

*United Nations Development Programme*



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## REQUEST FOR PROPOSAL

Development of a job-placement and recruitment web-platform for National  
Employment Agency

RFP No.: 19/02009

Project: Migration and Local Development Project

Country: Republic of Moldova

Issued on: 19 November 2019

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## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - Form A: Technical Proposal Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Proposal
  - Form F: Financial Proposal Submission Form
  - Form G: Financial Proposal Form

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 Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [sc.md@undp.org](mailto:sc.md@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



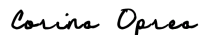
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Name: Zinaida Adam

Title: Project manager

Date: **November 19, 2019**

Approved by:



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Name: Corina Oprea

Title: ARR Operations

Date: **November 19, 2019**

## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a>
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ( <a href="http://www.ungm.org">www.ungm.org</a> ). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a>
	2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a>
3. Eligibility	3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
	3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Comprising the Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<b>15. Only One Proposal</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<b>16. Proposal Validity Period</b>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Proposal Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<b>18. Clarification of Proposal</b>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Proposals</b>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> </ul> </li> </ul>

	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p><b>Email Submission</b></p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p><b>eTendering submission</b></p> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>

	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial</li> </ol>

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical and Financial Proposals</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 60%) + (FP Rating) x (Weight of FP, e.g., 40%)</p> </div>
<b>31. Due Diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p>

	<ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected;</li> </ul>

	<p>and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a>



	<a href="#">DOCUMENT LIBRARY/Public/PSU Contract%20Management%20Payment%20and%20Taxes Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>44. Payment Provisions</b>	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
<b>45. Vendor Protest</b>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section n.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Time: 11.00 a.m.</p> <p>Date : November 27, 2019 11:00 AM</p> <p>Venue : MiDL office, 16, Maria Cebotari str.</p> <p>The UNDP focal point for the arrangement is:</p> <p>Zinaida Adam, Project Manager</p> <p>Telephone: 068155333</p> <p>E-mail: zinaida.adam@undp.org</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	<p>Will be imposed as follows:</p> <p>Percentage of contract price per day of delay: 0.5%</p> <p>Max. number of days of delay 30, after which UNDP may terminate the contract.</p>
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar

11	31	Deadline for submitting requests for clarifications/questions	3 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Zinaida Adam, Project Manager Address: 16, Maria Cebotari str., Chisinau E-mail address: <a href="mailto:zinaida.adam@undp.org">zinaida.adam@undp.org</a>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	04 December 2019, 12:00 p.m., (GMT+2, Moldova Local time) IMPORTANT NOTE: the time zone indicated in the Tendering system is New York Time zone. <b><u>PLEASE NOTE:</u></b> 1. Date and time visible on the main screen of event (on etendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct proposal closing time is as indicated in the e-tendering portal and system will not accept any proposal after that time. It is the responsibility of the proposers to make sure proposals are submitted within this deadline. UNDP will not accept any proposal that is not submitted directly in the system. 2. Try to submit your proposal a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your proposal at the last minute, UNDP may not be able to assist.
14	22	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> e-Tendering <b>Username: event.guest</b> <b>Password: why2change</b> <b><u>Please note:</u></b> 1. It is strongly recommended to create your username with two parts, your first name and last name separately by ".", similar to the one shown above. 2. You can participate in the proposal event only if you have registered in the system
15	22	Proposal Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> Insert BU Code and Event ID number: MDA 0000004894
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>Format: PDF files only</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> </ul>

			<ul style="list-style-type: none"> <li>▪ Password for technical proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> <li>▪ Password for financial proposal must not be provided to UNDP until requested by UNDP.</li> <li>▪ Max. File Size per transmission: 50 MB</li> <li>▪ Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;</li> <li>▪ Statement of internal project management procedures;</li> <li>▪ Company profile including portfolio of clients and products catalogues (max 10 pages);</li> <li>▪ Statement confirming that vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;</li> <li>▪ Statement confirming that there are no conflicts of interest;</li> <li>▪ Statement confirming of not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future;</li> <li>▪ Statement of satisfactory performance from at least two (2) clients in terms of Contract Value the past three (3) years;</li> <li>▪ Statement of information regarding any past and current litigation during the last three 3 years (if any);</li> <li>▪ Latest audited financial statement (Income statement and Balance sheet);</li> <li>▪ Detailed CVs of Key Personnel</li> </ul>
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 60%-40% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	December 16, 2019
19		Maximum expected duration of contract	12 months
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Contract for Goods and Services for UNDP <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Mixed Goods and Services <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
23		Other Information Related to the RFP	

