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# **REQUEST FOR PROPOSAL**

## **Development of eCourses on Diaspora, Migration and Development**

RFP No.: RfP – 18/01760

Project: Migration and Local Development Project

Country: Republic of Moldova

Issued on: 6 June 2018

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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
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o 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 using 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.

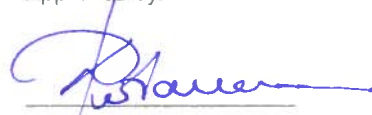
UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Zinaida Adam  
Title: Policy Component Manager  
Date: **June 6, 2018**

Approved by:



Name: Dorin Rotari  
Title: Head of Operations  
Date: **June 6, 2018**

## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>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></p> <p>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.</p> <p>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.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>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></p> <p>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.</p> <p>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.</p> <p>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></p>
3. Eligibility	<p>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.</p> <p>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.</p>

4. Conflict of Interests	<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>	
5. General Considerations	<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>
6. Cost of Preparation of Proposal	<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>
7. Language	<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>
8. Documents	<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>



<p><b>15. Only One Proposal</b></p>	<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>
<p><b>16. Proposal Validity Period</b></p>	<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>
<p><b>17. Extension of Proposal Validity Period</b></p>	<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>
<p><b>18. Clarification of Proposal</b></p>	<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>
<p><b>19. Amendment of Proposals</b></p>	<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-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/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>
30. Evaluation of Technical and Financial Proposals	<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>
31. Due Diligence	<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.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	Will not be conducted
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	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar  <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a> Reference date for determining UN Operational Exchange Rate: 20 June 2018
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, Policy Component Manager email: <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: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and on <a href="http://www.undp.md/tenders/index.shtml">http://www.undp.md/tenders/index.shtml</a>
14	23	Deadline for Submission	<b>20 June 2018; 12.00 (Moldova local time)</b> For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone. <b>PLEASE NOTE:-</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 bid closing time is as indicated in the etendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist. Please Consult eTendering Resources for Bidders for additional information on bidding: <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>
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email <input checked="" type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	Offers can be submitted only through on-line bidding in etenderingmodule at: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> <b>Username: event.guest</b> <b>Password: why2change</b> <b>Please note:</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 bid event only if you have registered in the system. 3. Please refer to Appendix A-Instructions to bidders and

			<p>Appendix B-Q&amp;A for bidders.</p> <p><u>BU Code: MDA10 and RfP 18/01760</u></p> <p><u>☑ Uploaded in the system. Once uploaded, Bidders that have accepted the invitation in the system will be notified via e-mail that changes have occurred. It is responsibility of the Bidder to view the respective changes and clarifications in the system.</u></p>
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> <li>▪ Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (<i>for email submission only</i>)</li> <li>▪ Password for financial proposal must not be provided to UNDP until requested by UNDP.</li> <li>▪ Max. File Size per transmission: 5MB</li> <li>▪ Documents which are required in original (e.g. Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: UNDP Moldova 131, 31 August 1989 Street MD-2012 Chisinau Republic of Moldova Attention: Registry Office/Procurement</li> </ul>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 60%-40% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	July 20, 2018
19		Maximum expected duration of contract	July-December 2018
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Contract for Goods and Services for UNDP</p> <p><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></p>
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

### 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>Required documents</b>	<p>Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only):</p> <ul style="list-style-type: none"> <li>☒ Company Profile, which should <b>not</b> exceed fifteen (15) pages, including printed brochures and product catalogues</li> <li>☒ Certificate of Registration of the business, or equivalent documents</li> <li>☒ Quality Certificate (e.g., ISO, etc.) and/or other certificates, accreditations, awards and citations received by the Bidder, if any</li> <li>☒ Official Letter of Appointment as local representative, if the Bidder is submitting the Bid on behalf of an entity located outside of the country</li> <li>☒ Statement of Satisfactory Performance or Letters of Recommendations from the Top Three Clients or business partners obtained in the last three (3) years</li> <li>☒ List of qualified key personnel, together with CVs and professional certificates (valid at the date of presentation)</li> <li>☒ The preliminary methodological approach, including: <ul style="list-style-type: none"> <li>▪ eCourse development and maintenance methodology – the description of the development methodology the Proposer intends to use for the process of eCourse's production following the requirements formulated in Section 3/Operational Specifications from the current RfP, which should <b>not</b> exceed ten (10) pages and should directly refer to the present project.</li> <li>▪ Project management and quality assurance methodologies and procedures – the description of project management and quality assurance methodology and procedures the Proposer intends to apply in line with the requirements from Section 3/Project Management Specifications from the current RfP, which should <b>not</b> exceed 3 (three) pages and should directly refer to the present project.</li> <li>▪ <u>A 5 to 15 minutes Sample of Work</u> consisting of 1 to 3 Content Objects, previously developed on a unitary topic. The Proposer shall provide a CD, DVD or USB with the requested Sample or a link to access the Sample.</li> </ul> </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

<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.

<b>Previous Experience</b>	Minimum 3 years of experience in <i>eLearning: eContent development</i> .	Form D: Qualification Form
	Minimum 3 contracts in <i>eLearning: eContent development</i> implemented over the last 5 years for at least USD 20.000 each. <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 USD 60.000 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

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	450
3.	Management Structure and Key Personnel	250
	<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	20
1.2	General Organizational Capability which is likely to affect implementation: - years in the business (5 years – 10 pts; more than 5 years – 20 pts) - financial stability and project financing capacity: (yearly turnover for the last 3 years exceeding USD 60,000: yes – 15 pts; no – 0 pts) - strength of project management support (the PM application/methodology used) - 15 pts - project management controls, extent to which any work would be subcontracted: 50% of works or more – 0 pts; 30-50% of works – 20 pts; less than 30% - 30 pts; no subcontracted works – 50 pts)	100
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country: -Experience in designing and developing eLearning content (eCourses, materials, objects) for adults (3 projects of similar nature and size – 40 pts; more than 3 projects – 80 pts); -Previous experience of working with international organizations/development agencies (including UN Agencies) on elearning courses development (no – 0 pts; yes- 20 pts); -Experience of working with legal professionals/public institutions/civil servants on the implementation of projects on elearning development assignments (2 projects – 20 pts; more than 2 projects – 30 pts).	130
1.4	Quality assurance procedures and risk mitigation measures (no – 0 pts; yes – 20 pts)	20
1.5	Organizational Commitment to Sustainability (mandatory weight) -Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 10 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>	30



<b>Total Section 1</b>		<b>300</b>
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<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	To what degree does the Proposer understand and apply the development plan and methodology presented in RfP?	150
2.2	To what degree does the graphic design principles, defined by the Proposer, contribute to the clarity, usability and accessibility of the final product?	100
2.3	To what degree does the technical development achieve all the requirements in RfP?	100
2.4	To what degree the project management and quality assurance methodologies and procedures assure the optimal sequence of activities for a complete and efficient deployment and implementation of the project?	100
<b>Total Section 2</b>		<b>450</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
3.1	Qualifications of key personnel proposed		
3.1 a	<b>Project Manager/Quality Manager</b>		75
	At least 5 years of relevant experience in project management, leading teams, performing complex analysis, planning activities (5 years – 10 pts; more than 5 years – 20 pts)	20	
	Previous experience in eLearning projects (3 projects – 15 pts; more than 3 projects – 25 pts)	25	
	Experience as quality manager for project similar in nature and amplitude (3 projects – 5 pts; more than 3 projects – 10 pts)	10	
	Position of the project manager/quality manager taken by a woman or a person belonging to minority, vulnerable or marginalized group	5	
	Language Qualifications: Fluency in English – 5 pts, fluency in Romanian – 5 pts, knowledge of one of other languages relevant for the Republic of Moldova (Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language) – 5 pts.	15	
3.1 b	<b>Instructional Designer/Content Manager</b>		55
	University degree in pedagogy or other relevant field doubled by pedagogical studies (Bachelor's – 10 pts, Master's – 15 pts)	15	
	At least 5 years of recent relevant experience in the field of instructional design, including design lead of eLearning modules (3 projects – 10 pts, more than 3 projects – 20 pts)	20	
	Position of the instructional designer taken by a woman or a person belonging to minority, vulnerable or marginalized group	5	

