



Invitation to Submit an Offer for National Business Analyst, under Vacancy Announcement Ou26/03083

The United Nations Development Programme (UNDP) through its "**Resilient Communities through Women Empowerment**" Project seeks to contract a **National Business Analyst** to provide analytical and practical support to national authorities, focusing on assessing and improving digital systems and service delivery workflows at the level of Local Public Authorities (LPAs).

In consideration of your qualifications, we are hereby inviting you to submit an offer for this particular assignment. To assist you in understanding the requirements of this assignment, we have attached hereto the following:

- The Terms of Reference for the assignment described above;
- The standard Letter of Confirmation of Interest and Availability, which you must accomplish and submit to UNDP;
- The Individual Contract and its General Terms and Conditions, which you would be expected to sign in the event you are the selected Offeror in this procurement process.

Should you be interested and decide to submit an offer for this assignment, kindly submit directly in the online supplier portal no later than the deadline indicated in the system.

Offers must be submitted directly in the Quantum Supplier Portal following this link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the competition using search filters, namely **Negotiation ID: UNDP-MDA-00957** and subscribe to the competition in order to get notifications in case of amendments of the competition document and requirements.

In case you have never registered before, follow this link to register a profile: <https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D> based on the instructions in guides available in UNDP website: <https://www.undp.org/procurement/business/resources-for-bidders>.

Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org. In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.

Computer firewall could block *oracle* or *undp.org* extension and Suppliers might not receive the Oracle notifications. Please turn



down any firewalls on your computers to ensure receipt of email notification.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at sc.md@undp.org. Please pay attention that the proposal shall be submitted online through the Quantum system and any proposal sent to the above email shall be disqualified.

Should you require further clarifications on the Notice, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online supplier portal will be final. The portal will not accept submission of any offer after that date and time. It is the responsibility of the applicant to make sure that the offer is submitted prior to this deadline for submission.

Applicants are advised to upload offer documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Applicant faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

If any discrepancy between deadline in the system and in deadline indicated elsewhere, deadline in the system prevails.

We look forward to your favorable response and thank you in advance for your interest in working with UNDP.
Sincerely,
UNDP Moldova



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1 Overview

1.1 General Information

| | |
|----------------------------|---|
| Title | Qu26/03083: ResCom2/National Business Analyst |
| E-Mail | sc.md@undp.org |
| Reference Number | PRC0170659/Qu26/03083 |
| Beneficiary Country | MDA |

Introduction

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Sincerely,
UNDP Moldova

1.2 Tender Timeline

Open Date 06/04/26 14:53 PM
Close Date 20/04/26 13:30 PM
Time Zone Coordinated Universal Time

1.3 Terms

Negotiation Currency USD (US Dollar)

1.4 Attachments

| File Name or URL | Type | Description |
|--------------------------------|------|-------------|
| ToR - Business Analyst | File | |
| Guides for Suppliers | File | |
| Statement of Health Individual | File | |
| Offerors Letter to UNDP | File | |



| File Name or URL | Type | Description |
|------------------|------|-------------|
|------------------|------|-------------|

Note: The attachments above are part of general attachments to this Tender. There may be more attachments uploaded with requirement or price schedule. All attachments can be accessed from the portal directly



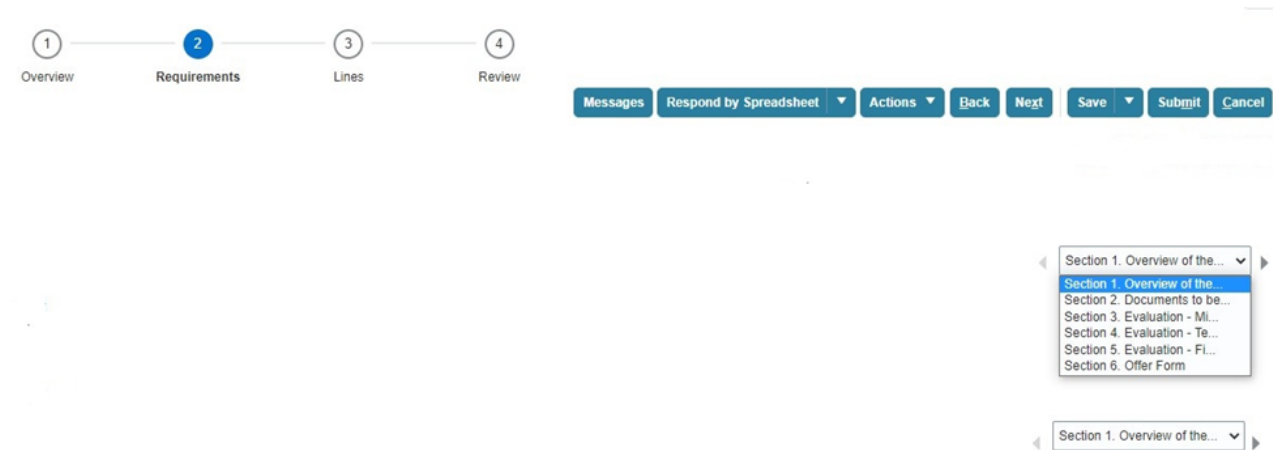
2 PART: TENDER REQUIREMENT AND EVALUATION CRITERIA

**Response is required*

Pease review carefully the requirements and questions in this section.

Provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).

Please note that there are several Sections to be filled in, under the "Requirements" step on the right side the page:



2.1 Section 1. Overview of the assignment

1. Background

The United Nations Development Programme (UNDP) requires the services of an individual to perform the work described in this document.

2. Scope of Work, Responsibilities and Description of Work

For detailed information on the Scope of Work, responsibilities and description of work, please refer to



hereby attached Terms of Reference.

2.2 Section 2. Documents to be included with the proposal

***1. Offeror's letter to UNDP:**

Upload the signed version of the filled in Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment. Financial proposal in Annex 2 (in USD), which shall be filled in mandatorily and includes the detailed breakdown of costs supporting the all-inclusive financial proposal.

The Financial Proposal shall be additionally submitted directly in the system. Please ensure there are no mathematical errors and that amounts from Offeror's Letter to UNDP Confirming Interest and Availability match with your offer in the system.

***2. CV and other documents**

Provide your personal CV including education/qualifications, professional certifications, and employment records/experience in similar assignments, including at least 3 references.

***3. Motivation Letter**

Please provide a motivation letter, which outlines suitability for the assignment, including relevant experience in similar projects. Please address each qualification item by item, with supporting information and links/copies of relevant documents.

2.3 Section 3. Evaluation - Minimum Qualification Stage

1.

Evaluation against minimum qualification criteria

Initially, individual consultants will be **short-listed** based on the following minimum qualification criteria:

- University degree (Master's level or higher) in Economics, Finance, Business Administration, Public Policy, Public Administration, Information Systems, Digital Governance, or a related field.
- At least 5 years of progressive professional experience (at national and/or international level) in business analysis, digital transformation, public administration reform, or related fields.
- Citizenship of the Republic of Moldova.
- Fluency in Romanian language



***2. Minimum Qualification Requirements**

Do you meet the Minimum Qualification requirements listed in the TOR?

2.4 Section 4. Evaluation - Technical and Interview Stage

1. Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/ compliant/ acceptable, and
- b) having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight – 60% (300 pts);

* Financial Criteria weight – 40% (200 pts).

Only candidates obtaining a minimum of **210** points would be considered for the Financial Evaluation.

| Criteria | Scoring | Points obtainable |
|--|--|-------------------|
| <u>Technical</u> | | |
| University degree (Master's level or higher) in Public Administration, Business Administration, Information Systems, Digital Governance, Economics, or in related field | <i>Bachelor's degree - 10 pts.</i> <i>Master's degree - 15 pts.</i> | 15 |
| At least 5 years of progressive professional experience (at national and/or international level) in business analysis, digital transformation, public administration reform, or related fields | <i>5 years - 20 pts.,</i> <i>each additional year of experience - 5 pts.</i> <i>up to a maximum of 40 pts.</i> | 40 |
| At least 1 completed assignment in process mapping, workflow analysis, and service delivery optimization | <i>1 assignment - 5 pts.,</i> <i>Each additional assignment - 5 pts.</i> | 40 |



| | | |
|--|---|------------|
| | <i>up to a maximum of 40 pts.</i> | |
| Experience in working with digital systems, e-governance platforms, or interoperability frameworks | <i>more than 3 years - 15 pts.</i> <i>up to 3 years - 10 pts.</i> <i>no experience - 0 pts.</i> | 15 |
| Previous experience within an UNDP Project and/or other international organization(s) will be considered an advantage | <i>each assignment - 5 pts.</i> <i>up to a maximum of 10 pts.</i> | 10 |
| Subtotal Technical Scoring | | 120 |
| Interview <i>(The first three candidates who passed technical evaluation criteria with the best score shall be invited for an online interview and pass the cumulative analysis)</i> | | |
| Knowledge of process mapping methodologies and ability to redesign workflows | <i>none - 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 35 pts</i> | 170 |
| Understanding of digital systems, e-governance platforms, or interoperability frameworks and ability to apply this knowledge in practice | <i>none - 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 35 pts</i> | |
| Understanding of public administration processes and local service delivery (preferably LPAs) | <i>none - 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 30 pts</i> | |



| | | |
|--|---|------------|
| Strong analytical skills and ability to synthesize complex information into clear and concise analytical outputs | <i>none - 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i> | |
| Demonstrated interpersonal skills, as well as the ability to communicate effectively | <i>none - 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i> | |
| Fluency in Romanian (mandatory) and good command of English | <i>each language - 5 pts. up to a maximum of 10 pts.</i> | |
| Subtotal Interview Scoring | | 170 |
| Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment* | <i>No - 0 pts, Yes - 10 pts.</i> | 10 |
| Maximum Total Technical Scoring | | 300 |

2.5 Section 5. Evaluation - Financial Stage

1. Financial Evaluation

Evaluation of submitted financial offers will be done based on the following formula:

$$\mathbf{S = Fmin / F * 200}$$

S – score received on financial evaluation

Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round

F – financial offer under consideration.

