

United Nations Development Programme



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REQUEST FOR PROPOSAL

A sociological company to support the National Anticorruption Center (NAC) in conducting the National Integrity and Anticorruption Strategy (NIAS) impact monitoring survey

RFP No.: RfP-21/02208

Project: Curbing corruption by building sustainable integrity in the Republic of Moldova

Country: Republic of Moldova

Issued on: 9 February 2021

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Section 1. Letter of Invitation

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

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

Issued by:

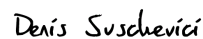


Name: Olga Crivoliubic

Title: Project Manager

Date: **February 9, 2021**

Approved by:



Name: Denis Suschevici

Title: Head of Procurement and Operational Support Unit

Date: **February 9, 2021**

Section 2. Instruction to Bidders

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

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| 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"> 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; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <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"> 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <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. PREPARATION OF PROPOSALS | |
| 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> |

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| Comprising the Proposal | <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal. |
| 9. Documents Establishing the Eligibility and Qualifications of the Bidder | <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> |
| 10. Technical Proposal Format and Content | <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> |
| 11. Financial Proposals | <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> |
| 12. Proposal Security | <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"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: |

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| | <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> |
| 13. Currencies | <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> |
| 14. Joint Venture, Consortium or Association | <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> |

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| 15. Only One Proposal | <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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or 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; 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 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. |
| 16. Proposal Validity Period | <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> |
| 17. Extension of Proposal Validity Period | <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> |
| 18. Clarification of Proposal | <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> |
| 19. Amendment of Proposals | <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> |

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| | 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. |
| 20. Alternative Proposals | 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. |
| | 20.2 | If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal" |
| 21. Pre-Bid Conference | 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. |
| C. SUBMISSION AND OPENING OF PROPOSALS | | |
| 22. Submission | 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. |
| | 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. |
| | 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. |
| Hard copy (manual) submission | 22.4 | Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: <ul style="list-style-type: none"> 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. 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"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS |

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| | <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>Email Submission</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"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; 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. 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. <p>eTendering submission</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"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. 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. 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. 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: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ |
| <p>23. Deadline for Submission of Proposals and Late Proposals</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>24. Withdrawal, Substitution, and Modification of Proposals</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> |

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| | <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> |
| 25. Proposal Opening | <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> |
| D. EVALUATION OF PROPOSALS | |
| 26. Confidentiality | <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> |
| 27. Evaluation of Proposals | <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"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals |
| 28. Preliminary Examination | <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> |
| 29. Evaluation of Eligibility and Qualification | <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"> 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; They have a good financial standing and have access to adequate financial |

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| | <p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> 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; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients. |
| 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;">TP Rating = (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;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;">Combined Score = (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> |

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| | <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; 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; 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; 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; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract. |
| 32. Clarification of Proposals | <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> |
| 33. Responsiveness of Proposal | <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> |
| 34. Nonconformities, Repairable Errors and Omissions | <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"> 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; 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; |

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| | <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> |
| E. AWARD OF CONTRACT | |
| 35. Right to Accept, Reject, Any or All Proposals | 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. |
| 36. Award Criteria | 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. |
| 37. Debriefing | 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. |
| 38. Right to Vary Requirements at the Time of Award | 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. |
| 39. Contract Signature | 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. |
| 40. Contract Type and General Terms and Conditions | 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 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html |
| 41. Performance Security | 41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default 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. |
| 42. Bank Guarantee for Advanced Payment | 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 https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default |

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| | DOCUMENT LIBRARY/Public/PSU Contract%20Management%20Payment%20and%20Taxes Advanced%20Payment%20Guarantee%20Form.docx&action=default |
| 43. Liquidated Damages | 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. |
| 44. Payment Provisions | 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. |
| 45. Vendor Protest | 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: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html |
| 46. Other Provisions | <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 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</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 Romanian |
| 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 be imposed as follows: Percentage of contract price per day of delay: 0.5% Max. number of days of delay 30, after which UNDP may terminate the contract. |
| 9 | 40 | Performance Security | Not Required |
| 10 | 18 | Currency of Proposal | United States Dollar Reference date for determining UN Operational Exchange Rate : 26 February 2021 For reference please access: https://treasury.un.org/operationalrates/OperationalRates.php |

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| 11 | 31 | Deadline for submitting requests for clarifications/questions | 5 days before the submission deadline |
| 12 | 31 | Contact Details for submitting clarifications/questions | Focal Person in UNDP: Olga Crivoliubic, Project Manager Address: National AntiCorruption Centre Building (198, Stefan cel Mare si Sfânt Bd., MD-2004 Chisinau, Republic of Moldova), office 319 Telephone: (+373) 22 257381 E-mail address: olga.crivoliubic@undp.org |
| 13 | 18, 19 and 21 | Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries | Posted directly to eTendering |
| 14 | 23 | Deadline for Submission | 26 February 2021, 16:00 (Moldova local time, GMT +2) For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone. <u>PLEASE NOTE:</u> 1. Date and time visible on the main screen of event (on etendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct proposal closing time is as indicated in the e-tendering portal and system will not accept any proposal after that time. It is the responsibility of the proposers to make sure proposals are submitted within this deadline. UNDP will not accept any proposal that is not submitted directly in the system. 2. Try to submit your proposal a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your proposal at the last minute, UNDP may not be able to assist. |
| 14 | 22 | Allowable Manner of Submitting Proposals | <input checked="" type="checkbox"/> e-Tendering |
| 15 | 22 | Proposal Submission Address | Offers can be submitted only through on-line bidding in etenderingmodule at: https://etendering.partneragencies.org Username: event.guest Password: why2change |

