

## Request for Proposal RFP21/02339 Amendment no. 1

Ref. no. **RfP21/02339**Date: **19 August 2021**

**Subject: RfP for the Implementation of the Quality Management System and the Anti-Bribery Management System in accordance with ISO standards in the Local Governments of Ungheni and Cahul Municipalities**

Dear Sir/Madam,

1. By this, UNDP Moldova amends the Request for Proposal document, especially entries related to certification and experience, as well as key-personnel requirements, listed in Section 4. Evaluation Criteria and others related to these. Please, note that insertions are marked in blue while deletions in red.
2. The following RfP entries are hereby amended to read as follows:

### Section 4. Evaluation Criteria

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                  |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>Certificates</b>        | <p>Certificates, accreditations or other similar documents that confirm that Bidder has the necessary capacities to offer professional consulting services for implementation of quality management systems according to ISO standards.</p> <p><del>Certificates that confirm accreditation for certifications based on the ISO 9001:2015 Quality Management System and ISO 37001:2016 Anti-bribery Management System standards, by an internationally recognized accreditation body according to the EU Regulation no. 765/2008, member of the EA/MLA mutual recognition agreements.</del></p> | Attach required documents to Form B of Section 6 |
| <b>Previous Experience</b> | <p>Minimum five (5) years of professional experience in the area of audit and/or <del>certification</del> consulting services for implementation of quality management systems according to the international standards from ISO group.</p> <p><i>(For JV/Consortium/Association, Lead Partner should meet requirement).</i></p>                                                                                                                                                                                                                                                                | Form D: Qualification Form                       |
|                            | <p>Have in its portfolio at least 3 public authorities/ institutions certified according to the international standards from ISO</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Form D: Qualification Form                       |

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                  |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
|                                           | group, following the consulting services provided by the Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                  |
| <b>Minimum Qualification Requirements</b> | <p>The minimum personnel mandatory for the implementation of the contract:</p> <ul style="list-style-type: none"> <li>• 1 (one) TEAM Leader</li> <li>• 2 (two) <del>Lead</del> Auditors</li> <li>• 2 (two) <del>Auditors</del> Specialists in quality management system</li> <li>• 1 Legal specialist</li> <li>• 1 Capacity building specialist.</li> </ul> <p><del>The Lead Auditors and Auditors must be Certified and qualified for the above-mentioned management systems ISO standards.</del></p> <p>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</p> | Attach required documents to Form E of Section 6 |

Entries 1.3, 3.1-3.3 of the **Technical Evaluation Criteria** are now amended to read as follows:

| Section 1. Bidder's qualification, capacity and experience |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Points obtainable |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1.3                                                        | <p>Relevance of:</p> <ul style="list-style-type: none"> <li>– Minimum five (5) years of professional experience in the area of audit and/or consulting services for implementation <del>certification</del> of quality management systems according to the international standards from ISO group (&lt;5 years – 0 pts, 5 years - 20 pts, &gt;5 years – 10 pts for each additional year up to max. 50 pts)</li> <li>– At least 3 (three) public authorities/institutions certified according to the international standards from ISO group, following the consulting services provided by the Contractor (&lt;3 public authorities/institutions – 0 pts, 3 public authorities/institutions - 20 pts, &gt;3 public authorities/institutions – 10 pts for each additional institution up to max. 50 pts)</li> <li>– Experience in providing similar to this assignment services (audit and consulting services for implementation of the quality management systems for public authorities according to the international standards from ISO group) in Central and East-European Region, inclusive Republic of Moldova (no experience - 0 pts, at least 1 project – 20 pts).</li> <li>– Experience in conceptualizing, organizing and conducting <del>accredited</del> tailor made trainings and courses in the ISO management systems domains (if no- 0 pts, each accredited domain – 5 pts up to max. 20 pts). Detailed description of <del>accredited</del> training domains and previously conducted trainings must be described in the Company Profile indicating year, no. of participants, other details as may be relevant.</li> <li>– Working experience with UNDP/UN Agencies/donor funded/EU projects will be considered a strong advantage (no experience - 0 pts, yes – 10 pts).</li> </ul> | 150               |

