



Invitation to Submit an Offer for UX/UI and Service Experience Designer, under Vacancy Announcement Ou26/03098.

The United Nations Development Programme (UNDP) is currently implementing the **Resilient Communities through Women Empowerment, Phase 2 (ResCom 2)** that requires the services of an individual to perform the work described in this document.

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-01003** 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, 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 favourable response and thank you in advance for your interest in working with UNDP.

Sincerely,

UNDP Moldova



Table of Contents

1 Overview.....	4	4
1.1 General Information.....	4	
1.2 Tender Timeline.....	6	
1.3 Terms.....	6	
1.4 Attachments.....	6	
2 Requirements.....	8	
2.1 Section 1. Overview of the assignment.....	8	
2.2 Section 2. Documents to be included with the proposal.....	8	
2.3 Section 3. Evaluation - Minimum Qualification Stage.....	9	
2.4 Section 4. Evaluation - Technical and Interview Stage.....	10	
2.5 Section 5. Evaluation - Financial Stage.....	13	
2.6 Section 6. Offer Form.....	13	
2.7 Section I-1.	15	
2.8 Section I-2.	16	
3 Lines.....	17	
3.1 Line Information.....	17	



1 Overview

1.1 General Information

Title	Qu26/03098:Rescom2/UX/UI and Service Experience Designer
E-Mail	sc.md@undp.org
Reference Number	PRC0176801/Qu26/03098
Beneficiary Country	MDA

Introduction

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Sincerely,

UNDP Moldova

1.2 Tender Timeline

Open Date 20/05/26 11:37 AM
Close Date 04/06/26 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
Offerors Letter	File	
Terms of Reference	File	



File Name or URL	Type	Description
User guides	File	
Statement of Health	File	

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



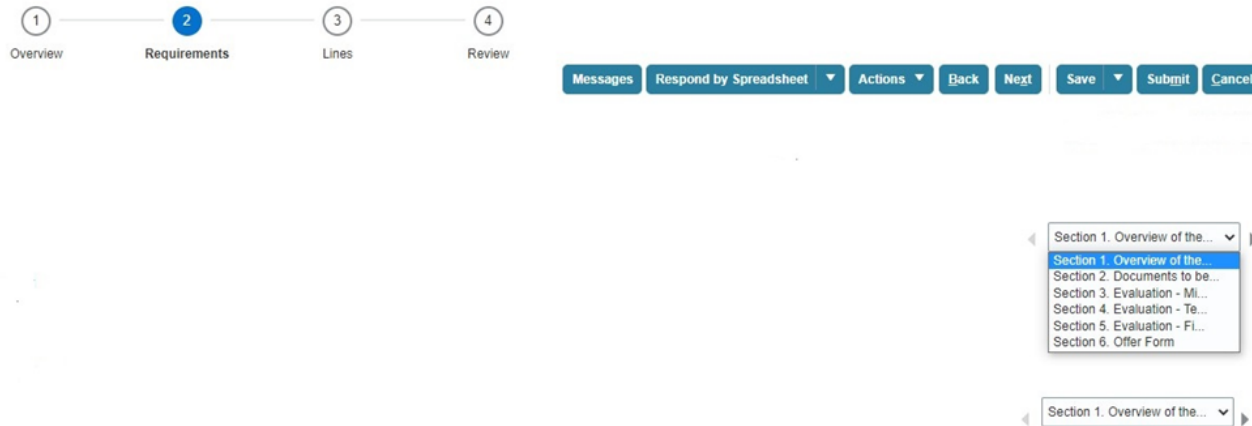
2 PART: TENDER REQUIREMENT AND EVALUATION CRITERIA

**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 confirming interest and availability for the individual contractor (IC)**



assignment, including Financial Proposal (USD) in Annex 2

Upload the signed version of the filled in Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment. Annex 2 to the Offeror's letter, incorporating the Financial Proposal, 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. Technical proposal**

Please provide Technical proposal (incl. brief description of experience, approach, and methodology for the completion of the assignment).

