



United Nations Population Fund
 Moldova Country Office
 131, 31 August 1989 str., Chisinau, MD 2012, Moldova
 E-mail: moldova.office@unfpa.org
 Website: <http://moldova.unfpa.org>

Date: **29 September 2022**

REQUEST FOR QUOTATION
RFQ № UNFPA/MDA/RFQ/2022/017

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Performing the audit and certification of the National Bureau of Statistics according to ISO/IEC 27001 and ISO/IEC 27701 Certification Standards”

as per the Terms of Reference (ToR) presented below.

UNFPA requires the provision of the following services: “Performing the audit and certification of the National Bureau of Statistics according to ISO/IEC 27001 and ISO/IEC 27701 Certification Standards”.

This Request for Quotation is open to all legally constituted companies that can provide the requested services and have the legal capacity to deliver/perform in the Republic of Moldova, 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](#)

Service Requirements/Terms of Reference (ToR)

Title	Company to perform the audit and certify the National Bureau of Statistics according to ISO/IEC 27001 and ISO/IEC 27701 Certification
Duty Station	Republic of Moldova
Duration	5 weeks
Contractor	UNFPA Moldova Country Office
Beneficiary	National Bureau of Statistics, Republic of Moldova
UNFPA Strategic Plan Outcome	Population and Development
UNSDCF Outcome(s)	The people of Moldova, in particular, the most vulnerable, demand and benefit from democratic, transparent and accountable governance, gender sensitive, human rights- and evidence-based public policies, equitable services, and efficient, effective and responsive public institutions



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UNFPA Country Programme Output	Increased availability and use of high-quality disaggregated data on sexual and reproductive health, with a focus on young people and gender-based violence, by policy and decision makers at national and local levels
Funding	"Improving institutional capacity of the National Bureau of Statistics " project, financed by the Swiss Agency for Development and Cooperation (SDC), implemented by UNFPA Moldova in cooperation with the National Bureau of Statistics

I. BACKGROUND

The changes in population, as well as the direct correlation between population and the country development level triggered a great interest towards demography. Like other countries in the Eastern Europe, the Republic of Moldova is going through important demographic transformations. These transformations reveal themselves in continuous decline of the birth rate, population shrinking, ageing, and greater domestic migration from rural areas to cities. This phenomenon contributed to further depopulation of rural settlements, as well as amplification of emigration, especially of the working age young population. Devising the measures necessary to recover the demographic situation requires providing qualitative, truthful, complete and timely data regarding the total number of population, its structure, mobility and socio-economic characteristics.

The implications of these demographic changes, in the context of country socio-economic development, are shown in the National Development Strategy "Moldova 2030" as a desideratum to integrate the population dynamics into the general framework of social-economic policies and strategies aimed at national, regional and local development.

Demographic statistics are fundamental for studying and defining a wide range of policies concerning the socio-economic matters as the number of population is the main denominator for the estimation of a large spectrum of sector policy monitoring indicators, but also for assessing the public finance system sustainability and long-term efficiency based on population forecasts and on other demographic indicators.

It is worth stressing that, traditionally, the main sources of official population statistics are following: population and housing census, records on civil status acts (the basis for vital statistics representing the natural movement of population), data on population migration. Out of these, the population and housing census from the methodological and practical standpoint provides, on the one hand, the most complex detailed information on the number and characteristics of country population every ten years at a certain time. On the other hand, such national coverage statistical works represent a complex measure and involve many people (census takers), require efforts, considerable material, institutional and financial resources, and, finally, depend on the level of participation of country inhabitants as respondents, the latter displaying a downward trend.

Hence, nowadays, the National Bureau of Statistics concern, as the main authority in the field of statistics, is to enhance the process efficiency in producing official quality statistics on population and demographic phenomena. This activity meets the increasing needs of data users by cutting down the costs of statistical data collection and processing following the employment of available public registers and administrative data sources, having alleviated the burden for data respondents.

Finally, yet importantly, the statistical activity current goals are to:

- Increase the frequency of producing and publishing up-to-date statistical data, having ensured data quality, confidentiality and relevance, without involving additional costs and without adding to the respondents' burden;
- Ensure, as much as possible, the coverage of the benchmarking population;



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- Avoid errors, excluding or significantly reducing the non-response rate and operating with precise data;
- Submit promptly the data, having diminished the timeframe between the availability of statistical information and the moment of event/phenomenon occurrence it relates to or describes;
- Strengthening the public image of the National Statistical Authority.

Having regard to these goals, statements and constraints, the statisticians-demographers are more and more oriented towards reconsidering the traditional methods of data collection and producing statistics on population and demographic phenomenon.

