



## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "Support to Security Sector Reform in the Republic of Moldova" Project, hereby invites prospective proposers to submit a proposal in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

### Negotiation ID: UNDP-MDA-00019

To enable you to submit a proposal, please read the following attached documents carefully.

**Section 1:** This Letter of Invitation

**Section 2:** Instruction to Proposers

**Section 3:** Data Sheet

**Section 4:** Evaluation Criteria

**Section 5:** Terms of Reference (English)

**Section 5a:** Detailed Term of Reference (Romanian)

**Section 6:** Conditions of Contract and Contract Forms

**Section 7:** Proposal Forms

- Form A: Proposal Confirmation
- Form B: Checklist
- Form C: Technical Proposal Submission
- Form D: Proposer Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Format for Technical Proposal
- Form H: Format for CV of Proposed Key Personnel
- Form I: Statement of Exclusivity and Availability
- **Form J: Financial Proposal Submission [Form J is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]**
- **Form K: Format for Financial Proposal [Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]**

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Data Sheet.

Should you be interested to submit a proposal, please log in to the online portal and subscribe to this tender following the instructions in the system user guide. Should you require further clarifications, kindly communicate through the system as indicated in Section 3: Data Sheet.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the system. This will enable the system to send notifications in case of amendments of the tender requirements. Should you require further clarifications, kindly



communicate using the messaging functionality in the system. Offers must be submitted directly in the system following this link:<http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal. In case you have never registered before, follow the Supplier Portal Registration Link to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

We look forward to receiving your proposal.

UNDP Moldova



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## 1 Overview

### 1.1 General Information

<b>Title</b>	RFP22/02500: IS "Management of Technical-Material Defence Resources"
<b>Contact Point</b>	Natalia Culai
<b>Outcome</b>	
<b>Two Stage</b>	Yes
<b>Evaluation</b>	
<b>E-Mail</b>	natalia.culai@undp.org
<b>Reference Number</b>	RFP22/02500
<b>Beneficiary Country</b>	Republic of Moldova
<b>Introduction</b>	Interested suppliers must submit their offer directly in the system as instructed in the solicitation document, following the instructions in the available user guide. If you have an account, log in in this link: <a href="http://supplier.quantum.partneragencies.org">http://supplier.quantum.partneragencies.org</a> using your username and password. Use the forgotten password/username feature if you do not remember them. If you do not have an account already, you can register one following this link: <a href="https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715271">https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715271</a> . Search for the specific tender using search filters and subscribe to the tender in order to get notifications in case of amendments of the tender document. If you need support with the online system, you can contact the contact details of this tender as indicated in the solicitation document.

**This is a two stage negotiation and all responses will be evaluated in two stages.**

### 1.2 Tender Timeline

<b>Preview Date</b>	
<b>Open Date</b>	29/07/22 15:00 PM
<b>Close Date</b>	22/08/22 13:00 PM
<b>Time Zone</b>	Coordinated Universal Time

### 1.3 Terms

**Negotiation Currency** USD ()

### 1.4 Attachments



<b>File Name or URL</b>	<b>Type</b>	<b>Description</b>
UNDP Quantum - User Guide For	File	UNDP Quantum - User Guide For suppliers
UNDP General Terms and Condi	File	UNDP General Terms and Conditions for goods and services
Section 7_Proposal Forms.docx	File	Section 7_Proposal Forms
Section 6_Contract terms.pdf	File	Section 6_Contract terms
Section 1_Cover page.pdf	File	Section 1_Cover page
Section 5_Terms of Reference_E	File	Section 5_Terms of Reference_EN
Section 4_Evaluation Criteria.	File	Section 4_Evaluation Criteria
Section 3_Bid Data Sheet.pdf	File	Section 3_Bid Data Sheet
Section 2_Instructions to Prop	File	Section 2_Instructions to Proposers
Section 5a_Terms of Reference_	File	Section 5a_Detailed Terms of Reference_RO



## 2 Requirements

*\*Response is required*

**Kindly also note that your Financial Proposal (Forms K-J) should ONLY be uploaded under Section 6 (the "Financial Evaluation" section below/ Commercial), and price should also be included in the Price Schedule on the platform under "Lines".**

### 2.1 Section 1. General Provisions

#### 1. General Instructions to Proposers

This tender is governed by the provisions in Section 2. General Instructions to Proposers herewith attached. By participating and submitting an offer you confirm to have understood and accepted such provisions.