| Section 3. Management Structure and Key Personnel |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Points obtainable |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 3.1                                               | <p><b>1 (one) TEAM Leader</b> (can be cumulated with other positions)</p> <p>Master's degree (or equivalent) in Management, Finance, Accounting, Law or other relevant fields (<i>whichever 15 pts</i>). PhD is a strong advantage (20 pts).</p> <p>Minimum of 5 years of experience in managing projects/contracts related to the implementation of the ISO standards in private and/or public organizations (&lt;5 – 0 pts, 5 years - 20 pts, &gt;5 years – 5 pts each additional year up to max. 30 pts)</p> | 100               |

| Section 3. Management Structure and Key Personnel |                                                                                                                                                                                                                                                                                                                                                                 |    | Points obtainable |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------|
|                                                   | At least 3 (three) assignments of implementation <del>and/or certification</del> of the Quality Management System or other management systems in accordance with ISO standards in public organizations ( <i>&lt;3 projects – 0 pts, 3 projects/contracts – 20 pts, &gt;3 projects/contracts– 5 pts each additional projects/contract up to max. 30 pts</i> )    | 30 |                   |
|                                                   | Experience working with UN Agencies/EU funded projects or other donors funded projects ( <i>no experience – 0 pts, Yes – 10 pts</i> )                                                                                                                                                                                                                           | 10 |                   |
|                                                   | Language Qualifications: proficiency in English required ( <i>6 pts</i> ); command of Romanian and/or Russian will be an advantage ( <i>2 pts each language</i> )                                                                                                                                                                                               | 10 |                   |
| 3.2                                               | <b>2 (two) Lead Auditors</b> (average score is introduced for both candidates)                                                                                                                                                                                                                                                                                  |    | 130               |
|                                                   | University degree or equivalent in Accounting, Finance, Management, and other connected fields; ( <i>whichever 10 pts</i> ). Master's degree is an advantage ( <i>15 pts</i> ).                                                                                                                                                                                 | 15 |                   |
|                                                   | Professional Certifications/Qualifications (on Quality Management System ISO 9001:2015 and/or other relevant ISO management systems) ( <i>no certifications – 0 pts, Yes – 15 pts</i> ). At least 1 of 2 Lead Auditors must hold Professional Certification in Anti-bribery Management System ISO 37001:2016 ( <i>no certifications – 0 pts, Yes – 30 pts</i> ) | 45 |                   |
|                                                   | At least 5 years of extensive experience in conducting audits, drafting reports, implementation of ISO standards in private and/or public organizations ( <i>&lt;5 – 0 pts, 5 years – 15 pts, &gt;5 years – 5 pts each additional year up to max. 25 pts</i> )                                                                                                  | 25 |                   |
|                                                   | At least 3 confirmed examples of provision of ISO implementation consulting services on ISO 9001:2015 or ISO 37001:2016 and/or other ISO management systems. List of projects shall be included in the CV ( <i>&lt;3 projects – 0 pts, 3 projects – 15 pts, &gt;3 projects – 5 pts each additional project, up to max. 25 pts</i> )                             | 25 |                   |
|                                                   | Working experience with UN Agencies/EU funded projects or other donors funded projects ( <i>no experience – 0 pts, Yes – 10 pts</i> )                                                                                                                                                                                                                           | 10 |                   |
|                                                   | Language Qualifications: proficiency in English required ( <i>6 pts</i> ); command of Romanian and/or Russian will be an advantage ( <i>2 pts each language</i> )                                                                                                                                                                                               | 10 |                   |
| 3.3                                               | <b>2 (two) Auditors Specialists in quality management systems</b> (average score is introduced for both candidates)                                                                                                                                                                                                                                             |    | 90                |
|                                                   | University degree or equivalent in Accounting, Finance, Management, Law and other connected fields; ( <i>whichever 10 pts</i> ). Master's degree is an advantage ( <i>15 pts</i> ).                                                                                                                                                                             | 15 |                   |
|                                                   | Professional Certifications/Qualifications (on Quality Management System ISO 9001:2015 and/or other ISO management systems) ( <i>no certifications – 0 pts, Yes – 15 pts</i> )                                                                                                                                                                                  | 15 |                   |
|                                                   | At least 5 years of extensive experience in conducting audits, drafting reports, implementation of ISO standards in private and/or public organizations ( <i>&lt;5 – 0 pts, 5 years – 15 pts, &gt;5 years – 5 pts each additional year up to max. 25 pts</i> )                                                                                                  | 25 |                   |
|                                                   | At least 3 confirmed examples of provision of ISO implementation consulting services on ISO 9001:2015 or ISO 37001:2016 and/or other ISO management systems standards. List of projects shall be included in the CV ( <i>&lt;3 projects – 0 pts, 3 projects – 15 pts, &gt;3 projects – 5 pts each additional project, up to max. 25 pts</i> )                   | 25 |                   |
|                                                   | Language Qualifications: proficiency in English required ( <i>6 pts</i> ); command of Romanian and/or Russian will be an advantage ( <i>2 pts each language</i> )                                                                                                                                                                                               | 10 |                   |