	Language Qualifications: Fluency in English – 5 pts; fluency in Romanian – 5 pts; knowledge of one of other languages relevant for the Republic of Moldova (Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language) – 5 pts.	15	
3.1 c	<b>Graphic Designer</b>		60
	University degree in Graphic Design, Web design or other relevant field (Bachelor's – 10 pts, Master's – 15 pts)	15	
	At least 3 years of recent relevant professional experience in web design or other related professional experience (3 years – 10 pts, more than 3 years – 15 pts)	15	
	Experience with eLearning projects	15	
	Position of the graphic designer taken by a woman or a person belonging to minority, vulnerable or marginalized group	5	
	Language Qualifications: Fluency in Romanian – 5 pts; knowledge of one of other languages relevant for the Republic of Moldova (Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language) – 5 pts.	10	
3.1 d	<b>Technical Developer</b>		60
	University degree in IT or other relevant field (Bachelor's – 10 pts, Master's – 15 pts)	15	
	At least 3 years of recent relevant experience in the field of technical development, including technical lead of eLearning modules (3 projects – 15 pts; more than 3 projects – 30 pts)	30	
	Position of the technical developer taken by a woman or a person belonging to minority, vulnerable or marginalized group	5	
	Language Qualifications: Fluency in Romanian – 5 pts; knowledge of one of other languages relevant for the Republic of Moldova (Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language) – 5 pts.	10	
<b>Total Section 3</b>			<b>250</b>

## Section 5. Terms of Reference

### 1 Terms and Abbreviations

IT	Information Technology
RfP	Request for Proposals
Project	Strengthening the technical capacities of national institution for the human rights protection and promotion Project, implemented by UNDP and funded by the MFA of Denmark
MiDL	Integrated Migration and Local Development
APA	Academy of Public Administration
Beneficiary	MiDL and APA
UNDP Moldova	United Nation Development Program, Moldova
Client	UNDP Moldova
Producer	The company that will assume the project development as the tender winner.
AT	Acceptance Test (integrated part of development process for eCourses)
QP	Quality Plan
Instructional Design (ID)	Professional use of a pedagogic design method and principles of adults' instruction to ensure that learners acquire the skills, competencies and knowledge essential for successful completion of specified performance goals set by the beneficiary and/or the client. The instructional designer draws the pedagogical frame of the eCourse. It is preferred to use an Instructional Design (ISD) model called the ADDIE model. It includes the steps Analysis, Design, Development, Implementation and Evaluation.
Curriculum	A series of related topics with the respective instructional objectives and pedagogical indications that constitutes the theoretical base of a course. The curriculum is either delivered by the client or decided in a mixed team producer-beneficiary-client.
Scenario or Storyboard	An outline of a multimedia project in which each screen, to be graphically designed and technically developed, is amply described. Used extensively in courseware creation it is a technical requirements document. (verb) The process of creating a Storyboard.
Learning econtent, eLearning content	All forms of pedagogical information and subject matter material in form of / delivered by media or platform, suitable for using on training and education and self-paced learning.
Course	Term used to describe the collection of elements that make up training on a given subject/topic.
eCourse	The final eLearning product (the built course) delivered on a platform, LMS or offline on CDs/DVDs/USBs.
Screen/slide	A screen is the interactive and multimedia equivalent to a slide. In practice the two terms are interchangeable. A screen may have several layers. A screen is consistent with one learning activity. It includes several objects such as a title, a navigation bar and multimedia objects (or resources). The multimedia objects are used to display texts, text lists, pictures, animations, video, diagrams and questions with or without feedback. Any types of multimedia object may be mixed to aggregate a screen. The amount of content which can be displayed on a screen is limited by factors such as: space availability, readability, underlining of key points, topic homogeneity usability principles. Secondary information may be displayed in pop-up windows,

Content Object (eLearning content object or reusable learning object)	The content object (CO) is a mandatory division of a course. It corresponds to the Sharable Content Object in the SCORM terminology. The Shareable Content Objects (SCOs) is a launchable learning object (resource) that communicates with the run-time environment that launched it. A SCO must be designed so that it can be launched in a standalone web window or in a frame in an HTML frameset. It is an autonomous instructional software. A content object is aggregated from a series of topically linked screens/slides and contains one learning activities. A CO is generally expected to be completed in 15-20 minutes.
CO	Content Object
An hour of learning	It is generally expected to complete 2 to 3 COs during a traditional hour of learning (50 minutes)
Module/submodule	An optional division of the eCourse containing several Content Objects (learning activities). It can be consistent with a chapter/sub-chapter division of a course.
Learning Objective	The clear and measurable statement of the behavior that must be observed after training is concluded to consider the training a success. Synonyms: performance objective, instructional objective. Each learning activity has one or more learning objectives.
Competence	A learning goal, usually related to a specific real-life task, the learner should be able to master after completing a specific module/eCourse.
GUI (doc)	Graphical User Interface allows learners to interact with electronic devices through graphical icons and visual indicators such as secondary notation, instead of text-based user interfaces, typed command labels or text navigation. A doc describes its elements.
Animation	In contrast to an illustration, animation refers to the process of creating motion and shape change illusion
Interaction	A two-way exchange of information between the learner and the computer.
Interactivity	Interactivity provides the opportunity for the learner to engage with the subject matter intellectually and in an active way and it provides automatic responses by the computer to actions of the learner. The final goal of interactivity is to stimulate student's reflection on the learning subject, maintain learner interest, provide a mean of practice, stimulate creativity and ultimately increase learner understanding and memorizing of the training content.
Multimedia	Content that integrates of different media into a screen, including text, graphics, audio, animation, video, hyperlinks, interactivity, etc.
LCMS	Learning Content Management System
LCS	Learning Content System
LMS	Learning Management System
Learning Management System	A Learning Management System is a software package that enables the management and delivery of learning content and resources to students. The LMS is web-based to facilitate "anytime, anywhere" access to learning content and its administration. It supports learning content management: course management, learning modules, test & assessment, portfolios, surveys, wikis and blogs, SCORM 2004 learning modules, LOM metadata, IMS QTI Test & Assessment. XML, CSV and Excel exports. IMS LTI to embed external
Delivery methods	The way in which training is distributed to learners. There will be 3 alternative delivery methods: on optical media (DVD/CDROM), Intranet and collaborative networks via Internet and through Learning Management Systems.
Off-line, offline	Operation of a computer while not connected to a network.

On-line, online	Operation of a computer while connected to a network.
Blended learning	Training method and implementation process type, which is using composite of several different types of learning methods, e.g. traditional class-room learning, simulation training exercises and eLearning content, delivered either for a group of learners or individually via internet or both.
QA	Quality Assurance
QC	Quality Control
QP	Quality Plan
Subject Matter Expert (SME)	Subject Matter Experts are the people providing the project team with the content knowledge. They are appointed by NIJ and/or UNDP.
Task analysis	A process of examining a given job to define the discrete steps (tasks) that ensure effective and efficient performance of the job's requirements.
Tracking	When the course is delivered through a SCORM compliant LMS, tracking of the student progress and scores is available at the Learning Unit level.
WP	Work Package

## 2 Context of the Present Contract

### 2.1 PROJECT BACKGROUND

The Government of Moldova explicitly acknowledges its commitment to generate employment and link migration and development at the local level. Institutions at all government levels are becoming increasingly aware that migration is one of development factors; this is especially true for emigrants and their potential support to the home communities through local essential service improvement (water, sanitation, education, health and social services), skill and knowledge transfer and income generating opportunities.

Given the stringent need to further advance with the implementation of the Decentralization Strategy and embedding migration aspects into development processes, the State Chancellery together with United Nations Development Programme have designed a new Programme phase of the Integrated Migration and Local Development Programme (MiDL). The project is designed to support Central Public Authorities (CPAs) and Local Public Authorities (LPAs) to develop and implement strategic policies, methodologies and procedures related to temporary, permanent and circular migration and link them to local development processes, which will enable further design and implementation of joint service improvement and income-generating initiatives, ensuring equal access for women, children, young people the elderly, the disabled, and other population groups in selected localities. Moreover, the project is developed as a replicable approach with potentials for scaling up, with intensive capacity building and strengthening of national and local public authorities to better plan, manage, budget, and implement public service management with participation of community members, including migrants.

Thus, as seen above, integrating migration into local development requires a systematic, tangible and programmatic approach. The current project is proposed based on the results achieved during the implementation of 3 phases of JILDLP (2007-2015), which has put a series of methodological approaches and strategic frameworks in place. It supports integrated and systematic local development planning and management, by tackling both central and local levels.

The Overall Objective of the Programme is: *Communities affected by migration benefit from improved essential local services, namely water and sanitation, health, social and education services, and have access to income-generating opportunities, including improved employment reintegration support for returnees.*

Considering the specific local development context, current situation and needs, the project sets up two primary outcomes:

Outcome 1: The Ministry of Health, Labour and Social and the National Employment Agency have mandates, capacities and resources to provide qualitative employment reintegration services to all returnees.