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| | | | <p>Please note:</p> <ol style="list-style-type: none"> 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 Instructions to bidders and Q&A for bidders. <p>BU Code: MDA10 Event ID: 000008502</p> <p><input checked="" type="checkbox"/> 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.</p> |
| 16 | 22 | Electronic submission (email or eTendering) requirements | <ul style="list-style-type: none"> ▪ Format: PDF files preferably ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal must not be provided to UNDP until requested by UNDP. |
| 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 | March 28, 2021 |
| 19 | | Maximum expected duration of contract | Until October 2021 |
| 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>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> |
| 22 | 39 | UNDP Contract Terms and Conditions that will apply | <p>UNDP General Terms and Conditions for Mixed Goods and Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> |
| 23 | | Required Documents that must be Submitted to | <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the |

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| | <p>Establish Qualification of Bidders (In "Certified True Copy" form only)</p> <p>goods/services being procured. The document shall include company portfolio, demonstrating experience in implementation of projects with similar content and similar complexity</p> <p><input checked="" type="checkbox"/> Certificate of Incorporation/ Business Registration</p> <p><input checked="" type="checkbox"/> Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</p> <p><input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) for the past 3 years (quick ratio formula could be applied)</p> <p><input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 3 years</p> <p><input checked="" type="checkbox"/> A copy of preliminary Agreement in case of Consortium or sub-contracting</p> <p><input checked="" type="checkbox"/> Technical concept note including:</p> <ul style="list-style-type: none"> - the proposed sampling and data collection methodology for the required research objects; <p>Note: the proposed methodology for data collection shall reflect in an express manner how the proposer will address restrictions related to COVID19 pandemic, as well as detailed risks mitigation plan</p> <ul style="list-style-type: none"> - Proposer's internal quality assurance standards, recommendations, previous works; - list of services provided over the past 6 years in the field of conducting sociological surveys; - use of special data processing application software, as described in Section 5: Terms of Reference; <p><input checked="" type="checkbox"/> Proposed timeline for the implementation of the services, including all indicative dates for deliverables and a plan for meeting these and any additional deadlines, as mentioned in Section 5: Terms of Reference.</p> <p><input checked="" type="checkbox"/> CVs (signed by the envisaged personnel), together with attestation certificates (if applicable) and training attendance certificates (if applicable/ e.g. diplomas, certifications) (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 5: Terms of Reference)</p> <p><input checked="" type="checkbox"/> All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the</p> |
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| | | | <p>parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.</p> <p><input checked="" type="checkbox"/> Dully filled in, signed and stamped Forms A-G. Forms F and G should be password protected. Please, ensure that no other documents are disclosing your financial proposal apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.</p> |
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Section 4. Evaluation Criteria

Required Documents that must be Submitted to Establish Qualification of Bidders (In “Certified True Copy” form only)

- ☒ Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured. The document shall include company portfolio, demonstrating experience in implementation of projects with similar content and similar complexity
- ☒ Certificate of Incorporation/ Business Registration
- ☒ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
- ☒ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
- ☒ Latest Audited Financial Statement (Income Statement and Balance Sheet) for the past 3 years (quick ratio formula could be applied)
- ☒ Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 3 years
- ☒ A copy of preliminary Agreement in case of Consortium or sub-contracting
- ☒ Technical concept note including:

- the proposed sampling and data collection methodology for the required research objects;

Note: the proposed methodology for data collection shall reflect in an express manner how the proposer will address restrictions related to COVID19 pandemic, as well as detailed risks mitigation plan

- Proposer's internal quality assurance standards, recommendations, previous works;
- list of services provided over the past 6 years in the field of conducting sociological surveys;
- use of special data processing application software, as described in Section 5: Terms of Reference;

- ☒ Proposed timeline for the implementation of the services, including all indicative dates for deliverables and a plan for meeting these and any additional deadlines, as mentioned in Section 5: Terms of Reference.

- ☒ CVs (signed by the envisaged personnel), together with attestation certificates (if applicable) and training attendance certificates (if applicable/ e.g. diplomas, certifications) (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 5: Terms of Reference)

- ☒ All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.

- ☒ Dully filled in, signed and stamped Forms A-G. Forms F and G should be password protected. **Please, ensure that no other documents are disclosing your financial proposal apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.**

Preliminary Examination Criteria

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

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

Minimum Eligibility and Qualification Criteria

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

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

| Subject | Criteria | Document Submission requirement |
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| ELIGIBILITY | | |
| Legal Status | Vendor is a legally registered entity. | Form B: Bidder Information Form |
| Eligibility | 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 |
| Conflict of Interest | No conflicts of interest in accordance with ITB clause 4. | Form A: Technical Proposal Submission Form |
| Bankruptcy | 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 |
| QUALIFICATION | | |
| History of Non-Performing Contracts¹ | Non-performance of a contract did not occur as a result of contractor default for the last 3 years. | Form D: Qualification Form |
| Litigation History | No consistent history of court/arbitral award decisions against the Bidder for the last 5 years. | Form D: Qualification Form |
| Previous Experience | Minimum 6 years of operational progressive experience in conducting comprehensive sociological surveys and in preparation of analytical reports and presentations based on the executed surveys. | Form D: Qualification Form |

¹ 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.

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| | Minimum 7 contracts in conducting surveys and comparative research/quantitative (and/or qualitative) surveys design and implementation, including baseline/end-line research. | Form D: Qualification Form |
| | Previous experience of working with UNDP and other development partners and capacity to properly manage a contract/subcontract under a donor funded effort. | Form D: Qualification Form |
| | <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i> | Form D: Qualification Form |
| Key Personnel | <p>The minimum Key Personnel of:</p> <ul style="list-style-type: none"> - 1 (one) Task Manager and - 2 (two) Key Experts, <p>is mandatory for the implementation of the contract.</p> <p>The proposed Key Personnel shall have sociological background and experience in quantitative surveys design and implementation, including baseline/end-line research.</p> | Form E: Format of Technical Proposal |
| Financial Standing | <p>Minimum average annual turnover of USD 30,000 for the last 3 years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> | Form D: Qualification Form |
| | <p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> | Form D: Qualification Form |