Point H of **Section 5. Terms of Reference** is now amended to read as follows:

#### H. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER AT VARIOUS LEVELS

The offers will be evaluated based on their compliance with the general requirements specified below. The applicant Company (Leader of Consortium) should:

- Be a legally registered entity.
- ~~— Be accredited as a body for assessing the compliance of companies' management systems according to the international standards ISO 9001:2015 Quality Management System and ISO 37001:2016 Anti-bribery Management System.~~
- Have at least 5 years in the area of audit and/or ~~certification of quality management systems according to the international standards from ISO group~~ providing professional consulting services for implementation of quality management systems according to ISO standards.
- Have in its portfolio at least 3 public authorities/institutions certified according to the international standards from ISO group, following the consulting services provided by the Contractor;
- Have in its portfolio at least one experience of ~~certification~~ providing consulting services for implementation of quality management systems according to ISO standards in companies from the area of public services' provision.

The proposal shall include the following minimum key-personnel aimed at implementing said contract:

1. TEAM Leader
2. 2 (two) ~~Lead~~ Auditors
3. 2 (two) ~~Auditors~~ Specialists in quality management systems
4. Legal specialist
5. Capacity building specialist.

The ~~Lead~~ Auditors ~~and Auditors~~ must be Certified and qualified for the above-mentioned management systems ISO standards.

The competencies and skills of the above-listed key-personnel will be evaluated as per Section 4. Technical Evaluation Criteria Form.

The Contractor could consider other non-key personnel that is required for the successful implementation of the present assignment, however their competencies will not be evaluated.

All activities under this assignment shall be performed in a gender-sensitive manner and applying human rights-based approach.

The Company shall take all reasonable measures necessary to ensure that the personnel deployed under this assignment shall respect local customs and conform to the highest standards of moral and ethical conduct and adherence to UNDP values (human rights, gender equality, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status). UNDP may at any time request the withdrawal or replacement of any of the key-personnel if these standards are not adhered to. Replacement will be made at the Company expense.