Outcome 2: Local public authorities have the capacities and resources to engage with community members, including migrants, and to promote knowledge transfer from abroad with a view to improving local essential services and offering opportunities for income-generating activities.

United Nations Development Programme in Moldova launched the Integrated Mainstreaming Migration into Local Development Project (short title – „Migration and Local Development” (MiDL) aimed at engaging migrants for sustainable local development.

Working toward achieving the first outcome mentioned above, MIDL has worked with the Ministry of Health, Labour and Social Protection and the National Employment Agency and assisted them in appointing reintegration focal points in local employment agencies. Throughout 2015-2017, MIDL has designed and delivered an intensive capacity building support destined to improved knowledge and develop the necessary skills of reintegration focal points to provide reintegration support to returned migrants. The capacity building package includes trainings curricula and materials focused on migration and employment reintegration topics for beginners and intermediate level.

To achieve the second outcome mentioned above, MiDL has developed the methodology and piloted in 25 local communities’ innovative approaches for mainstreaming migration in local policies (local social-economic development strategies), institutionalizing migration focal points, build local governments’ knowledge on migration and engaging migrants in local development through Hometown Associations.

In this context, MIDL has initiated the development of an e-learning course for public officials on Diaspora, Migration and Development. Two experts have been contracted by MIDL, with the involvement of the Academy of Public Administration’s (hereinafter APA) staff, shall develop the training content and support materials of the course. The e-learning course shall be placed on the e-learning platform of the APA, the institution that shall further ensure the maintenance of the course.

## 2.2 SCOPE OF WORK

The goal of this assignment is to develop an elearning training program on *Diaspora, Migration and Development, Reintegration* for public servants from central government and local public authorities.

The elearning course (ecourse) shall aim to ensure easy and fast access to information and knowledge and build the capacities of the target group in the field of diaspora, migration and development, and reintegration issues.

*Target group:* diaspora, migration and development, and reintegration focal points - public servants of technical level, from central government (line ministries), local public authorities (I and II tier LPAs) and deconcentrated services for migrants (particularly local employment agencies).

Therefore, this RfP covers the provision of an eLearning solution: to design, develop, localize, update and maintain one (1) eCourse named: *Diaspora, migrație și dezvoltare*.

The eCourse will be:

- a) developed on the scenarios provided by the contractor;
- b) developed as a sequence of independent Content Objects;
- c) graphically designed, technically developed, tested, validated and maintained following the specifications and fulfilling the quality criteria, set by the document.
- d) mandatory developed using *Articulate Storyline*/ <https://articulate.com/360/storyline>

The chapter *Quantitative requirements* presents the econtent to be developed and offers an accurate description of the eCourse's structure, to be used by the bidder to aggregate the financial offer.

The eCourse will be delivered on different formats: online on various LMS (including the elearning platform of the APA), LCMS, learning platforms/sites or virtual learning environments, offline on CDs/DVDs and will run on all common technologies used by the educational market.

The contractor will also deliver each CO in the editable format provided by *Articulate Storyline*.

In function of the technological evolution, the client may request the provision of different electronic formats fitting within the concept of modern blended learning methods.

The products developed under the present contract has as final beneficiary the Academy of Public Administration's (hereinafter APA), the institution that shall further ensure the maintenance of the course.

All offers need to address the full range of technical requirements as referred to in this chapter and to provide descriptive evidence of the Proposer's capacities in each activity area.

The products to be provided under the present project require the **continuity of services and products** already provided or developed under previous or current contracts, following the methodologies previously designed and accepted by UNDP, that are further described in this documents and annexes.

The development will be supervised by a team formed by UNDP and MiDL/APA experts during all phases of design and development, including the testing and validation

UNDP reserves the right to mandate MiDL to choose the curriculum to be developed as eCourse or to participate as unique supervisor in any phase of the actual project.

## 3 Project Management Specifications

### 3.1 The Period of Contract Performance

The project starts as soon as the contract is signed and is estimated to last up to 6 calendar months following the scheme from below:

PERIOD	ACTIVITY	PRODUCT
Weeks 1-2	•Develop: GUI doc/mockup and Tests' Types doc/mockup •PM - the start-up phase	GUI doc/mockup, Tests doc/mockup Start-up docs
Weeks 3-6	•Develop: 10 Content Objects	10 Content Objects/first version
Weeks 7-10	•Develop: 15 Content Objects •Implement validation: 10 Content Objects	15 Content Objects//first version 10 Content Objects/beta version

Weeks 11-15	<ul style="list-style-type: none"> <li>•Develop: 15 Content Objects</li> <li>•Implement validation: 15 Content Objects</li> </ul>	15 Content Objects//first version 15 Content Objects/beta version
Weeks 16-17	<ul style="list-style-type: none"> <li>•Implement validation: 15 Content Objects</li> </ul>	15 Content Objects/beta version
Week 18	<ul style="list-style-type: none"> <li>•Pilot – public test with observation doc</li> </ul>	
Weeks 19-20	<ul style="list-style-type: none"> <li>•Implement observation from the pilot: 40 Content Objects</li> </ul>	40 Content Objects – final version

It is estimated for the project to have a 20 weeks duration following the timeline from the table, with the starting date the first day after the contract is signed.

The contractor will present *before signing the contract* a situation with the holidays or other staff's events he/she consider impacting the project, if necessary a new timeline will be presented, eventually accepted and signed.

### 3.2 Tasks and Deliverables

To achieve the mentioned general specifications, the contractor is required to fulfil the tasks presented in the following table. They are organized in Work Packages (WPs). The completion of each task is demonstrated through the provision of the corresponding deliverable which will be charged and accepted accordingly to a specific mechanism. The acceptance mechanism is described in section 3.6 below, and the quality assessment framework will be decided in the set-up phase.

**Table 1: Tasks and Deliverables**

TASKS	DELIVERABLE
<b>WP 1. CONTRACT AND PROJECT MANAGEMENT</b>	
<p>The contractor will have the responsibility of setting up the organization, resources and necessary infrastructure for the provision of the contract activities. The contractor's Project Manager will act as the contact point between the contractor and MiDL - UNDP team and will be responsible for the overall execution and performance of the contract.</p> <p>The requested project management activities include the following.</p> <ol style="list-style-type: none"> <li>1. Design and supervise the Quality Plan;</li> <li>2. Produce documents in the line of the project progress;</li> <li>3. Perform internal Quality Assurance and Quality Control activities;</li> <li>4. Coordinate with MiDL - UNDP team on a regular basis by holding monthly bilateral meetings and ad-hoc meetings, if necessary;</li> <li>5. Set the agenda and draft the minutes of the meetings;</li> <li>6. Report monthly;</li> <li>7. Maintain a detailed planning of all the deliverables, activities and services required to fulfil the contractual obligations;</li> <li>8. Keep track of the activity planning on a real-time basis;</li> </ol>	<b>D 1.1 Monthly Progress Report (MPR)</b>
	For the entire duration of the project the Contractor will provide to UNDP a detailed monthly progress report to communicate progress and status of the development, helping to identify strengths and weaknesses of project's implementation. The report should provide information on the status of delivery of project activities, outputs, and results; as well as information on any actual or potential problems and deviations from the approved work plan and budget.
	<b>D 1.2 Project documentation, documents, reports, etc.</b>
	<p>Acceptance, Final acceptance, etc.</p> <p>Timely, accurate, clear, complete and concise meeting minutes.</p> <p>The validation reports.</p> <p>Other documents necessary to complete the contract.</p>



