



Date: 20 February 2017

REQUEST FOR QUOTATION RFQ N° UNFPA/BKK/RFQ/17/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

Provision of Mobile Phone Devices and Services Plan

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

1. Mobile phone devices for 30 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 Terms of Reference

This Request for Quotation is open to all legally-constituted companies that can provide the requested products and services and have legal capacity to deliver the services in the country, or through an authorized representative.

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](http://unfpa.org)

Service Requirements/Terms of Reference (ToR)

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 40-50 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 30 staff members. UNFPA APRO has provided Apple iPhone 6 mobile phone under the 2-year plan with DTAC. The current plan was completed on 30 June 2017. UNFPA APRO has been using 29 mobile phone numbers under services provided by DTAC.

Objectives

UNFPA APRO therefore is looking for the mobile phone service providers for the provision of 30 sets of mobile phone devices and the post paid mobile phone services plan. Details are as below:

1. Mobile phone devices 30 sets with the specification and performance as below:

GSM	850, 900, 1800, 1900 MHz
Data	LTE, HSDPA+ (4G) 42.2 Mbit/s, HSUPA 5.76 Mbit/s, UMTS, EDGE, GPRS, or better
Operating System	Latest operating system compatible with UNFPA messaging system (Google mail) (iOS10, Android 6.1, etc.)
Display	At least 4 inches with at least 700x1300 resolution, touch screen
Processor	New CPUs with at least Dual-core 1600MHz (Qualcomm MSM8996, A10, etc.)
Positioning	GPS, A-GPS
Wi-Fi	802.11 a, b, g, n, ac
Weight	Less than 200g
System memory	At least 2048 MB RAM
Built-in storage	At least 64GB
Battery capacity	At least 1800 mAh

2. Post-paid mobile phone services plan with the below qualifications:

- 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
- 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 3GB (with unlimited 256Kbps)
- 200 minutes domestic call and 10 domestic SMS messages



II. Questions

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

Name of contact person at UNFPA:	<i>Nantiya Tipmanee</i>
Tel N°:	<i>+66 2 687 0107</i>
Fax N°:	<i>+66 2 282 1550</i>
Email address of contact person:	<i>tipmanee@unfpa.org</i>

The deadline for submission of questions is **Friday, 3 March 2017**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

III. Content of quotations

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

- Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- 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.

IV. 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 the contact person indicated below no later than : **Monday, 13 March 2017 at 15:00 hours Bangkok time.**

Name of contact person at UNFPA:	<i>Nantiya Tipmanee, Administrative Associate</i>
Email address of contact person:	<i>tipmanee@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/BKK/RFQ/17/002– Provision of Mobile Phone Devices and Services 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.

V. 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.

<p>1. Technical compliance and quality of the proposed mobile phone device on the below issues:</p> <ul style="list-style-type: none"> • GSM • Data • Operating system • Display • Processor • Positioning • Wi-Fi • Weight • System memory • Built in storage • Battery capacity • Others (GPS) 	<p>Maximum 25 points</p>
<p>2. Technical compliance of the service plan</p> <ul style="list-style-type: none"> • 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 • Able to provide rich quality voice and SMS, GPRS/EDGE, 3G and/or 4G services in the package. They also must include international voice, SMS and data roaming in the package • Have customer service provided for 24 hours every day, and must be the sole technical contacts • Have customer portal website for mobile phone monthly report • 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 3GB (with unlimited 256Kbps) • Able to offer the mobile phone service with the package of 200 minutes domestic call and 10 domestic SMS messages 	<p>Maximum 20 points</p>
<p>3. Quality of service plan</p> <p>3.1. The service coverage map in Thailand. (5 points) The broadest area coverage will receive 5 points. The numbers of area coverage will be used to calculate the points of each proposal using the below formula.</p> <p>Points of bid being evaluate = $\frac{5 \times \text{number of area coverage of bid being evaluated}}{\text{maximum number of area coverage}}$</p> <p>3.2 More than 3GB of 3G/4G data service (5 points) 3.3 Sharable amount of 3G/4G data within the group (5 points) 3.4 Free calling between numbers in the group (5 points) 3.5 Provision of the spare mobile phones for replacement (5 points) 3.6 Unlimited data roaming plan for selected numbers (5 points)</p>	<p>Maximum 30 points</p>



Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 53 points out of 75 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 50, 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:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 50 \text{ (Maximum score)}$$

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 125 points.

The total score for each bidder will be the weighted sum of the technical score and financial score. The maximum total score is 125 points. (Technical score 75 points out of 125 points = 60% of the score, financial score 50 points out of 125 points = 40% of total score)

VI. Award Criteria

UNFPA shall award a Professional Service Contract on a fixed-cost basis with duration of (Two) 2 years to the Bidder(s) that obtain the highest total score.

VII. 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.

VIII. 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.

IX. 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](#).

X. 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](#).

XI. 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 Ms. Yoriko Yasukawa, Director of UNFPA Asia and the Pacific Regional Office in Bagnkok at yasukawa@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.

XII. 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).



PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	RFQ N° UNFPA/BKK/RFQ/17/002
Currency of quotation :	THB
Validity of quotation: <i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	180 days

- 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 device
5. Other services offered under the services plan (if any)

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ N° UNFPA/BKK/RFQ/17/002** 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.

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



United Nations Population Fund
Asia Pacific Regional Office in Bangkok
4th Floor, UN Service Building
Rajdamnern Nok Avenue, Bangkok 10200 Thailand
E-mail: tipmanee@unfpa.org, Website: www.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](#)