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>▪ Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation,</li> <li>▪ Statement of internal project management procedures;</li> </ul>	Form B: Bidder Information Form
	<ul style="list-style-type: none"> <li>▪ Company profile (which should not exceed ten (10) pages) including portfolio of clients whom services of developing IT systems those requested under this RfP have been delivered to over past five (3) years. Product catalogues relevant to the services being procured including a brief and clear description of implemented</li> <li>▪ Statement of satisfactory performance from at least two (2) clients in terms of Contract Value the past three (3) years;</li> <li>▪ All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded;</li> </ul>	Form B: Bidder Information Form

	<ul style="list-style-type: none"> <li>▪ Latest audited financial statement (Income statement and Balance sheet) for the past two (2) years;</li> <li>▪ Detailed CVs of Key Personnel comprising information requested in the Terms of Reference (ToR) of the RfP.</li> </ul>	
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 3 years of experience in <i>developing IT projects</i> .	Form D: Qualification Form
	Minimum 3 contracts in <i>web-platform development</i> implemented over the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
<b>Financial Standing</b>	Minimum average annual turnover of USD60,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

<sup>1</sup> 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 Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	400
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	300
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation: - years in the business (less than 3 years – 0 pts; more than 3 years – 50 pts) - financial stability and project financing capacity: (yearly turnover for the last 3 years exceeding USD 60,000: yes – 30 pts; no – 0 pts) - strength of project management support (the PM application/methodology used) - 30 pts - project management controls, extent to which any work would be subcontracted: 50% of works or more – 0 pts; 30-50% of works – 10 pts; less than 30% - 20 pts; no subcontracted works – 50 pts)	160
1.3	- Experience in designing and developing job boards / applicant tracking systems (1 project of similar nature and size – 60 pts; no – 0 pts); -Previous experience of working with international organizations/development agencies (including UN Agencies) on software projects (yes- 50 pts; no – 0 pts);	110
1.4	Quality assurance procedures and risk mitigation measures (no – 0 pts; yes – 40 pts)	40
1.5	Organizational Commitment to Sustainability (mandatory weight) -Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 20 points -Organization is a member of the UN Global Compact -5 points -Organization demonstrates significant commitment to sustainability through some other means- 15 points, <i>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)</i>	40
<b>Total Section 1</b>		<b>400</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Was the final objective of the project addressed? (no – 0 pts; partially – 20 pts; fully – 50 pts)	50

2.2	Does the methodology adopt agile principles? (no methodology – 0 pts; no agile principles – 15 pts; agile methodology – 30 pts)	30
2.3	Are all the functional requirements covered by Implementation plan? (less than 70% - 0 pts; less than 90% - 20 pts; 100% - 70 pts)	70
2.4	Does the Software Development company use a version controlling system? (no – 0 pts; yes – 50 pts)	50
2.5	How often releases are shown to the customer? (at the end – 0 pcs; 1 time / month – 25 pts; 1 time / week – 50 pts)	50
2.5	Is a Continuous integration & deployment process used? (no – 0 pts; yes – 50 pts)	50
<b>Total Section 2</b>		<b>300</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
3.1	<b>Qualifications of key personnel proposed</b>		
3.1 a	<b>Team Leader / Project manager</b>		140
	- At least 5 years of relevant experience in project management, leading teams, performing complex analysis, planning activities (less than 2 years – 0 pts; 2 - 5 years – 20 pts; more than 5 years – 40 pts)	40	
	- Certifications on Agile (Scrum / Kanban), CMMI methodologies, software technologies (no – 0 pts; yes – 30 pts)	30	
	- Previous experience in governmental projects (1-3 projects – 10 pts; more than 3 projects – 30 pts)	30	
	- University degree in IT or other relevant field (Bachelor's – 20 pts, Master's – 40 pts)	40	
3.1 b	<b>Senior Developer / Engineer / Designer</b>		90
	- University degree in IT or other relevant field (Bachelor's – 20 pts, Master's – 40 pts)	40	
	- Certifications on selected Agile (Scrum / Kanban), CMMI software technologies (no – 0 pts; yes – 20 pts)	20	
	- Year of experience in Software Development industry (less than 5 years – 0 pts, more than 5 years – 30 pts)	30	
3.1 c	<b>Junior Developer / Engineer / Designer</b>		70
	- University degree in IT or other relevant field (Bachelor's – 20 pts, Master's – 40 pts)	40	
	- Certifications on selected Agile software technologies (no – 0 pts; yes – 10 pts)	10	
	- Year of experience in Software Development industry (less than 3 years – 0 pts, more than 3 years – 20 pts)	20	
<b>Total Section 3</b>			<b>300</b>