***3. 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.

2.3 Section 3. Evaluation - Minimum Qualification Stage

1.

Screening against Minimum Qualification Requirements

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

- University degree (Bachelor's or Master's level) in UX/UI Design, Product Design, Human-Computer Interaction, Information Systems, Digital Media, Service Design, Graphic Design, Digital Governance, Public Administration, Public Policy or related fields.

- At least 5 years of progressive professional experience (at national and/or international level) in UX/UI design, digital product design, service design, user experience research, designing complex web platforms or digital services, ideally with form-heavy, multi-step, or data-sensitive user flows (e.g. banking apps, digital onboarding, government service portals).

- Citizenship of the Republic of Moldova.

***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. **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.

Evaluation criteria - Technical Stage

Criteria	Scoring	Points obtainable
<u>Technical</u>		
University degree (Bachelor's or Master's level) in UX/UI Design, Product Design, Human-Computer Interaction, Information Systems, Digital Media, Service Design, Graphic Design, Digital Governance, Public Administration, Public Policy or related fields.	Bachelor's degree - 10 pts. Master's degree - 15 pts.	15
At least 5 years of progressive professional experience (at national and/or international level) in UX/UI design, digital product design, service design, user experience research, or related fields,. designing complex web platforms or digital services, ideally with form-heavy, multi-step, or data-sensitive user flows (e.g. banking apps, digital onboarding, government service portals).	5 years - 20 pts., each additional year of experience - 5 pts. up to a maximum of 35 pts.	35
Proven experience in development of user journeys, information architecture, wireframes, and interactive prototypes	1 assignment - 5 pts., each additional assignment - 5 pts.	30



	up to a maximum of 30 pts.	
Experience in designing or improving digital platforms, e-services, public sector systems, or complex digital ecosystems	no experience - 0 pts. up to 3 years - 10 pts; more than 3 years - 15 pts;	15
Demonstrated experience designing complex web platforms or digital services involving multi-step workflows, role-based access, or data-sensitive user interactions (e.g. government service portals, digital onboarding systems)	1 assignment - 5 pts., each additional assignment - 5 pts. up to a maximum of 15 pts	15
Relevant certifications in UX Design, Product Design, or User Research will be considered an advantage	each relevant certification - 5 pts; up to a maximum of 10 pts.	10
Subtotal Technical Scoring		120
<p>Interview</p> <p><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></p>		
Knowledge of UX/UI methodologies and ability to develop user-centered digital experiences	<i>none - 0 pts, limited ≤ 5 pts, good ≤ 15 pts, strong ≤ 20 pts</i>	170
Proficiency in design tooling (Figma advanced,	<i>none - 0 pts, limited ≤ 10 pts, good ≤ 20</i>	



FigJam) and demonstrated knowledge of accessibility standards (WCAG) and design systems	<i>pts, strong ≤ 30 pts</i>	
Understanding of information architecture, navigation logic, and interactive prototyping approaches	<i>none - 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 35 pts</i>	
Understanding of digital governance ecosystems, e-services, and public sector digital platforms	<i>none - 0 pts, limited ≤ 5 pts, good ≤ 10 pts, strong ≤ 15 pts</i>	
Strategic thinking and ability to identify systemic UX improvement opportunities, connect user needs with institutional objectives, and propose implementable solutions	<i>none - 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i>	
Demonstrated interpersonal skills, stakeholder engagement capacity, and 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

Financial

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

$$**S = Fmin / F * 200**$$

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.

200

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: UX assessment and information architecture analysis of the e-APL ecosystem	Temporary information technology software developers						
2-Deliverable 2: UX flows and service experience design package	Temporary information technology software developers						
3-Deliverable 3: Wireframes and UI concept package	Temporary information technology software developers						
4-Deliverable 4: Interactive prototype and validated UX/UI package	Temporary information technology software developers						



Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
5-Deliverable 5: Final UX/UI recommendations and implementation guidance package	Temporary information technology software developers						

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