#### 2. Bid Data Sheet

Bid Data sheet contains information and instructions specific to this Tender. Please confirm to have read, understood, and accepted such provisions, herewith attached.

#### 3. Highest Combined Score (based on the 60% technical offer and 40% price weight distribution)

Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.

#### **Technical Proposal (60%)**

- Bidder's qualification, capacity and experience
- Methodology, Approach and Implementation Plan
- Management Structure and Key Personnel

#### **Financial Proposal (40%)**

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

### 2.2 Section 2. Documents to be submitted - Preliminary Examination

#### \*1. General Conditions of Contract

Do you accept the General Conditions of Contract as specified in Section 6?

*Target: Accept General Conditions of Contract*

#### \*2. Proposal Validity

Do you accept that your proposal is valid as required in General Instructions and Bid Data Sheet sections (90 days)?

*Target: Accept Proposal Validity Conditions*

#### \*3. Proposal Forms

Please provide Technical Proposal Forms (A-I) as per the form provided, duly signed by a legal



representative of your company. **Do not provide the Financial Proposal Forms (J-K) at this stage. Please be informed that the offerors who will submit the J-K Forms at this section will be automatically disqualified.**

*Target: Proposal Forms (A-I) Submitted*

- \*4. Company profile**  
Please provide company profile including portfolio of clients whom services of developing IT systems those requested under this RfP have been delivered to over past five (5) years. Product catalogues relevant to the services being procured including a brief and clear description of implemented projects of similar complexity (title, period of project implementation, project objective and beneficiary).  
*Target: Company profile provided*
- \*5. Legal documents**  
Please provide legal documents including company registration certificate, legal representation, etc.  
*Target: Legal documents provided*
- 6. Certificate of lack of debt to the State Budget**  
Please provide Certificate of lack of debt to the State Budget.  
*Target: Certificate of lack of debt to the State Budget provided*
- 7. Quality Certificates/ Specialized Certificates**  
Please provide specialized certificates (ISO 27001), accreditations, awards and citations received by the Bidder (if any).  
*Response attachments are optional.*
- \*8. Confirmation letter (statement) that Agile or hybrid project management approach**  
Please provide the Confirmation letter (statement) that Agile or hybrid project management approach will be applied for the entire period of the project  
*Target: Confirmation letter (statement) that Agile or hybrid project management approach provided*
- \*9. Statement of Satisfactory Performance**  
Please provide the statement of satisfactory performance from the Top two (2) Clients in terms of Contract Value in the past five (5) years.  
*Target: Statement of Satisfactory Performance provided*
- \*10. Financial Statement**  
Please provide the Financial Statement (Income Statement and Balance Sheet) for the past 3 years (2019, 2020, 2021).  
*Target: Financial Statement provided*
- \*11. Methodology, Approach and Implementation Plan**  
Please provide a detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel. The methodology shall also include the proposed detailed technical offer, including description of functional and non-functional requirements, hardware operating restrictions, estimated activities and their duration as well as methodology for providing warranty, maintenance and support services (including owned facilities).  
*Target: Methodology, Approach and Implementation Plan provided*
- \*12. CVs**  
Please provide detailed CVs of Key Personnel clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 5: Terms of Reference).  
*Target: CVs provided*



#### I-1. Overall Assessment on Preliminary Examination

This is an internal criteria for evaluation team to assess and determine if the offer meets overall the criteria for this section based on information provided in their offer and any subsequent clarifications sought.

Insert 1 for "Pass" and 0 for "Fail"

### 2.3 Section 3. Minimum Eligibility and Qualification Criteria

#### \*1. Legal Registration

Vendor is a legally registered entity in the Republic of Moldova and is not a company with foreign capital or a subsidiary of one abroad company.

*Target: Registration certificate*

#### \*2. Sanctions List

Do you confirm that you are not suspended, nor otherwise identified as ineligible by any UN organization, The World Bank Group or any other International Organization in accordance with section 2 Article 4.

*Target: Not suspended or ineligible*

#### \*3. Conflict of interest

Do you confirm that you have no conflicts of interest?

*Target: No conflicts of interest*

#### \*4. Bankruptcy

Do you confirm that you have not declared bankruptcy or not involved in bankruptcy or receivership proceedings and there is no judgment or pending legal action against the company that could impair operations in the foreseeable future.

#### I-1. Overall assessment of eligibility

This is an internal criteria for evaluation team to assess overall whether the offer meets the eligibility criteria.