Following the recent trends, the international community of statisticians, regulated by the current UN standards and EU practices on official statistics recommend alternative method. The alternative methods consist of: conducting survey research, using administrative data sources, carrying out censuses of population through combined methods – self-reporting by population, based on public registers, including information held and managed by service providers' private information resources (water supply, communications, gas, electricity, heating, mobile phone operators, etc.).

The status of a UN member state and signatory of the *Association Agreement of the Republic of Moldova and the European Union* (Chapter 6 Statistics, Articles 41 and 44) requires the national statistical system to respect the *UN Fundamental Principles of Official Statistics*. Moreover, considering the EU acquis in statistics, including the *European Statistics Code of Practice* to align the national statistical system with the European norms and standards.

II. OBJECTIVES OF THE ASSIGNMENT

The main objective of this assignment is to perform the ISO/IEC 27001 and ISO/IEC 27701 Certification of the National Bureau of Statistics. The National Bureau of Statistics is the main beneficiary of this assignment.

III. TASKS AND DELIVERABLES

According to the assignment, the main tasks are:

1. Conduction of the audit of the National Bureau of Statistics for compliance with the ISO/IEC 27001 and ISO/IEC 27701 standards.
 - a. Revision of the internal NBS policies developed with the support of UNFPA Moldova in the field of personal data protection and privacy to ensure the conformity of the policies with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards.
 - b. Provide recommendations for improvement of the internal NBS policies if necessary and assist the NBS in the revision and adaptation of the policies to the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards.
 - c. Certification of the NBS according to the ISO/IEC 27001 and ISO/IEC 27701 standards.

Task 1: Conduction of the audit of the National Bureau of Statistics for compliance with the ISO/IEC 27001 and ISO/IEC 27701 standards

During this task, the Contractor must develop a report on the Audit of the National Bureau of Statistics compliance with the ISO/IEC 27001 and ISO/IEC 27701 standards requirements. The following activities shall be carried out:



- **Activity 1.1:** Organize a kickoff meeting with the Purchaser's project team and the Beneficiary and develop the Audit Initiation/Chapter document. The Contractor shall present the methodology of the audit and introduce its team led by the project manager to the Purchaser and the Beneficiary.
- **Activity 1.2:** Conduct the audit of the Beneficiary compliance with the requirements of ISO/IEC 27001 and ISO/IEC 27701 Certification Standards.
- **Activity 1.3:** Develop the audit report of the beneficiary compliance with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards and provide clear recommendations in the improvements necessary to implement to obtain the certifications and the right to use the trademark.
- **Activity 1.4:** Issuance of ISO/IEC 27001 and ISO/IEC 27701 certificates for the National Bureau of Statistics.

The Task 1 deliverables are as follows:

- **Deliverable 1.1:** Kickoff meeting organization and presentation of the team, plan for certifications with clear deadlines and milestones.
- **Deliverable 1.2:** Report on audit of NBS compliance with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards for certifications. The report should include the description of identified gaps and clear recommendations for overcoming the gaps identified.
- **Deliverable 1.3:** Assist the National Bureau of Statistics in the revision and adaptation of the necessary documentation to comply with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 certification standards.
- **Deliverable 1.4:** ISO/IEC 27001 and ISO/IEC 27701 certificates issued to the National Bureau of Statistics

IV. DELIVERABLES AND TIMEFRAME

The following table shows the milestones, the corresponding completion dates, and deliverables. The Payment Schedule will be linked to these milestones. A milestone is achieved when all related deliverables have been completed and accepted.

No	Milestone	Completion date
1.	<p>Milestone 1 Conduction of the audit of the National Bureau of Statistics for compliance with the ISO/IEC 27001 and ISO/IEC 27701 standards.</p> <p>Milestone 1 deliverables:</p> <ul style="list-style-type: none"> • Deliverable 1.1: Report on audit of NBS compliance with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards for certifications. The report should include the description of identified gaps and clear recommendations for overcoming the gaps identified. • Deliverable 1.2: ISO/IEC 27001 and ISO/IEC 27701 certificates issued to the National Bureau of Statistics. 	Five (5) weeks following the Contract award



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V. ELIGIBILITY REQUIREMENTS

The Bidder shall describe the proposed key personnel taking into consideration following positions:

- **Team Leader** (can be cumulated with other positions).
- **Lead Auditor** with experience in certification in accordance with ISO/IEC 27001.
- **Auditors** with experience in certification in accordance with ISO/IEC 27001.
- At least five (3) years of experience in ISO/IEC Certification.
- At least three (3) assignments in ISO/IEC certification of public institutions/ agencies/ enterprises in Europe and CIS region.