<p>9. Cooperate with MiDL - UNDP team during the testing and validation phases.</p>	
<p><i>WP2 and WP3 cover activities performed under the Specifications and Requirements described in Section 3, to produce an eCourse, structured in Content Objects, technically developed on scenarios designed during the Instructional Design Phase.</i></p>	
<p><b>WP 2. SET-UP, GUI Document, Test/quiz formats</b></p>	
<p><b>The Instructional Design Phase (analyses and the scenarios development) are performed by the UNDP- MiDL team.</b></p> <p>The scenarios are presented to the contractor team to perform the next phase: graphic design and technical development specifications.</p> <p>At the end of the WP2 the scenarios and the GUI doc are presented to the MIDL - UNDP team and accepted with or without comments.</p> <p>The WP2 ends when the acceptance, for the documents/deliverables involved, is signed.</p>	<p><b>D 2.1 Set-up document</b></p>
	<p>MIDL - UNDP team presents their vision on development, the materials to be included and the scenarios.</p>
	<p><b>D 2.2 Interface, navigation and access models (GUI Document).</b></p>
	<p>Represents a one-off investment at the beginning of the eCourse development and includes elements such as the menu development, visual design, user interface development and introductions, development of frequently used elements throughout the course (e.g. repetitive templates and presentation design) and other comparable course horizontal elements. The visual identity is decided with the MIDL - UNDP. During the draw-up phase a document is developed with all indications (GUI Doc) and presented mockups developed in Articulate Storyline.</p> <p>Also, there are decided the test/quiz format and examples presented in Articulate Storyline</p>
<p><b>WP 3. GRAPHIC DEVELOPMENT, TECHNICAL DEVELOPMENT, INTERNAL TESTING, CLIENT'S VALIDATION</b></p>	
<p>This phase is dedicated to the graphic and technical developments, multi-media production, voice integration (if ordered under WP 1), assembling and packaging, production of master CDs/DVDs &amp; design of cover layouts as well as thorough testing and quality controls. During this period all the activities related to corrective maintenance shall be executed free of charge.</p> <p>The development process is documented in the present section, it defines the roles, phases and the workflow. The development process may be updated for process optimization purposes and consequently alter tasks and deliverables as part of the technical offer.</p> <p>A period of 18 months will be foreseen for fixing errors detected after release.</p> <p><b>All items produced under this work package are covered by a guarantee for a period of 18 months after acceptance.</b></p>	<p><b>D 3.1 Graphic development folder</b></p>
	<p>The development or the recording of the multimedia objects. GUI development.</p> <p>The multimedia objects are to be also delivered as stand-alone entities.</p>
	<p><b>D 3.2 Core eCourse and all the sub-products</b></p> <p>The technical development implies the use of the Scenarios and the implementation of the directions laid down during the Instructional Design stage, use of the standard instructions, rules and norms specific for the design of interfaces in the domain of data processing systems.</p> <p>Content Objects are referenced with metadata. The metadata are separated from the object they refer to and are regarded as resources of the lesson. Metadata specifications are described in 1484.12.1-2002 IEEE standard for Learning Object Metadata (<a href="https://standards.ieee.org/findstds/standard/1484.12.1-2002.html">https://standards.ieee.org/findstds/standard/1484.12.1-2002.html</a>).</p>
	<p><b>D 3.3 Testing, validation and installation reports</b></p> <p>A first round of tests are performed by the contractor to minimize pedagogic and technical issues.</p>

	<p>The testing/validation activity is performed by the MIDL - UNDP team, the testing is an iterative process based on two documents:</p> <ul style="list-style-type: none"> <li>➤ The change form – includes all the changes asked by the client</li> <li>➤ The validation report provided by the contractor.</li> </ul> <p>The eCourse is installed/uploaded on LMS, and the contractor also deliver the off-line version on CDs/DVDs and the editable format.</p>
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### 3.3 Requirements for Staff Profiles

The contractor must be able to rely on following profiles at any time during the eCourse development.

**Table 2: Staff Profile**

PROFILE	MINIMUM REQUIREMENTS
<b>PM - Project Manager / Quality Manager (1)</b>	5 years of recent relevant experience in the field of contract and project management, including the management of eLearning projects of the same profile and amplitude
<b>ID - Instructional Designer/Content Manager (1)</b>	5 years of recent relevant experience including the design lead of minimum 3 eLearning projects/eCourses.
<b>TD - Technical Developer (3)</b>	3 years of recent relevant experience including the technical lead of minimum 3 eLearning projects/eCourses.
<b>WD- Web designer/graphic designer/developer (2)</b>	3 years of recent relevant experience

### 3.4 Staff and Availability

The contractor is responsible for providing staff (having the adequate level of qualification and therefore being adequately trained) who complies with the role profiles defined in the offer. He/she has the responsibility to set up an adequate team structure to perform the activities and deliver the products and services defined, in full compliance with the quality requirements.

The contractor must demonstrate that each person, proposed in the team, meets the specifications of the profile to which s/he is assigned. Each role profile must be specified by both a precise job description and staff qualification requirements, the latter in terms of education, professional experience, expertise and personal qualities.

In case of key staff replacement, both parties, UNDP and the Contractor, must agree on the CV of the new employees at least 1 month beforehand. The contractor will provide, at his own expense, the training for each new staff member.

The contractor must ensure that his/her staff is fully aware of the contractor's and project quality system, of the project security requirements as well as the goal, context, planning and the importance of the project.

### 3.5 Relationship

The contractor will perform the activities under the authority and the close control of UNDP and in full compliance with the requirements defined in this document. The instruments of this control shall include all the deliverables specified in the WP 1/Contract and project management.

### 3.6 Acceptance and Delivery Mechanism

The mechanism to validate the quality and to accept the deliverables is schematically illustrated as follows:

There are two types of acceptance forms and two types of acceptance procedures used for the services provided under this contract:

1. Deliverable Acceptance (that will be issued for the deliverable specified in Tasks and Deliverables chapter);
2. Final Acceptance that will be issued at the end of works.

#### **Final Acceptance and Delivery Mechanism of the eCourse**

The Acceptance Phase, consists of testing, validating and formally accepting the eCourse.

The validation will usually be conducted using a published version of the courseware, normally hosted on a password-protected web server, provided by the Client. The validation is performed by a team of experts appointed by the client. A feedback tracker (Request for Changes Form – attached to each scenario) will normally be used to capture all incidents (bugs) and suggestions.

The Contractor will receive the feedback and categorize it in the following manner:

- **Editorial incidents** (spelling errors, grammar, clarity of meaning).
- **Technical incidents** (including incidents specific to deployment in specific contexts, navigation, technical or graphical bugs, etc.).
- **Content Incidents** (superfluous or missing content, ambiguity or conflict within the course, misleading or incorrect content).
- **Relevance Incidents** (inappropriate for target audience, pre-requisite training, incidents with the design or intent of the course).

It is anticipated that the validation will result in a list of incidents with recommended actions. The list will be submitted to the contractor team and the incidents are to be remediated.

Approximately 5% of development budget will be withheld to apply to these changes, and if the scope of changes exceeds this assumption, the course will be deemed to have 'failed' the validation.

At the next testing iteration if all incidents are observed to be closed eCourse is validated and accepted and the Final acceptance report is signed.

### 3.7 Deliverables

The contractor must deliver the documents, electronically (or on paper, only if requested), in a format compatible with UNDP's tools and according to the procedures defined at the beginning of works. All written deliverables are to be produced in English and Romanian, unless stated otherwise.

No formal acceptance applies for deliverables for which neither the Tender Specifications nor the Quality Plan define an acceptance procedure.

Once accepted, all deliverables become the property of the UNDP, which becomes then the only party that can authorize their further use and distribution.

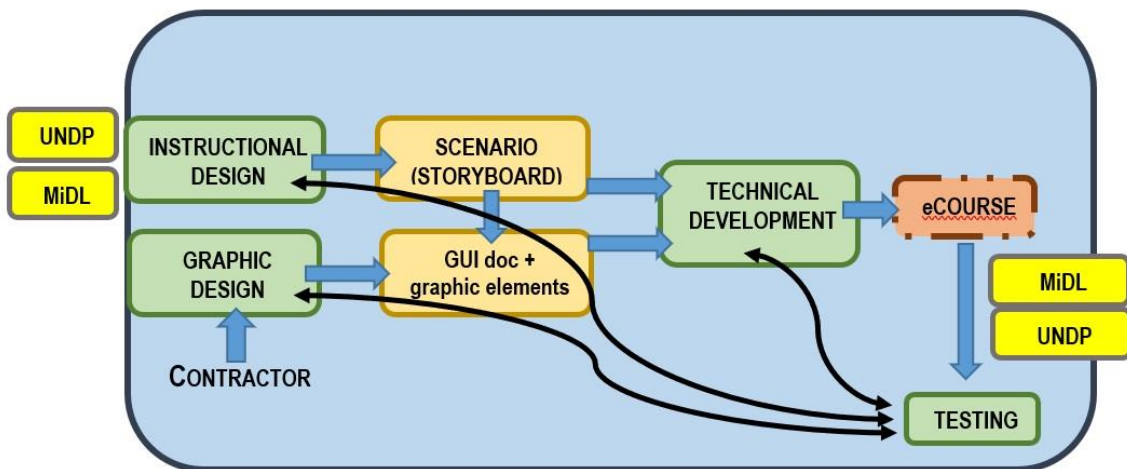
### 3.8 Meetings

The contractor is responsible for considering in his offer the human resources required to attend the specified number of meetings in Moldova. The contractor's travel and subsistence expenditure for those meetings are to **be included in the unit prices**.

