	Click here to enter a date.
Name and title	Date and place





United Nations Population Fund  
Asia and Pacific Regional Office (APRO)  
4th Floor United Nations Service Building  
E-mail: [apro-procurement@unfpa.org](mailto:apro-procurement@unfpa.org)  
Website: <https://asiapacific.unfpa.org>

**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](#)

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