Technical Evaluation Criteria

| Summary of Technical Proposal Evaluation Forms | | Points Obtainable |
|--|--|-------------------|
| 1. | Bidder's qualification, capacity and experience | 370 |
| 2. | Proposed Methodology, Approach and Implementation Plan | 280 |
| 3. | Management Structure and Key Personnel | 350 |
| | Total | 1000 |

| Section 1. Bidder's qualification, capacity and experience | | Points obtainable |
|--|---|-------------------|
| 1.1 | Reputation of Organization and Staff / Credibility / Reliability / Industry Standing (<i>up to 40 pts</i>) (<i>based on submitted positive reference letters</i>) | 40 |
| 1.2 | General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> - Age/size of the firm - (<i>6 years – 15 pts, each additional year – 3 pts, up to max. 30 pts</i>) - Project financing capacity (availability of financial resources to cover costs related to the assignment prior to the payment for the delivered services) - (<i>no – 0 pts, yes - 20 pts</i>) - Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills) - (<i>no- 10 pts, subcontracting of relevant specialized services/expertise – 5 pts., subcontracting carrying additional risks – 0 pts</i>) - Project management controls – (<i>no – 0 pts, to some extent – 10 pts, yes - 15 pts</i>) | 75 |
| 1.3 | Availability of a network of local operators, experienced and large enough to collect data from the target audiences (<i>no – 0 pts, yes – 30 pts</i>) | 30 |
| 1.4 | Quality assurance procedures, warranty (<i>no – 0 pts, yes – 20 pts</i>) | 20 |
| 1.5 | Relevance of expertise: <ul style="list-style-type: none"> - Active on the market and has at least 6 years of operational progressive experience in conducting comprehensive sociological surveys and in preparation of analytical reports and presentations based on the executed surveys (<i>6 years – 20 pts, each additional year – 5 pts, up to max. 40 pts</i>) - Experience of similar projects: at least 7 contracts in conducting surveys and comparative research/quantitative (and/or qualitative) surveys design and implementation, including baseline/end-line research (<i>7 similar projects – 30 pts, each additional project – 5 pts, up to max. 50 pts</i>) - Previous experience in conducting specialized field surveys on measuring the level of corruption perception and experience or corruption related issues is a considerable advantage (<i>1-2 projects – 30 pts, each additional project – 10 pts., up to max. 50 pts.</i>) | 190 |

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| | <ul style="list-style-type: none"> - Previous experience of working with UNDP and other development partners and capacity to properly manage a contract/subcontract under a donor funded effort (<i>each assignment – 5 pts, up to max. 25 pts</i>) - Experience in working with government/public institutions/organizations is an advantage (<i>each assignment – 5 pts, up to max. 25 pts</i>) | |
| 1.6 | <p>Gender equality and diversity commitments:</p> <ul style="list-style-type: none"> • Appointment of women to managerial positions in the team (<i>5 pts</i>) • Overall gender balance in the team (<i>5 pts</i>) • Diversity within the team: people from minority, vulnerable or marginalized groups are part of the team (<i>5 pts</i>) | 15 |
| Total Section 1 | | 370 |

| Section 2. Proposed Methodology, Approach and Implementation Plan | | Points obtainable |
|--|--|--------------------------|
| 2.1 | <p>The Proposer understands the assignment, the scope of task is well defined and correspond to the TOR (<i>up to 40 pts.</i>)</p> <ul style="list-style-type: none"> - <i>The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 40 pts</i> - <i>The Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR but require some adjustments to properly address all the tasks – up to 20 pts</i> - <i>The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – 0 pts</i> | 40 |
| 2.2 | <p>Important aspects of the task are addressed in sufficient detail and different components of the project adequately weighted relative to one another (<i>up to 60 pts</i>)</p> <ul style="list-style-type: none"> - <i>Important aspects of the task are addressed in sufficient detail and different components of the assignment are adequately weighted relative to one another – up to 60 pts</i> - <i>Important aspects of the task are not addressed in sufficient detail and different components of the assignment are not adequately weighted – up to 20 pts</i> | 60 |
| 2.3 | <p>The proposed sampling and data collection methodology is relevant and representative for the required research objects (<i>up to 80 pts</i>)</p> <ul style="list-style-type: none"> - <i>The proposed sampling and data collection methodology is relevant and representative for the required research objects – up to 80 pts.</i> - <i>The proposed sampling and data collection methodology requires improvements to ensure representativeness for the required research objects – up to 40 pts.</i> - <i>The proposed sampling and data collection methodology is not relevant and is not representative for the required research objects – 0 pts.</i> | 80 |
| 2.4 | <p>Proposed methodology includes detailed risk mitigation measures including those related to the COVID-19 pandemic (restrictions related to social distancing, eventual lockdown, etc.) (<i>up to 40 pts</i>)</p> <ul style="list-style-type: none"> - <i>The proposed methodology includes detailed risk mitigation measures including those related to the COVID-19 pandemic – up to 40 pts</i> - <i>The proposed methodology addresses risk mitigation measures including those related to the COVID-19 pandemic in a superficial manner and does not offer clear mitigation solutions – up to 20 pts</i> | 40 |

| | | |
|------------------------|---|------------|
| | <ul style="list-style-type: none"> - <i>The proposed methodology doesn't include any mitigation measures including those related to the COVID-19 pandemic – 0 pts</i> | |
| 2.5 | <p>Presentation is clear, the sequence of activities and the planning is logical, realistic and promise efficient implementation to the project (<i>up to 60 pts</i>)</p> <ul style="list-style-type: none"> - <i>The presentation is clear, well-structured with a defined and realistic sequence of activities, which promises efficient implementation of the assignment – up to 60 pts</i> - <i>The presentation is clear, well-structured with a defined but lowly realistic sequence of activities – up to 30 pts</i> - <i>The presentation is not well structured and doesn't present a clear sequence of activities – up to 10 pts</i> | 60 |
| Total Section 2 | | 280 |