Insert 1 for "Pass" and 0 for "Fail"

### 2.4 Section 4. Evaluation Criteria - Qualifications

#### \*1. History of non-performing contracts

Provide history of non-performing contracts that did not occur as a result of contractor default within the last 3 years.

Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer's decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully

#### \*2. Litigations

No Consistent history of court/arbitral award decisions against the proposer for the last 3 years

#### \*3. Relevant Experience

Minimum 5 (five) years of relevant experience in developing IT systems.

(For JV/Consortium/Association, Team leader should meet requirement). *Please indicate the number of years, as per the requirement*

*Target: Minimum 5 (five) years*





**\*4. Recent Experience**

Minimum 2 (two) contracts in developing IT systems of similar complexity implemented over the last five (5) years.

*(For JV/Consortium/Association – Leading company should meet requirement)..*

*Target: Minimum 2 (two) contracts*

**\*5. Minimum key personnel**

The contractor must provide at least 4 (four) key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification:

- 1 Project Manager (Team Leader)/ Business Analyst;
- 1 Software Developer/ Integration Expert;
- 1 Software Developer/ DevOps Expert;
- 1 Software Tester/ Trainer.

*Please note: The above listed roles cannot be cumulated by certain team members.*

*Target: Minimum 4 (four) key experts provided*

**\*6. Financial Standing**

Proposer should have annual sales turnover of minimum 180,000 USD for the last 3 years. Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.

*Please indicate the average turnover amount for the last 3 years in USD, as per requirement.*

*Target: Annual turnover: minimum 180,000 USD*

**I-1. Overall Qualifications Criteria**

This is an internal criteria for evaluation team to assess and determine whether bidder meets overall the qualifications criteria.

Insert 1 for "Pass" and 0 for "Fail"

**2.5 Section 5. Technical evaluation Criteria (for evaluators)**

**1. Technical evaluation criteria of the proposal**

The technical proposal will be evaluated based on the criteria set here below following the maximum obtainable points set. Evaluation team will score each criteria based on the information provided in the proposal. To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

***Please provide attachments relevant to this section (optional requirement), if needed to supplement the package.***

**\*2. 1.1. Reputation of the Organization and Staff Credibility / Reliability / Industry Standing:**

*- A company is a well-known market player, based on reference letters – up to 30 pts.*

*Response attachments are optional.*

**\*3. 1.2. General Organizational Capability which is likely to affect implementation:**

*- Financial standing (between \$180,000 and \$200,000 – 30 pts.; above \$200,000 – 40 pts.);*

*- Project management controls (up to 40 pts.).*

*Response attachments are optional.*

**\*4. 1.3. Relevance of specialized knowledge and experience:**



- Minimum 5 years of working experience in developing IT systems (5 years – 20 pts., each additional year – 10 pts., up to max 60 pts.);*
- *Minimum 2 IT projects of similar task and complexity implemented (2 projects – 40 pts., each additional project – 10 pts., up to max 60 pts.);*
  - *Experience of integration of Application Interface of Government e-services. (No – 0 pts., Yes – 30 pts.);*
  - *Experience with Security data systems (No – 0 pts., Yes – 25 pts.).*

*Response attachments are optional.*

**\*5. 1.4. Organizational Commitment to Sustainability (mandatory weight):**

- *Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 5 pts.;*
- *Organization demonstrates significant commitment to sustainability through some other means – 10 pts., for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant).*

*Target: Internal policies on sustainability*

**\*6. 2.1. To what degree does the Proposer understand the task?**

- *The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 60 pts.;*
- *The Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR but require some adjustments to properly address all the tasks – up to 40 pts.;*
- *The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – up to 20 pts.*

*Response attachments are optional.*

**\*7. 2.2. Is the conceptual framework adopted appropriate for the assignment?**

- *The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 70 pts.;*
- *The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 40 pts.;*
- *The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 10 pts.*

*Response attachments are optional.*

**\*8. 2.3. Quality assurance procedures and risk mitigation measures:**

- *Q&A and Warranty procedures proposed – up to 70 pts.*

*Response attachments are optional.*

**\*9. 2.4. The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional):**

- *The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – up to 90 pts.;*
- *The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications – up to 60 pts.;*
- *The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional*

requirements – up to 30 pts.

*Response attachments are optional.*

**\*10. 2.5. Is the proposed implementation plan clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?**

- The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the proposer promise an efficient implementation of the project – up to 60 pts.;
- The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the proposer certainly are not sufficient – up to 40 pts.;
- The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the proposer is missing – up to 20 pts.