VI. MANAGEMENT ARRANGEMENTS

UNFPA Moldova Country Office will contract a selected Companies specialized in ISO/IEC certification services, residents of the Republic of Moldova (or having permanent branches on the Moldovan territory) with at least four-year work experience in the industry may embark in the competition.

Interested legal entities shall submit their technical and financial proposals that contain:

- Detailed description of the enterprise (work experience, human resources, industry-related managerial and technical capacities, etc.).
- Copies of registration documents.
- Certificate confirming, they have incurred no debts towards the State Budget.
- At least five (3) years of experience in ISO/IEC Certification.
- At least three (3) assignments in ISO/IEC certification of public institutions/ agencies/ enterprises in Europe and CIS region.
- References from Company Beneficiaries for the last four years.
- Detailed financial proposal.
- List of Key Personnel, including CVs and accreditation certificates, The Certification body must have qualified and experienced personnel including one certified Lead Auditor for the ISO/IEC 27001 standard. At least 1 member of the Team shall have proficiency in Romanian language.
- Accredited for certifications based on the ISO/IEC 27001:2013 standard, by an internationally recognized accreditation body according to the EU Regulation no. 765/2008, member of the EA/MLA mutual recognition agreements.
- Other relevant documents.

All discussions with the National Bureau of Statistics representatives shall be held in Romanian. All documentation related to training and technical support shall be prepared in Romanian. All staff members engaged in the Project, who interact directly with the National Bureau of Statistics representatives, must be fluent in Romanian.

VII. TIMING (DURATION OF WORK)



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Assignment will be conducted during **5 weeks from the date the Contract enters into force**. Deliverables are expected to be submitted in accordance with the provisions of p. IV. "DELIVERABLES AND TIMEFRAME" of the present Terms of Reference.

VIII. PAYMENT CONDITIONS

Contracted Company will be paid a fixed lump sum for the provision of services and payment will be made in two installments as follows:

- 1st installment – 30 % - upon submission and approval by the UNFPA of deliverables #1.1.
- 2nd installment – 70 % - upon submission and approval by the UNFPA of deliverables of Deliverable #1.2 upon certification by the UNFPA Moldova Country Office of satisfactory completion of the tasks and successful performance.

IX. PROPERTY RIGHTS

The United Nations Population Fund (UNFPA) will have the ownership of all deliverables produced during the respective assignment, and may use them for further purposes other than provided in this ToR.



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II. Questions

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

Name of contact person at UNFPA:	Cristina Cristian, Administrative and Finance Associate, Procurement Focal Point
Email address of contact person:	cristian@unfpa.org

The deadline for submission of questions is 5 October, 2022, 16:30 (Moldova local time). Questions will be answered in writing and shared with parties as soon as possible after this deadline.

I. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally-constituted company that can provide the requested services and have legal capacity to enter into a contract with UNFPA to perform in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
- Consortia Bids are not allowed, partial bids are not allowed.

II. 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. Technical proposal shall include:
- ✓ Description of proposed approach to meet the objectives / deliverables as per the ToR, including suggestions on innovative, out of the box communication activities and visibility products;
 - ✓ Work plan / time scales given in the proposal and its adequacy to meet the objectives / deliverables as per the ToR.
 - ✓ Copy of organization's registration certificate.
 - ✓ Organization's profile including experience in similar assignments.
 - ✓ Statement of Satisfactory Performance or Letters of Recommendations from minimum 2 (two) clients or business partners obtained in the last three years.
 - ✓ Resumes (CVs) of the Key Personnel comprising information requested as per the evaluation criteria.



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b) **Price quotation in USD (exclusive of VAT)**, 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.

III. 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: 12 October 2022, 16:30 (Moldova local time)**.

Name of contact person at UNFPA:	Ion Ratoi, Designated Bid Receiver
Email address of contact person:	tender.mda@unfpa.org

Please note the following guidelines for electronic submissions:

- **The following reference must be included in the email subject line:**
 - UNFPA/MDA/RFQ/2022/017 – [Company name], Technical Bid
 - UNFPA/MDA/RFQ/2022/017 – [Company name], Financial Bid

Submissions without this text in the email subject line may be rejected or overlooked and therefore not considered.

- It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.