## Section 5. Terms of Reference

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### Development of a job-placement and recruitment web-platform for National Employment Agency

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#### I. BACKGROUND

Migration still remains an overwhelming issue in the Republic of Moldova, with a decisive impact both, at national and local level. According to various sources, overall 1/4 of the country's population is still residing abroad. The rural area of the country is particularly affected, as it loses its economically active population in favor of international labor migration and with it, its long-term development perspective. On the other side, remittances continue to make a difference and create significant dependence.

The Moldovan Government (GoM) acknowledges that, if addressed and managed properly, human mobility can also bring many opportunities, changes and improvements in the country. Due to the Swiss development support, the GoM migration policy focus shifted from a management and control perspective to capitalizing on the opportunities provided by migration.

Within the period of 2015-2018, with the support of SDC and UNDP, the Moldovan Government succeeded to successfully devise, enhance and spill over an innovative and effective tailor-made national DMD model of migrants' engagement into local development process, pursuing the improvement of basic local services, creating jobs and income generating activities. Within the piloting phase, 38 communities (representing over 10% of the country population and located in all regions of Moldova) have been supported to pioneer a new DMD model, which resulted in improved local infrastructure and local services with tangible benefit for over 310,000 citizens.

Building on the previous positive experience at local level, a new phase of 'Migration and Local Development Project' (MiDL Project) has been decided to be implemented, with a 4-year (2019-2022). The Overall Goal of this continuation is maximizing the impact of migration on the socio-economic development through an improved institutional framework and engaged Diaspora. In this context, the project shall pursue two Outcomes:

Outcome 1: Moldovan labour, potential, actual and returning migrants benefit from comprehensive employment support services;

Outcome 2: Community members, including migrants are meaningfully engaged in the local development process.

To achieve the first Outcome, the MiDL Project shall assist the Ministry of Health, Labour and Social Protection, the National Employment Agency (NEA) and other relevant stakeholders in upgrading and consolidating the national policy, legal and institutional framework for labour migration. Dedicated efforts shall be made to enable employment service providers to deliver quality services to labour migrants at all stages of migration. NEA is the main public institution from the Republic of Moldova, that provides employment services, implements active labour market measures and programs in line with the national employment strategy and legal framework in Republic of Moldova.

In this context, the MiDL Project shall assist the NEA to innovate, modernize and improve efficiency of employment services provided to labour migrants at all stages of migration, as well as other categories of job-seekers. This process shall include a comprehensive capacity building of NEA staff and its territorial offices, improvement of communication and visibility of NEA services, and upgrade of its IT tools, web-portals and e-tools, etc. The ultimate objective of this intervention is to improve the user-experience of all categories of job-seekers, including labour migrants, facilitate flow of people and information, thereby



increasing quality, efficiency and efficacy of employment services and enabling NEA to become a proactive facilitator and provider of quality employment support to migrants.

## II. SCOPE OF WORK

At present, NEA operates two different web portals ([www.angajat.md](http://www.angajat.md) and [www.e-angajare.md](http://www.e-angajare.md)) that facilitates the relation between the organizations / companies and the unemployed citizens. This creates an issue with correct positioning and value proposition of the NEA services to the community.

The scope of work of that project is to create a modern employment portal ([angajat.md](http://angajat.md)), that will offer all job required information to the job-seeking and unemployed citizens, and also will offer a channel for talent and labour force acquisition for companies.

At the same time, by implementing a new system, NEA should have access to a wide range of statistics that will be exported into their Data warehouse systems, or other reporting tools.