## 4 Operational Specifications

### 4.1 The Development Process

The contractor works with the Subject Matter Experts (SMEs) and the Instructional Designers assigned by MIDL to define the general architecture of the eCourse. Once the architecture is validated, the *Detailed Graphical Design Phase (GUI doc)* starts. The contractor will produce the eCourse using the scenarios developed by the client's specialist. Each Content Object, as defined in the present document, will have a scenario. Once the scenario and the GUI doc are final and after collecting from the beneficiary all the



materials and information the *Technical Development Phase* begins.

The contractor starts the development of the course in the current source language (Romanian), producing all the media needed, making customized development as necessary and agreed, integrating the media and customized development into a learning multimedia content (eCourse) and finally making the final adjustments, testing and providing the eCourse for validation to MIDL and UNDP.

Deliverables include graphical media (source files, integration-ready files, objects that were integrate in the eCourse during development), off-line-generated or recorded speech, eLearning source files, SCORM compliant course, CD/DVD version and an editable version of all COs developed.

The context within which eCourses are designed and developed requires attention in terms of:

- intensive **cooperation with designated subject matter expert (SME) and the ID**, a process that needs to be thoroughly coordinated, managed and planned by the contractor.
- use of **agile design and development methods and processes**, which allow to either progress on various sub-aspects of the eLearning topic in parallel or to allow limited retrospective

content design amendments, in line with policy developments or adaptation needs, if required.

## 4.2 Content Objects' Specific Requirements

The eCourse will be developed as a sequence of modules (and submodules if necessary) as described in Terms and Abbreviations above. Each module (submodule) is structured in Content Objects (CO) that can have each a specific **type** and **level of interactivity** as described in the following tables.

The module/submodule is a pedagogic partition; the COs are technically independent objects (apps or software).

### 4.2.1 Type of Content Objects

The **type** of a CO is a pedagogic classification.

Following common procedures and definitions this document describes 3 distinct types of Content Objects.

**Table 3: Type of Content Objects**

ID	TYPE	DESCRIPTION
1	<b>Presentation CO</b>	Addresses facts providing information and knowledge in an expositive way, usually they are COs on legislative and operational subjects and concern information provision, awareness raising and/or knowledge building. The level of interactivity as presented in the <i>levels of interactivities definition</i> (see Table 4) is usually 1.
2	<b>Thematic CO</b>	Addresses a specific topic from the curricula or an independent acquisition of certain theoretic professional abilities. It can have various levels of interactivity as presented in the <i>levels of interactivities definition</i> (see Table 4), usually 1 or 2.
3	<b>Procedural CO</b>	Addresses a specific real-life phenomenon, procedure or system. It has, by default, the highest levels of interactivity as it allows the controlled reproduction of a real-life event by using a pattern with analogous behaviour. The use of a model makes it possible to alter certain parameters and to observe in what way the behaviour of the system is altered; the user can interact with the virtual environment, control objects and drill strategies and tactical steps.

### 4.2.2 Levels of Learner Interactivity

The common procedure requires that for an eLearning Project (development of an eCourse), the **level of learner engagement and interactivity** incorporated in the course to be defined in the early stages of the development and must be appropriate to achieve the learning objectives and final competencies in the most effective way. As a general line to take, it is required a learner centered approach involving maximum learner's engagement appropriate to the learning objectives and the specific project.

Table 4 displays the three levels of Learner engagement and interactivity which constitute a reference base for the various types of elearning approach that could be ordered under the present contract:

**Table 4: Levels of Learner Interactivity**

LEVEL	DESCRIPTION
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<b>Level 1 – Low Interactivity</b> <i>Presentational Approach</i>	Learner studies text, sound, graphics, video etc. multimedia prepared by experts in a presentational style. It is primarily a one-way communication. (Screen based presentations, pod-casts, video and audio material, animation, external files, etc.).
<b>Level 2 – Standard Interactivity</b> <i>Learner to Computer Interactivity</i>	Level 1 interactivity elements plus elements permitting the learner to interact, to test or apply learning and receive feedback (examples: professional procedures in legal domain, analysis or evaluations of a given work related situation, quizzes, drag and drop exercises, multiple choice, crosswords, interactive diagrams or maps etc.).
<b>Level 3 – High Interactivity</b> <i>Learner to Computer Interactivity/ parameters variation</i>	Level 2 interactivity elements plus: the possibility for the learner to interact with the computer using more complex branching logic and more complex decisions. The learner will experience differing consequences in the learning environment based on his/her thinking, knowledge, ability and decisions. Examples - case studies with different possible outcomes based on learner decisions and simulations (including 3D supported

### 4.2.3 Design Complexity

The design complexity offers a technical description of the interaction agents basically used in a learning unit that last one (1) training hour (50 minutes of training). One hour is consistent with three (3) COs of 10-20 minutes each.

The design complexity is defined by hour using different models of interaction agents, multimedia objects and events. In the following table we describe the most common types of interaction agents, multimedia objects and events but they are not to be reduced at the elements presented.

C1 = Basic COs

C2 = Medium interactive COs

C3 = High interactive COs, (real-time on-line interactivity, simulations, etc.)

**Table 5: The Design Complexity Per Hour**

<b>INTERACTIVITY LEVEL (1 TO 3)</b>		<b>1</b>	<b>2</b>	<b>3</b>
<b>Requirements/hour</b>	<b>Explanation</b>	<b>C1</b>	<b>C2</b>	<b>C3</b>
Average no. of pages/slides/screens per hour (excluding Assessment)	Indicative average N°/hour	<b>30</b>	<b>20</b>	<b>20</b>
Simple graphics (Number)	A flat image - a photo or a graphic	<b>Up to 30</b>	<b>Up to 18</b>	<b>Up to 9</b>
Medium graphics - Maps (Number)	Detailed graphics - simple schematics/process flows/detailed graphs	<b>5</b>	<b>6</b>	<b>0</b>
Complex graphics – Diagrams (Number)	Complex schematics/layered graphical treatments/rich	<b>0</b>	<b>6</b>	<b>9</b>
Animations Sequences (Number)	In contrast to an illustration, animation refers here to the process of creating motion and shape change illusion.	<b>6-9</b>	<b>9-15</b>	<b>9</b>

<b>INTERACTIVITY LEVEL (1 TO 3)</b>		<b>1</b>	<b>2</b>	<b>3</b>
<b>Requirements/hour</b>	<b>Explanation</b>	<b>C1</b>	<b>C2</b>	<b>C3</b>
Video included (minutes)	Video, podcast (audio and video) etc.	<b>0-10</b>	<b>0-10</b>	<b>10</b>
Knowledge Checkpoints (Number)	Formative assessments - Checking knowledge using different tests formats.	<b>10</b>	<b>10</b>	<b>10</b>
Random Questions/Pool (Number)	Summative Assessment - Checking knowledge using different tests formats.	<b>10</b>	<b>10</b>	<b>10</b>
Assessment - case studies (Number)	Usually scenarios, based on real life examples	<b>6</b>	<b>6</b>	<b>6</b>
1 complex transaction (approximately 10 steps) OR 2 medium transactions (approximately 5 steps each) OR 3 simple transactions (approximately 3 steps each)	A step would be a decision point within the e-learning. For example, in systems training moving from one screen of data entry to another.	<b>0</b>	<b>0</b>	<b>1</b>
No. of paths 4 x 4 x 2 x 2	Paths equate to routes through complex branching scenarios. So, four options lead to four more options, then two further choices and two final choices.	<b>0</b>	<b>0</b>	<b>3</b>
Role-based Menu Structure (2-4 roles)	Learner can experience the material in the context of a specific role - to see how the content plays out in different job-related scenarios.	<b>No</b>	<b>Yes</b>	<b>Yes</b>

### 4.3 General Requirements

**Table 6: General Requirements**

<b>ID</b>	<b>NAME</b>	<b>DESCRIPTION</b>
<b>1</b>	<b>Help Menu/user instructions</b>	Provision of an integrated information on navigation rules within the eCourse, user interface description, Dos & Don'ts and further user recommendation, help, etc.
<b>2</b>	<b>Standard Navigation Button</b>	Previous, Next page, Go to page x – the complete list to be decided during the Set-up.
<b>3</b>	<b>Menu bar</b>	(By default) providing for standard navigation functions within an eCourse
<b>4</b>	<b>Advanced Navigation Buttons</b>	Pause, Replay and similar Menu bar (by default) providing for advanced navigation and similar functions within an eCourse. The complete list to be decided during the Set-up.
<b>5</b>	<b>Beneficiary's Branding + Logo</b>	Design of a specific generic design concept for eCourses which follows modern, creative and innovative tendencies. The generic design concept allows for a high degree of flexibility for adaptations to specific design requirements per project/eCourse subject.