- 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

IV. 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 /TOR and in accordance with the evaluation criteria below.

No	Criteria	Maximum Points	Points attained by the Bidder	Weighting %	Total Points
		A	B	C	D=B*C



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1.	Technical approach and methodology – understanding nature and scope of work	100		20%	
2.	Financial proposal as per Price Quotation Form (attached)	100		10%	
3.	Specific experience and expertise relevant to the assignment: <ul style="list-style-type: none"> At least three (3) assignments in ISO/IEC certification of public institutions/ agencies/ enterprises in Europe and CIS region. Letters of reference should be provided by the applicant for minimum 2 (two) assignments for Certification of the ISO/IEC 27001:2013 standard; 	100		25%	
4.	List of Key Personnel, including CVs and accreditation certificates: <ul style="list-style-type: none"> The Certification body must have qualified and experienced personnel including one certified Lead Auditor for the ISO/IEC 27001 standard. At least 1 member of the Team shall have proficiency in Romanian language 	100		15%	
5.	Accredited for certifications based on the ISO/IEC 27001:2013 standard, by an internationally recognized accreditation body according to the EU Regulation no. 765/2008, member of the EA/MLA mutual recognition agreements.	100		10%	
6.	Team provided in accordance with: Minimum requirements for the Team Leader position: <ul style="list-style-type: none"> University Degree in Accounting, Finance, Banking, Law, IT, 	100		20%	



	<p>Engineering, or other relevant fields.</p> <ul style="list-style-type: none"> • Minimum three (3) years of experience in the provision of services related to the Certification of the ISO/IEC standards in private and/or public organizations. • Working knowledge of English and/or Romanian language. <p>Minimum requirements for the Lead Auditor:</p> <ul style="list-style-type: none"> • University Degree in IT, Electronics, Automation Engineering, or other relevant fields. • Lead Auditor certification in the field of the Information Security Management Systems • ISO/IEC 27001, issued by an accredited organization. • Minimum 3 (three) years of experience in implementation and/or certification of the Information • Security Management Systems ISO/IEC 27001. • At least 3 assignments of certification of the Information Security Management System in accordance with ISO/IEC 27001 in public organizations. • Working knowledge of English and/or Romanian language. 				
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	Minimum requirements for the Auditors: <ul style="list-style-type: none"> • University Degree in IT, Electronics, Automation Engineering, or other relevant fields. • Auditor certification in the field of the Information Security Management Systems ISO/IEC 27001, issued by an accredited organization. • Minimum 3 (three) years of experience in implementation and/or certification of the Information Security Management Systems ISO/IEC 27001. • At least 3 (three) assignments of certification of the Information Security Management System in accordance with ISO/IEC 27001 in private and/or public organizations. • Working knowledge of English and/or Romanian language. 				
GRAND TOTAL		500		100%	

No	Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
1.	Significantly exceeds the requirements	90 – 100
2.	Exceeds the requirements	80 – 89
3.	Meets the requirements	70 – 79
4.	Partially meets the requirements	1 – 69
5.	Does not meet the requirements or no information provided to assess compliance with the requirements	0



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Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve **a minimum score of 70 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:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100 \text{ (Maximum score)}$$

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.

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

V. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis with duration of 30 days (thirty days) to the Bidder(s) that obtain the highest total score.

VI. 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.

VII. 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.

VIII. Fraud and Corruption



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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, representative's 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](#).

IX. 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](#).

X. 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. Nigina Abaszada, UNFPA Representative at abaszade@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.

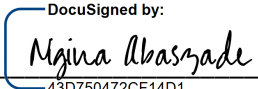
XIII. Disclaimer

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).

Thank you and we look forward to receiving your quotation.

NAME, FUNCTIONAL TITLE:

Nigina Abaszada, UNFPA Resident Representative

Signature:  DATE: 29-sep-2022



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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N^o:	UNFPA/MDA/RFQ/2022/017
Currency of quotation :	USD
Delivery charges based on the following 2010 Incoterm:	Choose an item.
Validity of quotation: (The quotation must be valid for a period of at least 3 months after the submission deadline)	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Note: You may add as many lines as required.

Item	Description	Unit of measure (ex. day, hour, person etc.)	Quantity	Unit rate, USD	Sub-total, USD
Milestone 1. Conduction of the audit of the National Bureau of Statistics for compliance with the ISO/IEC 27001 and ISO/IEC 27701 standards.					
Milestone 1 deliverables:					
1.1	Deliverable 1.1: Report on audit of NBS compliance with the requirements of the ISO/IEC 27001 and ISO/IEC 27701 standards for certifications. The report should include the description of identified gaps and clear recommendations for overcoming the gaps identified.				
Total Deliverable 1.1					
1.2	Deliverable 1.2: ISO/IEC 27001 and ISO/IEC 27701 certificates issued to the National Bureau of Statistics.				
Total Deliverable 1.2					



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Total Contract Price	
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Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/MDA/RFQ/2022/017** 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	



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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](#)