## III. STAKEHOLDERS

In the development phase of the project, the following stakeholders should be involved / informed:

- a) NEA management staff – they should approve the business processes and the workflows designed for the system. Also, NEA management staff will be the direct beneficiary of the portal.
- b) NEA technical staff – they should participate at the testing and deployment phase of the project. They will assure the future maintenance of the portal, so a continuous operation strategy will be developed.
- c) UNDP / MiDL project – as the primary financier of the project, MiDL project, together with their consultants will monitor the progress and will advise on strategical and operational issues.
- d) National organizations / companies – as the primary users of the system, the companies should provide their feedback in using the portal
- e) Unemployed citizens / job-searching citizens - as the primary users of the system, their will provide valued feedback in using the portal

## IV. RACI MATRIX

**(R) Responsible** - Those responsible for the performance of the task. There should be one person responsible for each task of this assignment

**(A) Assists** - Those who assist completion of the task

**(C) Consulted** - Those whose opinions are sought; and with whom there is a two-way communication

**(I) Informed** - Those who are kept up-to-date on progress; and with whom there is one-way communication

	NEA MANAGEMENT	NEA TECHNICAL	UNDP / MiDL PROJECT	SOFTWARE DEVELOPMENT COMPANY
Development of terms of reference for the project	C		R	

Publishing tender invitations	I		R	
Development of project plan	I		I	R
Development of technical proposal	I		I	R
Selection of the winner company (tender process or direct contract)	C	C	R	I
User stories	I	C	C	R
UI / UX concept	I	C	C	R
Software development process	I	I	I	R
Manual testing	I	A	I	R
Deployment in production	I	R	I	A
Continuous operation	I	R	I	A

## V. OBJECTIVES

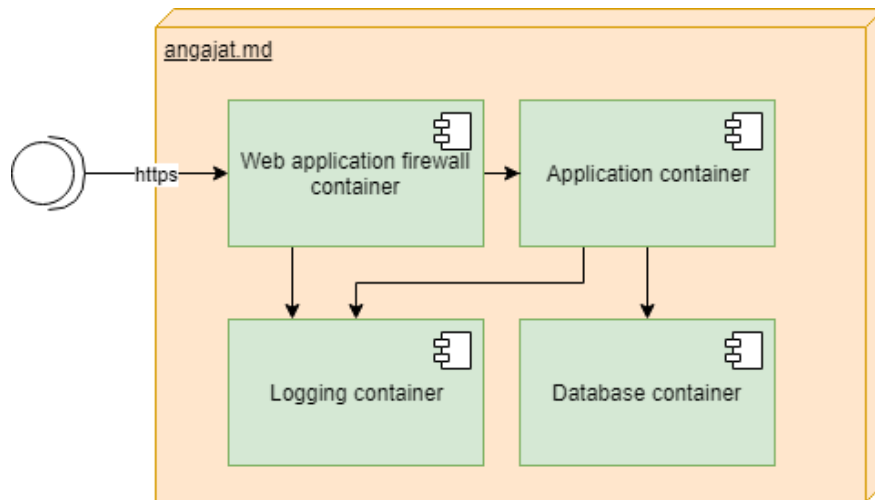
The portal “angajat.md” represents a key IT solution for managing the employment process online and should fulfil the primary goal of NEA organization. In this regard, the solution will be the key resource that will provide up-to-date data of vacancies at the involved companies and also will provide a clear workflow to apply for these jobs. The portal will collect all available usage statistics, in order to provide clear data for NEA forecasts.

So, the major features / objectives of the system are:

1. Development of a modern and performant IT system that will serve as a national job board for local companies
2. Development of a modern User Interface, that will facilitate the job posting for companies and submission of candidate's information
3. Provide easy to use API interfaces or other tools for automation (file import, synchronization)
4. Provide statistical data for companies regarding vacancies in different sectors / regions of the country
5. Provide a catalogue-based list of vacancies for facilitating career fairs, both online and offline