*Response attachments are optional.*

**\*11. 3.1. a. Qualifications of key personnel - Project Manager/ Business Analyst:**

- University degree in ICT or another relevant field (University degree – 5 pts., Master's degree – 10 pts.);
- 5 (five) years of experience in ICT Project Management (less than 5 years – 0 pts., 5 years – 10 pts., each additional year – 2.5 pt., up to max. 20 pts.);
- Minimum 2 projects of similar task and complexity in the position of ICT Project Management in the last 3 years. Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 5 pts., up to max. 25 pts.);
- Knowledge of the software life cycle will be a significant advantage (No – 0 pts., Yes – 10 pts.);
- Knowledge of business processes analysis (No – 0 pts., Yes – 10 pts.);
- Proven experience in use of modern methodologies and approaches for designing information systems and application of ICT standards and initiatives specific to the government sector of the Republic of Moldova (No – 0 pts., Yes – 10 pts.);
- Romanian and English language skills (Romanian – 5 pts., English – 5 pts.);
- Having an internationally recognized certification in the field of Project Management is an advantage (No – 0 pts., Yes – 5 pts.).

*Response attachments are optional.*

**\*12. 3.1.b. Qualifications of key personnel - Software Developer/ Integration Expert:**

- University degree in ICT or another relevant field (University degree – 5 pts., Master's degree – 10 pts.);
- Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources" (less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 5 pts., up to max. 20 pts.);
- Minimum 2 similar projects during the last 3 years. Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to 20 pts.);
- Experience in modular testing (No – 0 pts., Yes – 10 pts.);
- Experience in software integration, API design and development using SOAP / REST (No – 0 pts., Yes – 10 pts.);
- Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources" will be an essential advantage (No – 0 pts., Yes – 10 pts.);



- Romanian or Russian language skills (Romanian – 5 pts., Russian – 5 pts.).

*Response attachments are optional.*

**\*13. 3.1.c. Qualifications of key personnel - Software Developer/ DevOps Expert:**

- University degree in ICT or another relevant field (University degree – 5 pts., Master's degree – 10 pts.);
- Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources" (less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 5 pts., up to max 20 pts.);
- Minimum 2 similar projects during the last 3 years. Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to 20 pts.);
- Experience in modular testing, continuous integration, DevOps (No – 0 pts., Yes – 10 pts.);
- Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources" will be an essential advantage (No – 0 pts., Yes – 10 pts.);
- Romanian or Russian language skills (Romanian – 5 pts., Russian – 5 pts.).

*Response attachments are optional.*

**\*14. 3.1.d. Qualifications of key personnel - Software Tester/ Trainer:**

- University degree in ICT or another relevant field (University degree – 5 pts., Master's degree – 10 pts.);
- Minimum 3 years of experience in testing software of similar complexity (less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 2.5 pts., up to max 15 pts.);
- Proven experience in functional testing of computer systems (No – 0 pts., Yes – 10 pts.);
- Proven experience in load and stress testing of computer systems (No – 0 pts., Yes – 10 pts.);
- Proven experience in automatic software testing processes (No – 0 pts., Yes – 10 pts.);
- Demonstrated experience in conducting training sessions for users with different roles in IT systems in at least 2 similar projects (less than 2 projects – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to max 10 pts.);
- Certification in the field of quality assurance (example: ISTQB) or related to the technology stack proposed for the development and operation of IS "Management of Technical-Material Defence Resources" will be an essential advantage (No – 0 pts., Yes – 5 pts.);
- Romanian or Russian language skills (Romanian – 5 pts., Russian – 5 pts.).

*Response attachments are optional.*

## **2.6 Section 6. Financial Evaluation**

**\*1. Financial Proposals (J-K)**

Please provide Forms J and K. Please provide the cost breakdown of your financial proposal as per Form K (Format for Financial Proposal) and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated line items.

*Target: Cost breakdown provided*

**I-1. Commercial offer and cost breakdown**

This is an internal criteria for the evaluation team to analyse and assess the details for the financial offer including cost breakdown and other cost elements.



## **2.7 Section I-2.**

I-1. Total Amount from the Supplier's Response.

## **2.8 Section I-3.**

### **I-1. Total score from technical evaluation**

This is an internal criteria. Evaluator has to provide the total points scored by each supplier based on the scores provided each individual evaluation criteria



### 3 Lines

Instructions

#### 3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-Development of Informational subsystem "Management of Technical-Material Defence Resources"	43231500						