Winning candidate

Following the evaluation process, contract will be awarded to the candidate who cumulatively scored the maximum number of points (technical + financial).



2.6 Section 6. Offer Form

***1. Offeror's Declaration**

I hereby declare that:

- I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of this assignment;
- I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto;
- In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposal.

***2. Payment Type and Rates**

I hereby confirm to complete the services based on the following payment rate:

A total lump sum payable in the manner described in ToR.

***3. Payment Certification Procedures**

I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures.

***4. Offer Validity**

Please confirm your offer remains valid for a total of 90 days after the submission deadline.

***5. Contract Type**

Select the contract type that you will sign if selected, from the two options below:

1. Sign an Individual Contract with UNDP;
 2. Request my employer to sign with UNDP a Reimbursable Loan Agreement (RLA) for and on my behalf.
- Provide contact persons and details of employer in the comments box or as an attachment.

***6. Other Engagements**

Please indicate whether you have any other engagements at the time of submission. Provide details using the hereby attached Offeror's Letter to UNDP Confirming Interest and Availability template.



***7. Acceptance and Cost for the Proposal**

I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

***8. Expectations to Re-instate**

I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

***9. Former UN Staff Member**

If you are a former staff member of the United Nations recently separated, please confirm hereby that you have complied with the minimum break in service required before you can be eligible for an Individual Contract.

***10. Relatives employed with UN**

Please confirm that you have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN Agency or office.

If such relationship exist, please disclose the name of the relative, the UN office employing the relative, and the relationship in the hereby attached Offeror's Letter to UNDP Confirming Interest and Availability template.

***11. Relatives employed by UN or other Organizations**

Are any of your relatives employed by UNDP, or any other UN organization or any other public international organization?

If such relationship exist, please disclose the name of the relative, the UN office employing the relative, and the relationship in the hereby attached Offeror's Letter to UNDP Confirming Interest and Availability template.

***12. Enquiries with present employer**

Do you have any objections to us making inquiries of your present employer?

***13. Permanent Civil Servant Employee**

Are you now or have you ever been a permanent civil servant in your government's employee? If yes, indicate when in the comments box.

***14. Criminal Records**

Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)? If yes, give full particulars of each case in an attached statement.

***15. Statement of Health**



The selected contractor will be required to provide proof of insurance coverage as stated in the Statement of Health herewith attached prior to contract signature.

Target: I will be able to provide proof of medical insurance coverage if selected

***16. Conflict of Interest**

Consistent with the overall principle of fairness and impartiality in the conduct of UNDP Procurement, individual contractors who have been involved in the preparation or formulation of a project or any project implementation activity that leads to subsequent services, including but not limited to the writing of Terms of References for services leading to the engagement of Individual Contractor, should be disqualified from the selection process for IC services arising from such work, in order to prevent situations of conflict of interest. In the same manner, an individual contractor must neither be involved in the evaluation or assessment of a project or a project activity, if the same individual was involved in any aspects of its formulation or implementation.

Please disclose if you have been involved in any of the manners described above.

***17. Certification of Statement**

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

Note: You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

2.7 Section I-1.

2.8 Section I-2.



3 PART: Schedule of Requirement and Price Schedule

Instructions **Please add the price for each deliverable listed below, in accordance with Terms of Reference. Upload breakdown of financial proposal (in USD) using template provided (Annex 2). Make sure that the total in the breakdown matches with total of deliverables in the system.**

3.1 Line Information

| Line Description | Category | Item | UOM | Requested Quantity | Unit Price | Total Price | Additional Attributes |
|--|----------------------------|------|-----|--------------------|------------|-------------|-----------------------|
| 1-Deliverable 1: Inventory and analytical assessment of digital systems used by LPAs | Human resource development | | | | | | |
| 2-Deliverable 2: Process maps of service delivery workflows ("as is" and "to be") | Human resource development | | | | | | |
| 3-Deliverable 3: Recommendations report on process and digital improvements | Human resource development | | | | | | |
| 4-Deliverable 4: Validation workshop and final brief | Human resource development | | | | | | |

*For Additional Attributes of lines, please review the negotiation lines from supplier portal.