## VI. ARCHITECTURE OF INFORMATIONAL SYSTEM

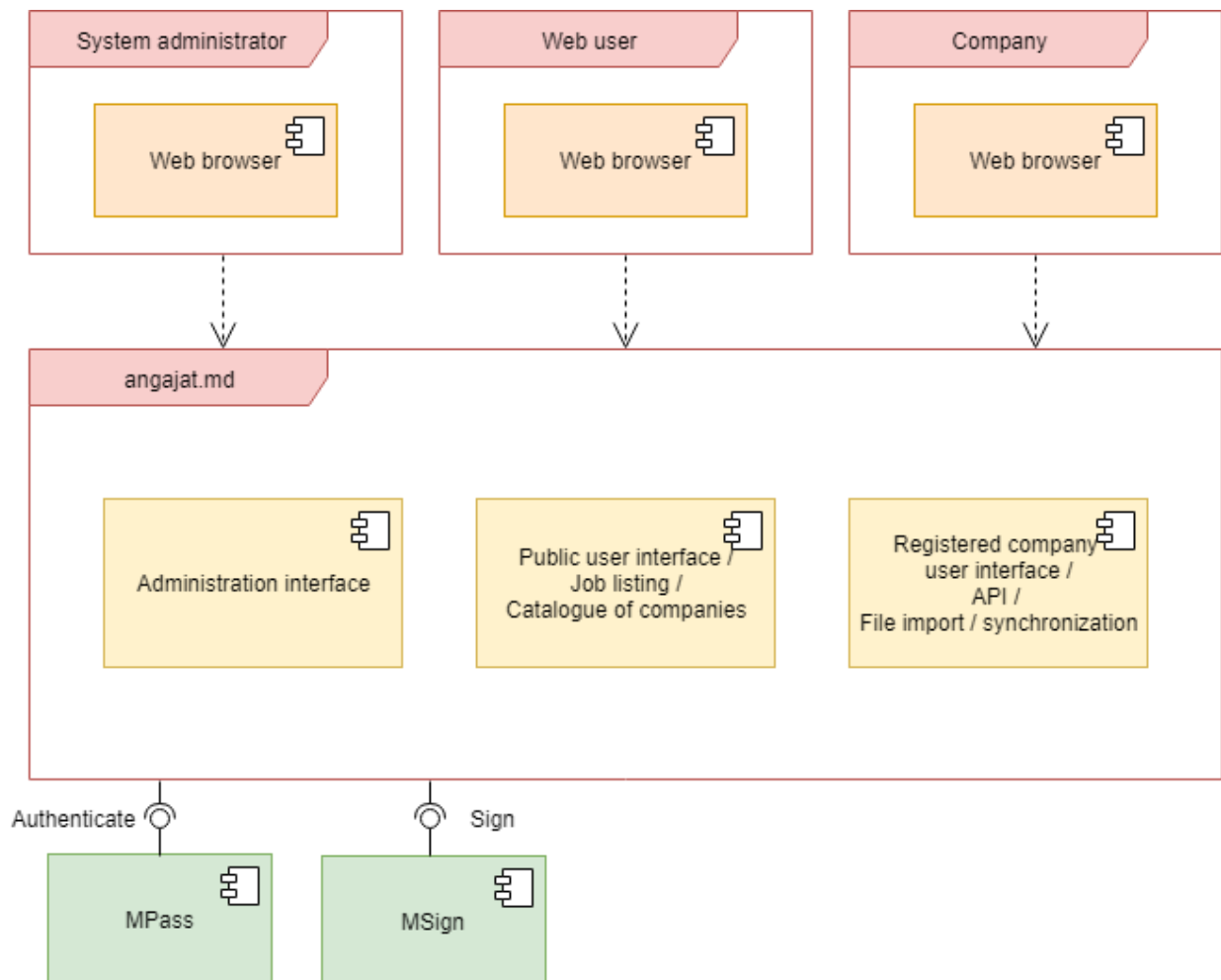
The portal “angajat.md” will be deployed on NEA infrastructure, using docker containers.



System administrator, Web user and Company will use web browsers in order to access the informational system "angajat.md".

As authentication provider, "MPass" will be analysed as an option.

For proof of validity of the vacancies, "MSign" can be used to sign the updates on vacancies list.



## VII. USE CASES

The following use cases will be implemented in the portal “angajat.md”:

UC Identifier	Description
UC 01	The portal “angajat.md” will be explored by anonymous users. They will see the catalogue of vacancies, grouped by industries, competencies, companies, regions. For each vacancy, a detailed description will be provided.
UC 02	The web user will apply for a vacancy, filling a questionnaire or attaching the CV (company will select the needed option)
UC 03	Organization / company can register & login to the system
UC 04	Organization / company logged into the system can manage their profile
UC 05	Organization / company logged into the system can configure the vacancy detail and the application procedure
UC 06	Organization / company logged into the system can setup alerts
UC 07	Organization / company logged into the system can see detailed reports
UC 08	Organization / company logged into the system can use API or file import / synchronization process to update their vacancy list
UC 09	The system will export usage statistics
UC 10	The system will have a “recommender” for vacancies
UC 11	The system will send periodic emails to Company / Organization staff with the “request for updates”, with direct links to access this
UC 12	The system will expose widgets for using on other NEA web sites
UC 13	The system will generate alerts for defined events
UC 14	The system will provide a general dashboard for Administrators
UC 15	For each vacancy posted, the Organization / company can select to activate an integrated Applicant tracking system (ATS). Once activated, the job will provide an option to apply to it by completing required fields and uploading resume.
UC 16	Organization / company can configure integrated ATS, by creating a specific workflow with desired Stages / states.
UC 17	The Organization / company will move the application between stages and states
UC 18	A Job recommender will be available to use. Based on applicant skills, the matched jobs will be filtered and once selected – the resume will be sent to all jobs