| Section 3. Management Structure and Key Personnel | | | Points obtainable |
|--|--|------------------|--------------------------|
| 3.1 | Qualifications of key personnel proposed | | |
| 3.1 a | Task Manager | Sub-score | 200 |
| | Master degree of equivalent in sociology and related sciences (<i>Master – 10 pts, PhD – 20 pts</i>) | 20 | |
| | At least 7 years of progressive experience in supervising/team leading of comprehensive sociological surveys and research, planning activities (<i>7 years of experience – 15 pts, each additional year – 5 pts, up to max. 40 pts</i>) | 40 | |
| | Professional experience in the area of conducting analytical research projects, quantitative surveys design and implementation, including baseline/end-line research and related issues (<i>5 assignments – 20 pts; each additional assignment - 5 pts, up to max. 40 pts</i>) | 40 | |
| | Experience in methodologies and social research tools development (<i>each assignment - 5 pts, up to max. 25 pts</i>) | 25 | |
| | Previous experience in conducting specialized field surveys on measuring the level of corruption perception and experience or corruption related issues is a considerable advantage (<i>each assignment - 15 pts, up to max. 45 pts</i>) | 45 | |
| | Experience of managing international/technical assistance contracts (<i>each assignment 5 pts, up to max. 20 pts</i>) | 20 | |
| | Language Qualifications (Proficiency in Romanian, English, Russian (<i>Romanian, Russian – 3 pts. each; English – 4 pts; up to max. 10 pts</i>)) | 10 | |
| 3.1 b | Team of Key Experts (minimum of 2 experts) (the total number of points shall be calculated as an average between the totals received by each key expert) | Sub-score | 150 |
| | Master degree or equivalent in sociology and related sciences (<i>Master – 10 pts, PhD – 20 pts</i>) | 20 | |
| | Progressive experience in the area of conducting analytical research, sociological surveys, quantitative surveys design and implementation, including baseline/end-line research and related issues (<i>5 years – 25 pts; each additional year - 5 pts, up to max. 50 pts</i>) | 50 | |

| | | | |
|------------------------|---|----|------------|
| | Previous experience in conducting specialized field surveys in related areas is an advantage <i>(each assignment - 10 pts, up to max. 40 pts)</i> | 40 | |
| | Experience in working with government/public institutions/organizations is an advantage. <i>(each assignment - 10 pts, up to max. 30 pts)</i> | 30 | |
| | Language Qualifications (Fluency in Romanian, English, Russian) <i>(Romanian, Russian – 3 pts. each; English – 4 pts; up to max. 10 pts)</i> | 10 | |
| Total Section 3 | | | 350 |

Section 5. Terms of Reference

A. Project Title

“Curbing Corruption through Building Sustainable Integrity in the Republic of Moldova”

B. Project Description and rationale

The phenomenon of corruption undermines the political stability, society's confidence in political system, rule of law, economic development, has a negative impact on quality of people's life and fulfilment of fundamental human rights. According to the 2020 Transparency International [Corruption Perception Index](#) (TI CPI), Moldova scored 34 out of 100 points and ranked 115th out of 179 assessed countries, recording two points improvement in the public perception of corruption compared to the 2019 TI CPI. At the same time, national opinion polls still attest a low trust in public institutions (the level of trust to Government is at 23,2%, to Justice is at 19% and the level of trust to Parliament is at 15,5% according to October 2020 Public Opinion Barometer), while corruption persistently remains among three major issues to be solved during the last five years².

To enhance the corruption prevention and combating efforts, the Parliament of the Republic of Moldova adopted the National Integrity and Anti-corruption Strategy (NIAS) for 2017-2020³. The Strategy's structure is based on integrity pillars methodology developed by the Transparency International. This innovative approach focuses on a strengthened responsibility and accountability of the institutions representing integrity pillars. The policy document focuses on the effective enforcement of the legal and institutional frameworks, rather than legislative modifications and institutional restructuring prioritized in the previous years. Each of the seven Pillars of the Strategy has specific objectives, impact indicators, well-defined priorities, expected results, and outcome indicators. The National Anticorruption Center (NAC) is the institution responsible for the coordination of the implementation, monitoring, evaluation and reporting of the NIAS.

To ensure an effective evaluation of the NIAS's impact that should be demonstrated by a reduced level of people's experience with and perception of corruption, the Strategy suggests that the evolution of its impact indicators shall be measured by means of an annual survey. **The first such survey was commissioned by the UNDP and the Report was published in May 2018⁴.** It serves as a baseline for the screening of corruption perception at the Strategy's launch and shall be replicated to ensure an effective monitoring of the NIAS and measuring of its impact. According to the first survey, the gravity of corruption in Moldova was assessed at 3.1 points by public agents, 2.2 points by business and 1.9 points by population (on 10-point scale where 1= corruption is a very serious problem and 10 = corruption is not a problem at all). At the same time, the main factor determining citizens to engage in corruption tackling activities are the independence of the judiciary and the confidence of being protected in the event of denouncing a public agent for corruption. The [second NIAS Impact Monitoring Survey](#) was commissioned in 2019. Although the survey showed that corruption is continuously perceived as a serious problem by the population, business community and public sector, it also demonstrated that the level of intolerance to corruption

² https://ipp.md/wp-content/uploads/2020/10/BOP_10.2020.pdf

³ <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=370789>

⁴ http://www.md.undp.org/content/moldova/en/home/library/effective_governance/studiu-de-evalua-re-a-impactului-strategiei-naionale-de-integrita.html

increased: 62% of population (45% in 2017) and 83% of business (61% in 2017) consider any corruption situation to be unacceptable.

To provide support to the NAC in collecting data for measuring the progress achieved through the implementation of the NIAS, the Project intends to contract a sociological company to conduct **the third national NIAS's impact monitoring survey** based on the methodology used in the first (baseline) survey. The methodology is based on the specific impact's and outcome's indicators set in the NIAS 2017 – 2020 and its Action Plan, to determine the level of the corruption perception and experience with corruption of the population.

C. Scope of Service, Expected Outputs

The scope of the second NIAS impact monitoring survey is to provide data/indicators per the key objectives and specific impact and outcome indicators set in the Strategy.