ID	NAME	DESCRIPTION
6	<b>Free Ongoing Technical Support to Beneficiary LMS Team</b>	Free service provided upon installation on agreed LMS system/s.
7	<b>SCORM 2004 Compliant</b>	Technical Interoperability standard for LMS. ILIAS is SCORM 2004 compliant. It offers an integrated authoring environment to create SCORM 2004 learning modules. ILIAS, since 4.4 version, has a SCORM offline player that allows the usage of SCORM modules without internet connection.
8	<b>Tin Can API</b>	As the ILIAS consortium studies the possibility to make, in near future, ILIAS compliant with Tin Can API, the contractor will also pack the eCourses Tin Can API and test them in a TIN Can API environment. (The Experience API (xAPI), also known as the Tin Can API, is an eLearning software specification. The Experience API (Tin Can API) is commonly considered the successor to SCORM. The new Experience API allows trainers to deploy several new capabilities that were not supported with SCORM. (wiki))
9	<b>Bookmarking each Module</b>	Learners have the option of starting the module at the point where they last stopped and/or interrupted the course
10	<b>Reusable Content Objects (Content Objects)</b>	Pedagogical and technical design of content in form of content objects that can be use in any sequence within the course and re-use for further new courses and supporting efficient maintenance and up-dating.
11	<b>Content Objects &amp; Assessment in one package</b>	Learning content and assessments provided in a single learning experience.
12	<b>Accessibility</b>	It is required that learning content meets appropriate international standards in relation to accessibility by persons with disability. This aspect will be specified by UNDP on a case by case basis, as some of the learning content and information provided is specific training course content (e.g. 3D simulations) requiring enhanced visual sight and capability from the user. The web accessibility standard is W3C's Web Content Accessibility Guidelines 2.0, level AA (to see <a href="https://www.w3.org/TR/WCAG20/">https://www.w3.org/TR/WCAG20/</a> )
13	<b>Interoperability</b>	It is required that learning content and IT tools and services produced under the present contract, as much as technically possible, meet appropriate EU standards and recommendations in relation to interoperability i.e. to connect, communicate, exchange data, and use the information that has been exchanged in a certain group of portals LMS and LCMS that share as common topic profile the legal domain.
14	<b>Intellectual Property Rights</b>	<p>The contractor will assure that none of the materials developed violates the rights (intellectual property, copyright, etc.) of any third party. All the resources will be in one of these situations:</p> <ul style="list-style-type: none"> <li>• developed by the contractor</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the rights to be used will be acquired during the instructional design phase</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the property of INJ</li> </ul> <p>The use of materials under Creative Commons licensing structure will be done only with UNDP permission (please see <a href="https://creativecommons.org/">https://creativecommons.org/</a> )</p> <p>The contractor will submit a document presenting the copyright status for each element that will be included in the eCourse.</p>
15	<b>Format Specifications</b>	<p>The eCourse is expected to be provided as standalone course (exe, html) plus SCORM package, compatible with the LMS used by the client, but also in other LMS and LCMS performing in the same domain in Moldova and EU.</p> <p>The installation packages should also contain a Quick Start Guide explaining how to install and start using the eCourse. In addition, it should also cover the most recurrent issues when installing eCourses.</p>



ID	NAME	DESCRIPTION
		The media file format will be further specified by UNDP in relation to specific projects.
16	eCourse Maintenance	All content objects produced must be placed under strict configuration management in order to support their iterative, incremental production and their future maintenance and to be able to evaluate the consequences when changing an item if it has relationships with others.

The provision of eCourses under the future eLearning contract needs to consider all specifications and requirements as defined in the present section.

#### 4.4 Functionality Requirements

**Table 7: Functionality Requirements**

IID	DESCRIPTION
1.	<b>The solution must be designed avoiding the use of Flash</b> , the development must be HTML5 with JavaScript and CSS3 based.
	<p>Technical requirements for the multimedia resources</p> <p><b>Video File Format</b></p> <p>QuickTime.mov file. Mp4 and .mpg formats. Other if it offers a better solution for a specific situation</p> <p><b>Frame Rates</b></p> <p>Not less than 23.98,</p> <p><b>Resolution</b></p> <ul style="list-style-type: none"> <li>• HD, but SD can be accepted for specific situations.</li> </ul> <p><b>2. Codecs</b></p> <p>The following codecs are preferred, but others won be accepted, if they offer a better solution for a particular situation:</p> <ul style="list-style-type: none"> <li>• PhotoJPEG, MotionJPEG, DVCPro</li> <li>• H.264 - If encoding to this format use the “best” quality.</li> <li>• PNG - Only use for footage (animation) requiring an alpha channel.</li> <li>• <b>Images resolution</b></li> <li>• At least 72 ppi, preferable 109 ppi</li> </ul>
3.	The solution should be fully compatible with the common browsers such as: Internet Explorer v.9 and newer, Firefox v. 29 and newer, Safari v. 7 and newer, Chrome 32 and newer.
4.	The solution shall be fully compatible with iOS 7 or newer, Android 4.4 and newer, Windows 7 or newer, Windows Phone 8 and covering the most common breakpoints of the mobile devices (on average they will have a minimum of two break points, for tablets and mobile devices).
5.	The solution shall be fully usable regardless the device used (desktop or mobile) equally.

IID	DESCRIPTION
6.	The solution shall be based on User experience (UX) design, creating a product that provides meaningful and relevant experiences to users. This involves the design of the entire process of acquiring and integrating the product, including aspects of branding, design, usability, and function.
7.	The solution must be designed considering web principles/ best practices and mobile user experience.
8.	Use simple, obvious terms that are easy to figure out than to keep to industry-only terms for the navigation menu.
9.	Use the same navigation model in all pages. Without a consistent design a user may think he/she is on another module/course.
10.	Let the user know where he/she is at all times.
11.	Use easy-to-use and intuitive website navigation.
12.	Links are underlined (but not buttons) and in a different color than the text.
13.	The navigation stands out and is consistent throughout the site
14.	Form fields easily clickable
15.	<p>The quality of the course should be enhanced by granularity: elearning content should be segmented to facilitate assimilation of new knowledge and to allow flexible scheduling of time for learning.</p> <p>Content Objects will have the following characteristics:</p> <ul style="list-style-type: none"> <li>• learning units with a duration that normally goes from 5 to 20 minutes.</li> <li>• complex software – produced in a technical development environment</li> <li>• autonomous – each object can be used independently.</li> <li>• reusable – the same object can be used and reused in different instructional environments, to various purposes.</li> <li>• can be grouped – the learning objects developed under the present contract are grouped into an eCourse.</li> <li>• are labelled with metadata – each learning object is holding, in its XML file, the descriptive information permitting easy identification and effective search within the various groups of terms.</li> <li>• are produced to be used in several virtual learning environments, on LMS, LCMS (in SCORM 2004 packages), with various browsers or on DCs/DVDs.</li> <li>• are easy to modify/update/translate (XML, external texts, skilfully designed textboxes) and can be automatically localized in any language when translations are provided.</li> <li>• strictly follow the beneficiary's instructional policies.</li> </ul> <p>Content objects will consist of learning multimedia resources using any agreed files (text, graphics, video, hyperlinks, animations, simulations etc.).</p>
16.	<p>The eCourse and each module must implement a variety of testing technic methods:</p> <ol style="list-style-type: none"> <li>a) In the same screen click on the true (T) or false (F) button to respond to the assignment. After choosing an answer click 'Submit' to get the result.</li> <li>b) Click on the corresponding radio button for each correct answer to do the exercise. Choose only one answer.</li> <li>c) Type words in empty boxes.</li> <li>d) Select an answer from the list in the dropdown boxes. Only one option is the correct answer.</li> <li>e) Select, drag and reorder text boxes in one column and match them one-to-one with text fields in a second column.</li> <li>f) Select one, multiple or no check boxes associated each one with an answer by clicking and/or touching.</li> <li>g) Match boxes of images with text descriptions boxes by selecting, dragging and reordering them.</li> </ol>