**VIII. FUNCTIONAL REQUIREMENTS****1. Use case UC 01**

FR Identifier	Compulsory	Description
FR 01.01	M	Administrators can set up lists of industries (tree), competencies (tree), regions (tree) with geo references
FR 01.02	M	The portal will provide an interface for browsing the vacancies, with filter possibilities based on selected criteria
FR 01.03	M	The order for sorting will be based on last updated record, but some other sorting methods will be analysed
FR 01.04	M	The view page for each vacancy will be customized based on company details that was set up (some styles, logo, description, apply form)

**2. Use case UC 02**

FR Identifier	Compulsory	Description
FR 02.01	M	3 different apply procedures will be developed: <ul style="list-style-type: none"> <li>a) Simple – only by filling the name and phone</li> <li>b) CV-based – by uploading a resume</li> <li>c) Complex – by filling a questionnaire, that was designed by the company</li> </ul>
FR 02.02	M	In each case, a contact phone number or an email will be asked. The system will send notifications to this address
FR 02.03	M	Some security mechanism will be used for posting data (recaptcha or other)

**3. Use case UC 03**

FR Identifier	Compulsory	Description
FR 03.01	M	Organization representatives will use MPass to register the company in the system and further login
FR 03.02	M	Organization representatives can create multiple user accounts (without MPass authentication). Those accounts will receive an email invite to join the organization.
FR 03.03	M	Administrator should approve each company registration, or a separate process will be developed to assess the validity of the vacancies
FR 03.04	M	The application will generate logging events for each authentication request

**4. Use case UC 04**

FR Identifier	Compulsory	Description
FR 04.01	M	Organization will upload their logo and their corporate styles
FR 04.02	M	Organization will manage their brief description page

**5. Use case UC 05**

FR Identifier	Compulsory	Description
FR 05.01	M	Organization will create new vacancies
FR 05.02	M	For each new vacancy, a required set of data will be filled
FR 05.03	M	For each new vacancy, an application procedure will be selected. For Complex procedure, a questionnaire builder will be involved
FR 05.04	M	For each vacancy a set of alerts will be configured

**6. Use case UC 06**

FR Identifier	Compulsory	Description
FR 06.01	M	Organization will set up alerts for browsing their vacancies, applying to vacancies, reaching viewer targets
FR 06.02	M	Alerts will be delivered on email or like web hooks

**7. Use case UC 07**

FR Identifier	Compulsory	Description
FR 07.01	M	Detailed reports will be generated for each organization / vacancies of the organization
FR 06.02	M	The reports will be sent to email on predefined reporting intervals

**8. Use case UC 08**

FR Identifier	Compulsory	Description
FR 08.01	M	A bulk update / insert method will be developed
FR 08.02	M	A simple to use API will be provided (REST)
FR 08.03	M	Vacancies list file upload based on the provided template

**9. Use case UC 09**

FR Identifier	Compulsory	Description
FR 09.01	M	Google Analytics will be integrated
FR 09.02	M	All events (access of pages / content, upload, etc) on the portal will be sent to the logging server
FR 09.03	M	Performance statistics will be sent to the logging server (ex. ELK stack)

**10. Use case UC 10**

FR Identifier	Compulsory	Description
FR 10.01	M	Based on usage statistics, an algorithm for "recommendations" will be developed
FR 10.02	M	The system will provide to each user the recommended jobs

**11. Use case UC 11**

FR Identifier	Compulsory	Description
FR 11.01	M	In order to have updated information, the system will send periodic emails (interval set by Administrator) to each Organization / Company with links to confirm each vacancy or to post new vacancies
FR 11.02	M	Based on the provided links, the Organization / Company staff will access the portal and will just confirm the active vacancies
FR 11.03	M	A direct link for creation of new vacancies will be provided