Scope of work:

The contractor shall carry out the following tasks and activities:

1. Develop and apply the most appropriate data collection methodology **applying the questionnaires used for the first NIAS's impact monitoring survey, to be provided by the UNDP**;

Note: the proposed methodology for data collection shall reflect in an express manner how the proposer will address restrictions related to COVID19 pandemic, as well as detailed risks mitigation plan

2. Draw up technical guidelines for conducting the NIAS impact monitoring survey in Romanian language;
3. Train regional interviewers in conducting sociological surveys among general public, businesspersons and public agents;
4. Conduct the sociological survey on a total sample of at least 2,200 respondents, including general population (individuals), business persons and public agents, **as described under the Research objects section**;
5. The survey will be conducted based on two separate questionnaires: a questionnaire for population (citizens) and business persons and a separate questionnaire for public agents;
6. Process and analyse the data, draft and submit the interim analytical report based on the survey findings. **The analytical report on the survey findings shall also include an integrated comparative analysis of the results of the base-line (2017) and 2021 NIAS Impact monitoring surveys and where relevant (in case of significant variations) with the 2019 survey, reflecting the evolution of the NIAS indicators and corruption perception and experience of the respondents from each target group included in the survey. The report will be drafted in a gender sensitive manner, highlighting the gender disaggregation of findings, where relevant.**

Tables with NIAS 2017-2020 GRADE OF IMPACT ASSESSMENT INDICATORS will mandatory include data of 2017, 2019 and 2021 surveys per each indicator.

7. Based on the comments provided by the NAC and UNDP on the Draft Report prepare and submit the final report in Romanian and English languages, containing the analysis of research results and comparative analysis of the findings of the first and second NIAS Impact monitoring survey;
8. Submit the electronic versions and printed copies of the survey (50 in Romanian language and 20 in English language);
9. Prepare and submit a graphical presentation (infographics) demonstrating main results of the survey;
10. Present the survey findings in a public event with the preliminary coordination with UNDP and NAC;
11. Present the survey findings and/or offer comments to mass-media or other interested stakeholders, upon request with the preliminary coordination with UNDP and NAC.

All hard and digital files related to the Survey will become the property of the UNDP and could be used only with UNDP's permission.

The research objects:

- 1) at least 1,100 individuals (excluding the representatives of business community and public agents);
- 2) at least 500 representatives of business community (including from individual and other (LLCs) private enterprises);
- 3) at least 600 public agents (300 at central level and 300 at local level).

The survey among public agents is based on a separate questionnaire provided by UNDP with the scope to test the level of knowledge of the key anti-corruption policies among public agents.

Sample: randomized, stratified by the following criteria: geographic (by development regions), gender, age groups (young, adults, elderly). The survey shall cover the adult population for the entire territory of the Republic of Moldova, except Transnistria. Sample should represent regions, rural and urban population.

Additional criteria for the representatives of business community: size of the enterprise and legal organization - proportional to the size of respective sub-populations.

Criteria for public agents: level of administration (central/local), gender, years of experience (up to 3 years/more than three years), hierarchical status (managerial/non-managerial position).

The research subject:

The survey shall be focused on the following general topics:

- Assessment of the corruption perception level
- Assessment of the corruption experience level
- Assessment of the level of stability of anti-corruption values in the society
- Assessment of knowledge by the population of the main corruption prevention mechanisms and the level of satisfaction with the state anti-corruption policy

Specifically, the research questionnaire is based on the key objectives and specific impact and outcome indicators defined in the Annex 3 to the National Integrity and Anticorruption Strategy 2017 – 2020 and the Action Plan for its implementation, as follows:

Strategy goal: Integrity instead of corruption

General objective 1: Discouraging involvement in acts of corruption

General objective 2: Recovering the assets that are the proceeds of corruption

General objective 3: Ethics and integrity in public, private and nongovernmental sectors

General objective 4: Protecting whistleblowers and corruption victims

General objective 5: Transparency of public institutions, political parties and media financing

General objective 6: Education of society and civil servants

Impact indicator of Pillar I: People's trust in the Parliament

Impact indicator of Pillar I: Perception of corruption of the legislative body

Impact indicator of Pillar I: Efficiency of the parliamentary oversight

Impact indicator of Pillar I: Regulatory quality

Impact indicator of Pillar II: People's trust in Government

Impact indicator of Pillar II: People's trust in central public administration and local public administration

Impact indicator of Pillar II: Perception of corruption of the Government

Impact indicator of Pillar II: Sanctions for official misconduct

Impact indicator of Pillar II: Transparency in decision-making and governmental data

Impact indicator of Pillar III: Confidence in judiciary, prosecution service, National Anticorruption Centre and National Integrity Authority

Impact indicator of Pillar III: Independence and efficiency of judiciary, prosecution, NAC and NIA

Impact indicator of Pillar III: Perception of corruption in judiciary

Impact indicator of Pillar III: Lack of corruption and undue government influences on justice sector

Impact indicator of Pillar IV: Confidence in the Central Election Commission

Impact indicator of Pillar IV: Confidence in political parties

Impact indicator of Pillar V: Confidence in the Court of Accounts

Impact indicator of Pillar V: Independence of the Court of Accounts' audits

Impact indicator of Pillar VI: Confidence in the institution of Ombudsman

Impact indicator of Pillar VI: Observance of fundamental human rights

Impact indicator of Pillar VI: Share of people who do not denounce corruption out of fear

Impact indicator of Pillar VII: Low risks of corruption and reduced level of bribery in private sector

Impact indicator of Pillar VII: Corruption-free business activity

Impact indicator of Pillar VII: Reduced level of money laundering

NB: the full version of the Strategy can be accessed at:

<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=370789>

The survey among public agents will have the scope to test their level of knowledge of the 14 key anti-corruption policies, as per the NIAS Action Plan *Priority II.1 Promotion of public entities' integrity*, as follows:

- 1) Employment and promotion of public agents based on merit and professional integrity;
- 2) Respect of the incompatibility regime, restrictions in hierarchy, and limitation of publicity;
- 3) Respect of the regime for declaring properties and personal interests;
- 4) Respect of the regime of the conflict of interest and avoiding favouritism;
- 5) Respect of the gifts' regime;
- 6) Non-admission, denunciation and treatment of inadequate influences;
- 7) Non-admission, denunciation of corruption acts and protection of integrity whistleblowers;
- 8) Intolerance to integrity incidents;
- 9) Ensuring transparency in decision-making process;
- 10) Ensuring access to information of public interest;
- 11) Transparent and accountable management of public property, of reimbursable and non-reimbursable finances;
- 12) Ensuring the observance of ethical and professional deontology norms;
- 13) Respecting the regime of restrictions and limitations in relation to ending the mandate, labour or duty relations, and migration to private sector of public agents (revolving doors);
- 14) Implementing corruption risks' management.