**Entry related to supporting documents to be attached to your application package listed in Section 6: Returnable Bidding Forms, Form B: Bidder Information Form is now amended to read as follows:**

**Please attach the following documents:**

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured. Please, ensure that such document provides detailed description of previously conducted consulting services ~~public consultations~~ (incl. project, year, other details as may be relevant) as well as detailed description of the technical capabilities (in terms of hardware and software) available for the fulfilment of the proposed tasks.
- Certificate of Incorporation/ Business Registration
- Certificates, accreditations or other similar documents that

confirm the Bidder has the necessary capacities to offer professional consulting services for implementation of quality management systems according to ISO standards. ~~Certificates that confirm the Bidder is accredited for certifications based on the ISO 9001:2015 Quality Management System and ISO 37001:2016 Anti-bribery Management System standards, by an internationally recognized accreditation body according to the EU Regulation no. 765/2008, member of the EA/MLA mutual recognition agreements.~~

- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
- List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
- Financial Statement (Income Statement and Balance Sheet) for the past 3 years (2020, 2019, 2018)
- Statement of Satisfactory Performance from at least 3 (three) public authorities/institutions certified according to the international standards from ISO group – presented as similar experience
- A copy of preliminary Agreement in case of Consortium
- Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel;
- CVs (shall be signed by the envisaged person), of the Key personnel (mentioned under point H, Section 5: ToR)
- All information regarding any past and current litigation during the last five (5) 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
- **Dully filled in Forms A-G. Forms F and G password protected. Please, ensure that no other documents are disclosing your financial proposal apart from Forms F and G. Your price proposal indicated in e-Tendering system line item must equal with 1 US\$.**

**Table 2: Cost Breakdown by Cost Component** of the **Section 6: Returnable Bidding Forms, Form G: Financial Proposal Form** is now amended to read as follows:

| Description of Activity                                            | Unit of measure (day, unit etc.) | Quantity | Unit Price in US\$ | Total Price in US\$ per budget line |
|--------------------------------------------------------------------|----------------------------------|----------|--------------------|-------------------------------------|
|                                                                    |                                  | A        | B                  | C=A*B                               |
| <b>I. Personnel Services</b>                                       |                                  |          |                    |                                     |
| a) Team Leader                                                     | Working days                     |          |                    |                                     |
| b) 2 <del>Lead</del> Auditors                                      | Working days                     |          |                    |                                     |
| c) 2 <del>Auditors</del> Specialists in quality management systems | Working days                     |          |                    |                                     |
| d) Legal specialist                                                | Working days                     |          |                    |                                     |
| e) Capacity building specialist                                    | Working days                     |          |                    |                                     |

|                                                          |              |  |  |  |
|----------------------------------------------------------|--------------|--|--|--|
| f) Other staff if necessary ( <i>please, list down</i> ) | Working days |  |  |  |
| <b>Subtotal Personnel Services:</b>                      |              |  |  |  |
| <b>II. Out of Pocket Expenses</b>                        |              |  |  |  |
| a) Transportation costs                                  |              |  |  |  |
| International transportation costs                       |              |  |  |  |
| Local transportation costs to Ungheni and Cahul          | Trip         |  |  |  |
| Subsistence allowance ( <i>if the case</i> )             | Days         |  |  |  |
| Other Costs: ( <i>please specify</i> )                   |              |  |  |  |
|                                                          |              |  |  |  |
| b) Translation costs ( <i>if any</i> )                   |              |  |  |  |
| Other Costs: ( <i>please specify</i> )                   |              |  |  |  |
| <b>Subtotal Out of Pocket Expenses:</b>                  |              |  |  |  |
| <b>III. Other Related Costs</b>                          |              |  |  |  |
| Other Costs: ( <i>please specify</i> )                   |              |  |  |  |
|                                                          |              |  |  |  |
| <b>Subtotal Other Related Costs:</b>                     |              |  |  |  |
| <b>TOTAL (all-inclusive, VAT 0%)</b>                     |              |  |  |  |

3. Amended **Section 6: Returnable Bidding Forms** in Word format is now attached.
4. Extend tender submission deadline as set in e-tendering system.
5. All other terms and conditions of the solicitation documents, except as amended herein, shall remain unchanged and shall continue in full force and effect.