**12. Use case UC 12**

FR Identifier	Compulsory	Description
FR 12.01	M	Some active widgets will be developed (javascript code output, json output, other) in order to provide "angajat.md" data to be exposed on other web sites
FR 12.02	M	List of the widgets will be provided at the development phase, but there should be an easy way to create other, custom widgets (SDK)

**13. Use case UC 13**

FR Identifier	Compulsory	Description
FR 13.01	M	A job server will search for triggers or other events and will send alerts on email

**14. Use case UC 14**

FR Identifier	Compulsory	Description
FR 14.01	M	The administrator will have a Dashboard with all the usage information from the system and from the logging server
FR 14.02	M	The dashboard will be developed using a modern Javascript framework

**15. Use case UC 15**

FR Identifier	Compulsory	Description
FR 15.01	M	The ATS can be activated on per job basis
FR 15.02	M	For each job, the company will select a specific number of fields (predefined by Administrator) to be completed on the applicant form
FR 15.03	M	Each field can be marked as required or not

**16. Use case UC 16**

FR Identifier	Compulsory	Description
FR 16.01	M	The Organization / company can create an workflow for managing the ATS
FR 16.02	M	The workflow will consist of Stages (ex. new, screening, interview, hired, not hired), with specific States.
FR 16.03	M	The Organization / company will have a live dashboard on ATS workflow (table with number of vacancies on all stages)

**17. Use case UC 17**

FR Identifier	Compulsory	Description
FR 17.01	M	The Organization / company will have an interactive view for qualifying each applicant
FR 17.02	M	The Organization / company will receive notifications
FR 17.03	M	The Organization / company can send notifications to the applicant
FR 17.04	M	There will be an algorithm to merge the applicants

**18. Use case UC 18**

FR Identifier	Compulsory	Description
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FR 18.01	M	The job recommender form will be the first form that the applicant can use
FR 18.02	M	Once entering the required data and known skills, a matched list of vacancies will be presented
FR 18.03	M	The applicant form will be sent to all the selected jobs
FR 18.04	M	The recommender will show a match score for each job, based on similar skill sets

#### IX. UI & UX ELEMENTS

The portal "angajat.md" will be developed using the styles provided by the EGC of Moldova:

<https://egc-moldova.github.io/mstyle/index.html>. The prototype of the portal shall be developed in a participatory manner, using co-design methods. The Company shall take part in co-design workshops with end-users and NEA and present for validation the MVP/prototype of the portal, prior to the development. The workshop will be organized by the UNDP.

#### X. PERFORMANCE

Performance tests will be conducted prior commercial launch. No resource should be rendered in more than 1 second. In order to achieve the best performance some cache strategy can be used (at the Application and / or Web Application Firewall level).

#### XI. TASKS AND ESTIMATED WORKLOAD

To ensure adequate implementation of the Project, the MiDL is seeking a qualified and experienced software development company, that can complete the work within the period October 2019 – March 2020.

Tasks and deliverables	Working days	Indicative Timeframe
<b>Task 1. Development of project plan</b> <u><b>Deliverable 1:</b></u> Project plan (backlog, divided by sprints)	5	November 2019
<b>Task 2. Development of technical proposal, especially software development approach</b> <u><b>Deliverable 2:</b></u> Detailed technical proposal, including the technologies and framework used, code versioning methodology, continuous testing and deployment methods	5	December 2019
<b>Task 3. User stories</b>	10	December 2019

Tasks and deliverables	Working days	Indicative Timeframe
Based on Use cases and Functional requirements, all the needed User Stories will be developed.  <b><u>Deliverable 3:</u></b>  User stories list  MVP/Prototype tested with the Beneficiary and end-users		
<b>Task 4. UI / UX concept</b>  <b><u>Deliverable 4:</u></b>  UI / UX wireframes in a Visual modeler tool	15	December 2019
<b>Task 5. Software development process</b>  <b><u>Deliverable 5:</u></b>  Code repository (git)	130	January 2020 - March 2020
<b>Task 6. Manual testing</b>  <b><u>Deliverable 6:</u></b>  Manual test reports	10	April 2020
<b>Task 7. Deployment in production</b>  <b><u>Deliverable 7:</u></b>  Ready to use application build	5	May 2020

Note 1. Related to the above-mentioned tasks, the Software Development Company will coordinate the development of concepts, roadmaps, technical requirements and mechanisms; will participate in technical meetings internally and externally with counterparts and relevant stakeholders active in the sector, as appropriate; will liaise on a regular basis and will provide professional advice and feedback to the MiDL Project and NEA team.