## 4.5 Specific Requirements

**Table 8: Specific Requirements**

ID	DESCRIPTION
1.	<p><b>Multimedia resources</b></p> <p>The choice of media for all the content objects must be clearly justified by the agreed instructional design strategy.</p> <p>The decision to use text, photos, videos, animations, simulations or any other type of media must be justified by the fact that the media provides the means to ensure the target learners achieve the stated learning objectives. Media that cannot be justified by this criterion must not be used (e.g. animations, audio files, texts, etc.)</p>
2.	<p><b>Evaluations, test, quizzes</b></p> <p>The evaluation activities will be under one of these categories:</p> <ol style="list-style-type: none"> <li>Formative (the instructional objective of a formative assessment is to <i>monitor student learning</i> to provide ongoing feedback that can be used by students to improve their learning.)</li> <li>Summative (the instructional objective of a summative assessment is to <i>evaluate student learning</i> at the end of an instructional unit by comparing it against some standard or benchmark.)</li> </ol> <p>Each content object will have 10 evaluation, test or quiz associated in accordance with the learning strategy adopted. Each module will have a pool of tests. The test will follow the structure and types of the tests define by QTI Question and Test Interoperability specifications.</p> <p>(<a href="http://www.imsglobal.org/question/ctiv2p2/imsqti_v2p2_oview.html">http://www.imsglobal.org/question/ctiv2p2/imsqti_v2p2_oview.html</a>)</p>
3.	<p><b>Help</b></p> <p>There will be a standardized local help system for each screen in the course.</p> <p>Two types of help are provided:</p> <ul style="list-style-type: none"> <li><b>Help to browse the course</b> - which provides hints in the form of standard, consistent, short and unique texts to help the learner to orientate in the screen/CO,</li> <li><b>Contextual help</b> - provides hints on how to navigate through the various learning items or to accomplish the instructional tasks.</li> </ul>
4.	<p><b>Requirements for eCourse texts</b></p> <p><b>The contractor's Instructional Designer will contribute all along the development phase to fulfill the following requirements:</b></p> <p>All texts (including the help texts – contextual and navigation), should meet the following criteria as listed in the table</p> <ol style="list-style-type: none"> <li>Fully correct standard written Romanian, free of spelling and grammatical errors.</li> <li>High quality sentence construction that clearly and accurately expresses the intended meaning</li> <li>Critical fragments from legal texts must be conveyed with 100% accuracy, based on the legal text</li> <li>The texts must be created by a person whose Romanian language competence is of mother tongue.</li> <li>Words, phrases and idioms that are not standard in Romanian as spoken by mother tongue speakers should not be used unless these are essential to the specific context and are fully explained</li> <li>Specialized terms or abbreviations relating to the subject matter must be explained</li> <li>The texts content should be fully consistent with other known relevant material (NIJ publications, courses etc.)</li> <li>The texts are fully appropriate to the target audience and context</li> <li>The text follows the national legislation and culture.</li> </ol>
5.	The eCourse and each module can use a maximum of four fonts.
6.	The eCourse and each module must implement a single way to navigate.

ID	DESCRIPTION
7.	The eCourse has to implement a conceptual map on how to navigate through the course.
8.	The quality of the course should be enhanced by engaging content: Instructional methods and techniques should be used creatively to develop an engaging and motivating learning experience.
9.	The quality of the course should be enhanced by interactivity: Frequent learner interaction is needed to sustain attention and promote learning.

## 4.6 Graphic Requirements

**Table 9: GUI and Graphic Requirements**

ID	DESCRIPTION
1.	The user interface of the solution shall be user-friendly (i.e. screen elements density, layouts and flow, colors, UI metaphors). Anybody with basic computer knowledge and ability to use MS Office at beginner level and who has gone through the minimum training not longer than 1 workday, should be able to use the application without problems in its full scope.
2.	The screen does not scroll.
3.	The design of the course will involve text using techniques, like: <ul style="list-style-type: none"> <li>• displaying on-screen text to provide the best readability and clarity;</li> <li>• use graphic conventions consistently; for example, italic style must always be used for the same purpose;</li> <li>• use list points or blank spaces to separate items in a list or focus the attention on them;</li> <li>• consider word and row spacing to improve text readability.</li> </ul>
4.	Use digitized photographs when creating a realistic context and suggesting analogies to real-life situations.
5.	An animated illustration can be used to show a specific situation.
6.	A matrix, a conceptual map or a tree diagram can show relationships among content.
7.	The design of the course will involve animations using techniques, such as: Allow learners to focus on only one object at a time.
8.	The design of the course will involve animations using techniques, such as: Limit the use of animation effects on text because they do not have any instructional function and can irritate learners.
9.	The design of the course will involve video using techniques, such as: Video sequences should contain the transcript. The video/animation should illustrate the situation as realistically as possible.
10.	The audio/video player should have the following controls: Play, Pause, Stop, Rewind/Fast forward 5 sec, Seek bar, Tape script (Closed caption), Volume, Timer

## 5 Quantitative Requirements

### 5.1 Preliminaries

In the present chapter the Proposer finds the quantitative requirements of the project.

An eCourse mandatory will be structured in independent software (apps) named Content Objects (COs) as described in the present document. The CO shall be the unit the tenderer has to refer to when aggregating a financial offer and consider that 3 COs are equivalent to one hour of study.

**We remind you that:** The content object (CO) is a mandatory division of the eCourse. It corresponds to the Sharable Content Object in the SCORM terminology. The Shareable Content Objects (SCOs) is a launchable learning object that communicates with the run-time environment that launched it. A SCO must be designed so that it can be launched in a standalone web window or in a frame in an HTML frameset. It is an autonomous instructional software.

A content object is aggregated from a series of topically linked screens/slides and contains one learning activities. A CO is generally expected to be completed in 5-20 minutes.

Content objects will consist of learning resources using any agreed media (text, graphics, video, hyperlinks, animations, simulations etc.)

Content Objects will have the following characteristics:

- are labelled with metadata – each learning object is holding, in its XML file, the descriptive information permitting easy identification and effective search within the various groups of terms.
- are produced to be used in several virtual learning environments, on LMS, LCMS (in SCORM 2004 packages), with various browsers or on DCs/DVDs.
- are easy to modify and update (XLM, external texts, skilfully designed textboxes) and can be automatically localized in any language when translations are provided.
- strictly follow the beneficiary's instructional policies.

## 5.2 References for the financial offer

Please aggregate your financial offer using the following three references:

1. The eCourse to be developed under the present contract will be tentatively formed of **40 Content Object**.

- **39 Content objects as in the table:**

**Table 10: Number of Content Objects and Training Hours**

INTERACTIVITY LEVEL	NUMBER OF CONTENT OBJECTS
Level 1	18 (6 hours)
Level 2	18 (6 hours)
Level 3	3 (1 hour)
TOTAL	39 (13 hours)

- **1 final Content Object that will gather tests/assessments developed and included in the 39 COs in a testing pool, separately developed.**

To calculate the effort necessary to produce the 39 Content Objects please notice that one hour is consistent with three (3) COs of 10-20 minutes each. For the levels of interactivity ([Table 4: Level of Interactivity](#)) please consult [Table 5: Design Complexity](#).

2. The eCourse to be developed under the present contract will include the following number of tests/assessments/case studies per hour, stated in [Table 5: Design Complexity](#) as follows:

**Table 11: Test/Assesement**

INTERACTIVITY LEVEL (1 TO 3)		1	2	3
Requirements/hour	Explanation	C1	C2	C3
Knowledge Checkpoints (Number)	Formative assessments using different tests formats.	10	10	10
Random Questions/Pool (Number)	Summative Assessment - Checking knowledge using different tests formats.	10	10	10
Assessment - case studies (Number)	Usually scenarios, based on real life examples	6	6	6

3. In the table below, you will find the content conceptual tree (modules and submodules) and a preliminary partition in Content Objects. The partition could suffer modification.