The Final Survey Report should contain at least the following:

- Executive summary;
- Methodological chapter containing the rationale for choosing the research toolkit, sample typology, means of data collection, criteria for the identification of the potential subjects (how, where, how many times, and by whom potential respondents were contacted, how was the informed consent obtained, how many people were approached and how many of those agreed to participate), what was the response rate (i.e. the number of usable data sets as a proportion of the number of people approached);
- Overall results of the survey;
- Detailed results per question, with graphical representation per different respondent groups formulated in a clear, factual, and concise manner;
- The analysis of research results including an integrated comparative analysis of the results of the first and the second NIAS Impact monitoring surveys, reflecting the evolution of the NIAS indicators and corruption perception and experience of the respondents from each target group included in the survey. The report will be drafted in a gender sensitive manner, highlighting the gender disaggregation of findings, where relevant.
- Feedback on the survey methodology reflecting its strengths, weaknesses, opportunities and threats;
- Annex containing the data set. All data have to be reflected in absolute and relative terms.

Requirements for report execution:

Text layout. The texts should be formatted in compliance with the following parameters: text should be printed on two sides of a white A4 sheet, single-spaced. Font colour – black. Font – Times New Roman. Font size – 12.

Works pages should be numbered using Arabic numerals (continuous numbering throughout the text). Each structural element should be started on a new page with a title.

Figures format. The text should contain references to each figure. The figures should be placed directly after the text they are first mentioned in, or on the next page. Figure lettering should be placed below the figure, in the centre of the line. The word “Figure” should be spelled in full. There should be no full stop at the end of the figure title.

Tables format. The text should contain references to each table. The tables should be placed directly after the text they are first mentioned in, or on the next page. All tables should be numbered (continuous numeration). The word “Table” should be spelled in full. The table title should be placed above the table. There should be no full stop at the end of the figure title.

If the table is transferred to the next page, its name should be put only above the first part, while the bottom horizontal border that limits the first part of the table should not be drawn. The word “Continuation” should be put above other parts of the table on the left, indicating the table number (for example: Continuation of the Table 1).

The overall report style shall be in accordance with the UNDP Editorial Style Manual, to be provided to the selected Service provider.

The entire assignment is to be finalized not later than 30 October 2021.

D. Institutional Arrangements

The Contractor will work under the guidance of and in close cooperation with the UNDP Project and with the delegated staff from NAC for both substantive and administrative aspects of the assignment.

The Contractor will follow the agreed time schedule and will be accountable for the delivery of quality outputs to the Project Manager, who will approve contractor's deliverables after coordination with the NAC delegated staff.

E. Deliverables and estimated timeframe

| <i>Deliverables</i> | <i>Tentative timeframe</i> |
|--|-----------------------------------|
| The detailed plan of activities for conducting the survey submitted | By 10 April 2021 |
| Technical guidelines for conducting the survey in Romanian language; methodology and questionnaire (in Romanian and Russian languages) for conducting the survey (both population, business community and public agents) submitted | By 30 April 2021 |
| Completion of data collection Report on the data collection submitted to UNDP | By 15 July 2021 |

| | |
|--|-----------------------------|
| First draft survey report submitted and validated by UNDP; thematic comments and recommendations collected | By 6 September 2021 |
| Final survey Report submitted | By 17 September 2021 |
| Final survey report presented in a public event | By 30 October 2021 |

Deliverables Format

All deliverables will be submitted in both hardcopy one (1) unbound original and one (1) electronic copy using the standard software products (Microsoft Office Word, Excel, Access and PowerPoint). Draft reports will be presented in Romanian language, **the Final Report will be presented in both Romanian and English languages.**

F. Qualifications of the Successful Service Provider at Various Levels

Bidders should enclose a résumé for each person anticipated to be assigned to the project and should include specific information on the staff experience and roles. Bidders agree that the staff included into the bid will participate in the project at the level and duration specified unless agreement is provided in writing by the Programme to allow substitutions. Descriptions of subcontractor staff members, if applicable, should follow the format utilized for the Bidder organization. The résumés submitted for project personnel should be detailed and comprehensive. Specifically, résumés should include:

- Anticipated role and level of participation in the project;
- Previous experience relevant to the assigned role in the project;
- Education, training and certification details;
- Contact information (name, title, organization, mailing address, phone, and email) of a minimum of three business references;
- Linguistic skills.

Bidders should describe, in detail, their previous corporate experience in similar assignments, if any. This section should include the corporate experience as well as the role of any subcontracted organization(s) indicated in the Bidder's proposal. Descriptions of subcontractor's staff members, if applicable, should follow the format utilized for the Bidder organization. The Project retains the right to accept or reject all proposed project personnel and to ask for a replacement of the Project staff, as necessary.

The Service Provider should meet the following qualifications criteria which make the applicant eligible for this assignment:

- Be legally registered entity or a consortium of firms/organizations (NGOs);
- Active on the market and has at least 6 years of operational progressive experience in conducting comprehensive sociological surveys and in preparation of analytical reports and presentations based on the executed surveys;
- Has at least 7 contracts in conducting surveys and comparative research/quantitative (and/or qualitative) surveys design and implementation, including baseline/end-line research;

- Possess available experienced and qualified team of experts with sociological backgrounds and experience in quantitative surveys design and implementation, including baseline/end-line research;
- Availability of a network of local operators, experienced and large enough to collect data from the target audiences;
- Previous experience (minimum 1-2 projects) in conducting specialized field surveys on measuring the level of corruption perception and experience or corruption related issues is a considerable advantage;
- Previous experience of working with UNDP and other development partners and capacity to properly manage a contract/subcontract under a donor funded effort;
- Experience in working with government/public institutions/organizations is an advantage.