Note 2. The indicated tentative timeframe has been estimated as being sufficient/feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of the assignment. It cannot and shall not be used as unique criteria for completion of work/assignment. *The provision of the envisaged deliverables approved by the MiDL shall be the only criteria for Consultant's work being completed and eligible for payment/s.*

## **XII. DELIVERABLES AND GUARANTEES**

All deliverables shall be endorsed by the MiDL/UNDP Project Manager. An acceptance testing plan will be developed prior the delivery of the software solution.

All the source code will be delivered as a private git repository, containing README.md with all the required information about running the project.

**Together with the source code, a CI build script will be provided to UNDP and the Beneficiary, that will produce all the required artefacts for running the project. All the dependencies should be fetched at the build stage and not be embedded in the source code.**

All the development documentation will be embedded into the source code, and current documents will be generated using tools like Doxygen, PHPDocumentor or others if applicable.

As a guarantee for the work done, in a period of 12 months, the Software Development Company will assure the maintenance of the software solution by completing the required updates, fixing all the reported bugs and security issues.

The Software Development Company will assure the further development of the software solution, based on prior requests, for a period of minimum 36 months.

Together with all the source code, the Software Development Company will pass the exclusive rights to use the software solution and also the **intellectual property ownership** to NEA.

### **XIII. QUALIFICATIONS AND SKILLS REQUIRED**

#### 1. Qualifications:

- Minimum 3 skilled employees in the technologies planned to be used
- Computer-science graduated staff – University degree required; MA would be considered an advantage

#### 2. Experience:

- Employees with at least 3 years of professional experience in development of information systems; implementation of IT solutions for public institutions, development of mobile and e-solutions, complex web-portals for public institutions, etc.;
- Previous experience in working with and implementing projects for central and local public administration on developing and using e-services, IT tools and e-solutions;
- Previous experience in working with e-Governance projects is an asset;
- Previous experience in development assistance or related work for a donor organization, consulting company, or NGO is an asset.

#### 3. Competences:

- Demonstrated capacity of team-orientated work, excellent planning and organizational skills;
- Strong analytical, communication (verbal and writing) skills;
- Knowledge of Romanian and English is required. Working level of Russian level;
- Sensitivity and respect for human rights and gender equality;
- Ability to achieve results and deadlines in a timely manner, maintaining a high standard throughout;
- Proven commitment to the core values of the United Nations.

The United Nations in Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.

## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in a separate sealed envelope/password protected email)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. RfP19/02009 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;</li> <li>▪ Statement of internal project management procedure;</li> <li>▪ Company profile including portfolio of clients and products catalogues (max 10 pages);</li> <li>▪ Statement confirming that vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;</li> <li>▪ Statement confirming that there are no conflicts of interest;</li> <li>▪ Statement confirming of not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future;</li> </ul>

- Statement of satisfactory performance from at least two (2) clients in terms of Contract Value the past three (3) years;
- Statement of information regarding any past and current litigation during the last three 3 years (if any);
- Latest audited financial statement (Income statement and Balance sheet);
- Detailed CVs of Key Personnel

## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b>  (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder’s individual



experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

### SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

### SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. RfP19/02009 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP19/02009		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder’s disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.

Currency of the proposal: US Dollars

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country	Team Leader/ Project Manager			
	Senior Developer/ Engineer/ Designer			
	Junior Developer/ Engineer/ Designer			
	Other			
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				

**Table 4: Breakdown of Price per Deliverable/Activity**

<b>Deliverable/ Activity description</b>	<b>Time (person days)</b>	<b>Professional Fees</b>	<b>Other Costs</b>	<b>Total</b>
<b><u>Deliverable 1:</u></b> Project plan (backlog, divided by sprints)				
<b><u>Deliverable 2:</u></b> Detailed technical proposal, including the technologies and framework used, code versioning methodology, continuous testing and deployment methods				
<b><u>Deliverable 3:</u></b> User stories list MVP/Prototype tested with the Beneficiary and end-users				
<b><u>Deliverable 4:</u></b> UI / UX wireframes in a Visual modeler tool				
<b><u>Deliverable 5:</u></b> Code repository (git)				
<b><u>Deliverable 6:</u></b> Manual test reports				
<b><u>Deliverable 7:</u></b> Ready to use application build				