**Table 12: Content Conceptual Tree**

MODULE NAME	CONTENT	CONTENT OBJECTS
<b>1. Diaspora, migrație și dezvoltare</b>		
	Noțiuni de bază. Diaspora, migrație și dezvoltare și tendințe migraționale.	2
	Situația migrațională în Republica Moldova. Impactul Demografic.	
	Cadrul legislativ și instituțional al domeniului diaspora, migrație și dezvoltare	
	ODD relevante pentru migrație	
<b>2. Impactul migrației asupra Republicii Moldova. Impactul migrației asupra dezvoltării economice. Migrația și piața forței de muncă. Migrația și dezvoltarea socială.</b>		
	Impactul migrației internaționale asupra creșterii economice și asupra echilibrului macroeconomic	6
	Remitențele, definirea lor. Instrumente financiare de valorificare a remitențelor.	
	Migrația internațională de muncă – principala formă de manifestare a migrației contemporane	
	Abordări ale migrației forței de muncă prin prisma teoriei capitalului uman. Impactul migrației asupra calității potențialului uman. <i>Brain-drain, brain-vaste</i> sau <i>brian gain</i>	
	Costurile economice ale migrației	
	Impactul migrației asupra dezvoltării sociale și asupra coeziunii sociale	
	Impactul migrației asupra proceselor demografice	

MODULE NAME	CONTENT	CONTENT OBJECTS
	Migrația și egalitatea de gen. Politici privind abilitarea și protecția drepturilor femeilor migrante	
	Migrația și sănătatea migranților	
	Impactul migrației asupra sistemului de protecție socială din țările de origine și țările de destinație Costurile sociale ale migrației <ul style="list-style-type: none"> <li>• Traficul de ființe umane</li> <li>• Copii și bătrâni lăsați fără îngrijire a căror părinți și copii sunt plecați la muncă peste hotare</li> </ul>	
<b>3. Cadrul general de integrare a migrației în politicile naționale de dezvoltare</b>		
	Utilizarea eficientă a datelor în elaborarea politicilor bazate pe dovezi	6
	Identificarea și analiza datelor pentru planificare strategică	
	Surse de date la nivel internațional	
	Surse de date la nivel național	
	Profilul migrațional extins. Experiențe și bune practici	
	Elaborarea arborelui problemei și a obiectivelor politicii	
	Elaborarea opțiunilor pentru politicile de dezvoltare	
	Structurarea tipurilor de impact, inclusiv migrațional	
	Elaborarea indicatorilor de monitorizare, de impact și de rezultat al politicilor	
<b>4. Cadrul general de integrare a migrației în politicile locale de dezvoltare</b>		
	Cadrul instituțional și normativ-reglator.	6
	Persoanele-resursă, responsabile cu diaspora, migrația și dezvoltarea la nivel local: APL nivel I și APL nivel 2	
	Responsabilitățile persoanelor-resursă responsabile cu promovarea diasporei, migrației și dezvoltării	
	Fișa de post pentru persoanele-resursă de nivel local	
	Colectarea informațiilor în teren	
	Colectarea unor date veridice și elaborarea a unui bun profil migrațional local (ce date colectăm, cum ne folosesc, cum se face suplinirea datelor)	
	Analiza datelor existente la nivel local.	
	Crearea și actualizarea bazelor de date locale.	
	Utilizarea datelor în planificare strategică.	
	Cooperarea dintre diverși actori de nivel local și național.	
<b>5. Etapele de integrare a conceptului diasporei, migrației și dezvoltării în planificarea locală. Procesul de consultare și prioritizare</b>		

MODULE NAME	CONTENT	CONTENT OBJECTS
	Implicarea migranților în planificare	5
	Evaluarea impactului migrației asupra localității	
	Consultarea băștinașilor plecați și din localitate	
	Evaluarea nevoilor bugetare	
	Includerea migrației în planurile de dezvoltare locală	
	Implicarea migranților în consultări publice	
	Organizarea consultărilor publice. Specificul diasporei în consultări	
	Prioritizarea problemelor.	
	Asigurarea transparenței	
<b>6. Crearea si dezvoltarea asociațiilor de băștinași</b>		
	Ce sunt asociațiile de băștinași (AdB)	6
	Practici internaționale de creare a asociațiilor de băștinași	
	Pași pentru crearea asociației de băștinași (12 pași)	
	Scenariul primei ședințe AdB	
	Comunicarea cu potențialii membri (platforme online si offline)	
	Organizarea Zilelor Diasporei (scenarii potențiale)	
	Identificarea proiectelor incipiente ale AdB	
	Secrete pentru menținerea si dezvoltarea AdB	
	Bune practici ale proiectului MiDL	
	Instrumente/mecanisme de creștere a implicării diasporei în dezvoltare	
	Particularități comunicaționale ale diasporei	
	Instrumente de comunicare on-line	
<b>7. Instrumente și mecanisme de atragere a migranților în proiecte de dezvoltare locală</b>		
	Selectarea, co-finanțarea și co-implementarea proiectelor de dezvoltare locală	5
	Campaniile de crowdfunding	
	Instrumente de motivare și implicare a diasporei în dezvoltarea și implementarea proiectelor	
	Implicarea comunității și ADB în identificarea soluțiilor	
	Colaborarea cu ONG locale și ADB	
	Identificarea surselor de finanțare	
	Creșterea încrederii migranților în autorități	
	Tehnici de creștere a transparenței autorităților	
<b>8. Reintegrarea migranților reîntorși</b>		
	Cadrul legislativ și instituțional al reintegrării migranților reîntorși	3
	Acordurile de securitate sociale cu alte state	
	Particularități ale migrației de revenire	
	Crearea de servicii și produse pentru migranți	
	Comunicarea cu migranții	
	Cooperarea dintre toți actorii implicați.	





## Section 6: Returnable Bidding Forms / Checklist

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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:	RfP – 18/01760		

We, the undersigned, offer to provide the services for **Development of eCourses on Diaspora, Migration and Development** in accordance with your Request for Proposal No. **RfP – 18/01760** 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>	Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only): <input checked="" type="checkbox"/> Company Profile, which should <b>not</b> exceed fifteen (15) pages, including printed brochures and product catalogues <input checked="" type="checkbox"/> Certificate of Registration of the business, or equivalent documents <input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other certificates, accreditations, awards and citations received by the Bidder, if any <input checked="" type="checkbox"/> Official Letter of Appointment as local representative, if the Bidder is submitting the Bid on behalf of an entity located outside of the country

- ☒ Statement of Satisfactory Performance or Letters of Recommendations from the Top Three Clients or business partners obtained in the last three (3) years
- ☒ List of qualified key personnel, together with CVs and professional certificates (valid at the date of presentation)
- ☒ The preliminary methodological approach, including:
  - eCourse development and maintenance methodology – the description of the development methodology the Proposer intends to use for the process of eCourse's production following the requirements formulated in Section 3/Operational Specifications from the current RfP, which should **not** exceed ten (10) pages and should directly refer to the present project.
  - Project management and quality assurance methodologies and procedures – the description of project management and quality assurance methodology and procedures the Proposer intends to apply in line with the requirements from Section 3/Project Management Specifications from the current RfP, which should **not** exceed 3 (three) pages and should directly refer to the present project.
  - A 5 to 15 minutes Sample of Work consisting of 1 to 3 Content Objects, previously developed on a unitary topic. The Proposer shall provide a CD, DVD or USB with the requested Sample or a link to access the Sample.

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

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP – 18/01760		

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]
--	------------

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:	RfP – 18/01760		

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

### Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> 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)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> 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 (including eLearning) projects.

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:	RfP – 18/01760		

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:	RfP – 18/01760		

We, the undersigned, offer to provide the services for **Development of eCourses on Diaspora, Migration and Development** in accordance with your Request for Proposal No. **RfP – 18/01760** 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:	RfP – 18/01760		

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:** [Insert Currency]

**Table 1: Summary of Overall Prices**

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

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country				
Home Based				
<b>Subtotal Professional Fees:</b>				

**Table 3: Breakdown of Other Costs**

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			

Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
<b>Subtotal Other Costs:</b>				

**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>
Activity/Deliverable 1, as per WP 1, 2, 3, Section 3.2 from TOR D 1.1 Monthly Progress Report (MPR) D 1.2 Project documentation, documents, reports, etc. D 2.1 Set-up document D 2.2 Interface, navigation and access models (GUI Document). D 3.1 Graphic development folder D 3.2 Core eCourse and all the sub-products D 3.3 Testing, validation and installation reports				
Deliverable 2, as per section 5.2 from TOR 9 Objects (3 hours)				
Deliverable 3, as per section 5.2 from TOR 15 Objects (5 hours)				
Deliverable 4, as per section 5.2 from TOR 15 Objects (5 hours)				
Deliverable 5, as per section 5.2 from TOR 1 Object (testing pool)				

## Form H: Form of Proposal Security

**Proposal Security must be issued using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template.**

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To: UNDP

*[Insert contact information as provided in Data Sheet]*

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP dated [Click here to enter a date](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal");

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

### **SIGNATURE AND SEAL OF THE GUARANTOR BANK**

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

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

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

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

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

*[Stamp with official stamp of the Bank]*