Qualification of the Task Manager:

- Master degree of equivalent in sociology and related sciences;
- At least 7 years of progressive experience in supervising/team leading of comprehensive sociological surveys and research, planning activities;
- Professional experience (minimum 5 assignments) in the area of conducting analytical research projects, quantitative surveys design and implementation, including baseline/end-line research and related issues;
- Experience in methodologies and social research tools development;
- Previous experience in conducting specialized field surveys on measuring the level of corruption perception and experience or corruption related issues is a considerable advantage;
- Experience of managing international/technical assistance contracts;
- Proficiency in Romanian, Russian and English for the purpose of assignment.

Qualification of the key experts (minimum of two experts):

- Master degree of equivalent in sociology and related sciences;
- At least 5 years of progressive experience in the area of conducting analytical research, sociological surveys, quantitative surveys design and implementation, including baseline/end-line research and related issues;
- Previous experience in conducting specialized field surveys in related areas is an advantage;
- Experience in working with government/public institutions/organizations is an advantage.
- Proficiency in Romanian, Russian and English for the purpose of assignment.

Each bidder should develop and submit a technical concept note including:

- the proposed sampling and data collection methodology for the required research objects;

Note: the proposed methodology for data collection shall reflect in an express manner how the proposer will address restrictions related to COVID19 pandemic, as well as detailed risks mitigation plan

- their internal quality assurance standards, recommendations, previous works;
- constituent and legal documents available;
- list of services provided over the past 6 years in the field of conducting sociological surveys;
- use of special data processing application software;
- recommendations from enterprises, organizations and other clients available.

Note: Proposed timeline should include all indicative dates for deliverables as outlined above and a plan for meeting these and any additional deadlines.

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

Section 6: Returnable Bidding Forms / Checklist

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

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

Technical Proposal Envelope:

| | |
|--|--------------------------|
| Have you duly completed all the Returnable Bidding Forms? | |
| ▪ 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"/> |
| Have you provided the required documents to establish compliance with the evaluation criteria in Section 4? | <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-21/02208 | | |

We, the undersigned, offer to provide the services for **A sociological company to support the National Anticorruption Center (NAC) in conducting the National Integrity and Anticorruption Strategy (NIAS) impact monitoring survey** in accordance with your Request for Proposal No. RfP-21/02208 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

| | |
|--|---|
| Legal name of Bidder | [Complete] |
| Legal address | [Complete] |
| Year of registration | [Complete] |
| Bidder's Authorized Representative Information | Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Are you a UNGM registered vendor? | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number] |
| Are you a UNDP vendor? | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number] |
| Countries of operation | [Complete] |
| No. of full-time employees | [Complete] |
| Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate): | [Complete] |
| Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate): | [Complete] |
| Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy) | [Complete] |
| Contact person UNDP may contact for requests for clarification during Proposal evaluation | Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Please attach the following documents: | <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured. The document shall include company portfolio, demonstrating experience in implementation of projects with similar content and similar complexity <input checked="" type="checkbox"/> Certificate of Incorporation/ Business Registration <input checked="" type="checkbox"/> Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country <input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any <input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) for the past 3 years (quick ratio formula could be applied) <input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 3 years |

- ☒ A copy of preliminary Agreement in case of Consortium or sub-contracting
- ☒ Technical concept note including:
 - the proposed sampling and data collection methodology for the required research objects;

Note: the proposed methodology for data collection shall reflect in an express manner how the proposer will address restrictions related to COVID19 pandemic, as well as detailed risks mitigation plan

 - Proposer's internal quality assurance standards, recommendations, previous works;
 - list of services provided over the past 6 years in the field of conducting sociological surveys;
 - use of special data processing application software, as described in Section 5: Terms of Reference;
- ☒ Proposed timeline for the implementation of the services, including all indicative dates for deliverables and a plan for meeting these and any additional deadlines, as mentioned in Section 5: Terms of Reference.
- ☒ CVs (signed by the envisaged personnel), together with attestation certificates (if applicable) and training attendance certificates (if applicable/ e.g. diplomas, certifications) (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 5: Terms of Reference)
- ☒ All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.
- ☒ Fully filled in, signed and stamped Forms A-G. Forms F and G should be password protected. **Please, ensure that no other documents are disclosing your financial proposal apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.**

Form C: Joint Venture/Consortium/Association Information Form

| | | | |
|-----------------|-------------------------|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| RFP reference: | RfP-21/02208 | | |

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] |

| | |
|--|------------|
| Name of leading partner (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-21/02208 | | |

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

Historical Contract Non-Performance

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

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

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

Litigation History (including pending litigation)

☐ No litigation history for the last 5 years

☐ Litigation History as indicated below

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

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 6 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

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

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

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

Financial Standing

| | | |
|---|------|-----|
| Annual Turnover for the last 3 years | Year | USD |
| | Year | USD |
| | Year | USD |
| Latest Credit Rating (if any), indicate the source | | |

| 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-21/02208 | | |

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. Approach to the Service/Work Required: Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.
- 2.2. Technical Quality Assurance Review Mechanisms: The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.
- 2.3. Implementation Timelines: The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.4. Subcontracting: 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. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.
- 2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

- 2.6. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.
- 2.7. Anti-Corruption Strategy: Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.
- 2.8. Partnerships: Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.
- 2.9. Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 4 of this document, if any.
- 2.10. Other: 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

| | |
|--------------------------------------|--|
| Name of Personnel | [Insert] |
| Position for this assignment | [Insert] |
| Nationality | [Insert] |
| Language proficiency | [Insert] |
| Education/ Qualifications | <i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert] |
| Professional certifications | <i>[Provide details of professional certifications relevant to the scope of services]</i> ■ Name of institution: [Insert] ■ Date of certification: [Insert] |

| | |
|--|---|
| Employment Record/ Experience | <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] |
| References | <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-21/02208 | | |

We, the undersigned, offer to provide the services for **A sociological company to support the National Anticorruption Center (NAC) in conducting the National Integrity and Anticorruption Strategy (NIAS) impact monitoring survey** in accordance with your Request for Proposal No. RfP-21/02208 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-21/02208 | | |

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

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

Currency of the proposal: US Dollars

Table 1: Summary of Overall Prices

| | Amount(s), excl. VAT |
|------------------------------------|----------------------|
| Professional Fees (from Table 2) | |
| Other Costs (from Table 3) | |
| Total Amount of Financial Proposal | |

Table 2: Breakdown of Professional Fees

| Name | Position | Fee Rate, excl. VAT | No. of Days/months/ hours | Total Amount, excl. VAT |
|-----------------------------|----------|---------------------|---------------------------|-------------------------|
| | | A | B | C=A+B |
| In-Country | | | | |
| | | | | |
| | | | | |
| Home Based | | | | |
| | | | | |
| | | | | |
| Subtotal Professional Fees: | | | | |

Table 3: Breakdown of Other Costs

| Description | UOM | Quantity | Unit Price, excl. VAT | Total Amount, excl. VAT |
|-------------|-----|----------|-----------------------|-------------------------|
|-------------|-----|----------|-----------------------|-------------------------|

| | | | | |
|-------------------------------|----------|--|--|--|
| International flights | Trip | | | |
| Subsistence allowance | Day | | | |
| Miscellaneous travel expenses | Trip | | | |
| Local transportation costs | Lump Sum | | | |
| Out-of-Pocket Expenses | | | | |
| Other Costs: (please specify) | | | | |
| Subtotal Other Costs: | | | | |

Table 4: Breakdown of Price per Deliverable/Activity

| Deliverable/ Activity description | Time (person days) | Professional Fees, excl. VAT | Other Costs, excl. VAT | Total, excl. VAT |
|---|-----------------------------------|---|-----------------------------------|-------------------------|
| 1. Plan of activities | | | | |
| 1.1. The detailed plan of activities for conducting the survey | | | | |
| 2. Guidelines and Methodology | | | | |
| 2.1. Technical guidelines for conducting the survey in Romanian language; methodology and questionnaire (in Romanian and Russian languages) for conducting the survey (both population, business community and public agents) submitted | | | | |
| 3. Data collection | | | | |
| 3.1. Completion of data collection Report on data collection submitted | | | | |
| 3.2. First draft survey report presented and validated with UNDP; thematic comments and recommendations collected | | | | |
| 4. Reporting | | | | |
| 4.1. Final survey Report submitted | | | | |
| 4.2. Final survey report presented in a public event | | | | |
| Overall Price | | | | |

Certificate Of Completion

| | |
|--|----------------------------|
| Envelope Id: 513FD4C9A6A04D308A7ECE4F3113C27B | Status: Completed |
| Subject: Please DocuSign: NAC / RfP21/02208 - Sociological company to conduct impact monitoring survey | |
| Source Envelope: | |
| Document Pages: 52 | Signatures: 2 |
| Certificate Pages: 2 | Initials: 13 |
| AutoNav: Enabled | Envelope Originator: |
| Envelopeld Stamping: Enabled | Cristina Gnaciuc |
| Time Zone: (UTC-08:00) Pacific Time (US & Canada) | One United Nations Plaza |
| | New York, NY 10017 |
| | cristina.gnaciuc@undp.org |
| | IP Address: 178.168.122.58 |

Record Tracking

| | | |
|---------------------|---------------------------|--------------------|
| Status: Original | Holder: Cristina Gnaciuc | Location: DocuSign |
| 2/9/2021 3:28:57 AM | cristina.gnaciuc@undp.org | |

Signer Events

| Signature | Timestamp |
|--|-----------------------------|
| Olga Crivoliubic | Sent: 2/9/2021 3:41:12 AM |
| olga.crivoliubic@undp.org | Viewed: 2/9/2021 3:46:07 AM |
| G9Project Manager | Signed: 2/9/2021 3:46:17 AM |
| United Nations Development Program | |
| Security Level: Email, Account Authentication (None) | |
| Signature Adoption: Pre-selected Style | |
| Using IP Address: 188.244.26.119 | |

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

| | |
|--|-----------------------------|
| Cristina Gnaciuc | Sent: 2/9/2021 3:46:19 AM |
| cristina.gnaciuc@undp.org | Viewed: 2/9/2021 3:46:39 AM |
| United Nations Development Program | Signed: 2/9/2021 3:47:07 AM |
| Security Level: Email, Account Authentication (None) | |
| Signature Adoption: Pre-selected Style | |
| Using IP Address: 178.168.122.58 | |

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

| | |
|--|-----------------------------|
| Denis Suschevici | Sent: 2/9/2021 3:47:10 AM |
| denis.suschevici@undp.org | Viewed: 2/9/2021 3:48:44 AM |
| Head of Procurement and Operational Support Unit | Signed: 2/9/2021 3:48:49 AM |
| United Nations Development Program | |
| Security Level: Email, Account Authentication (None) | |
| Signature Adoption: Pre-selected Style | |
| Using IP Address: 77.89.212.77 | |

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

| Witness Events | Signature | Timestamp |
|-------------------------|------------------|---------------------|
| Notary Events | Signature | Timestamp |
| Envelope Summary Events | Status | Timestamps |
| Envelope Sent | Hashed/Encrypted | 2/9/2021 3:41:12 AM |
| Certified Delivered | Security Checked | 2/9/2021 3:48:44 AM |
| Signing Complete | Security Checked | 2/9/2021 3:48:49 AM |
| Completed | Security Checked | 2/9/2021 3:48:49 AM |
| Payment Events | Status | Timestamps |