



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: **RfQ22/02477: EU4MD/ Study visits in Romania (LOT 1) and Estonia – Sweden (LOT 2) - One Stop Shops and SMART solutions best practices.**

Date: 17 June 2022

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Terms of Reference

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer (for LOT1 and LOT2)

Annex 4: Joint Venture/Consortium/Association Information Form

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

DocuSigned by:

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Signature: _____

Name: Corina Oprea

Title: Operations Manager

Date: 17-Jun-2022

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>01 July 2022, 15:00, EET (Eastern European Time, GMT+3)</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> E-tendering</p> <ul style="list-style-type: none"> ▪ File Format: PDF, JPG, PNG, ZIP, DOC, DOCX, XLS, XLSX ▪ 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. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt. <p>For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information</p> <p>Insert BU Code: MDA10 and Event ID number: 0000012873</p> <p>If you have never registered in the system before, you can register by visiting the above link, sign in with username below, and follow the instructions in the user guide:</p> <ul style="list-style-type: none"> · Username: event.guest · Password: why2change <p>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>
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p> <p>Moreover, 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 to 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_an_dinvestigation.html#anti</p>

Gifts and Hospitality	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, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid 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, 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.
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall 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.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>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 RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 1 calendar month.
Eligibility	<p>A vendor who will be engaged by UNDP may 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. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
Currency of Quotation	<p>Quotations shall be quoted in USD United States Dollar.</p> <p>United States Dollar will be also the contract currency and the currency of performance and maintenance securities. Payments under the contract will be made in Moldovan Leu based on UN Operational Rate of Exchange on the day of payment https://treasury.un.org/operationalrates/OperationalRates.php</p>
Joint Venture, Consortium or Association	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid 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 Bid; 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, Consortium or Association.

	Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.
Only one Bid	The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid , either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: 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 b) they have the same legal representative for purposes of this RFQ; or c) 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 Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below: All prices must: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	Romanian, Russian or English Including documentation including catalogues, instructions and operating manuals.
Documents to be submitted	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed; <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Terms of Reference in Annex 1; <input checked="" type="checkbox"/> Company Profile (short info up to 2 pages) - a short description of the Company and relevant experience to this assignment; <input checked="" type="checkbox"/> A brief methodology, approach and implementation plan; <input checked="" type="checkbox"/> Team composition and CVs of key personnel; <input checked="" type="checkbox"/> Copy of Company's Registration certificate; <input checked="" type="checkbox"/> List of relevant projects, as per TOR requirements (Please indicate the e-mail addresses and/or telephone numbers of contact persons for reference check); <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility Lists <input checked="" type="checkbox"/> Joint Venture Partner Information Form (Annex 4), if applicable
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> The Contractor shall submit a final invoice within 30 days from the signature of the Receipt Act.

Conditions for Release of Payment	<input checked="" type="checkbox"/> Upon delivery of study tour and products
Contact Persons for correspondence, notifications and clarifications	Victoria JOSAN, victoria.josan@undp.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Clarifications	Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated by publishing directly on eTendering.
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance to requirements as specified in Annex 1 and lowest price ¹ <input checked="" type="checkbox"/> Compliance to qualification requirements: <ul style="list-style-type: none"> • At least 5 years of practical experience organizing study visits, conferences, missions aiming to promote local development, SMART City concept solutions and projects, and capacity building for LPAs in Romania and/or Republic of Moldova or other countries from EU; • At least 2 projects /assignments related to promotion of local development, SMART City concept solutions and projects, capacity building of LPAs in public services delivery; • At least 1 project/assignment of cooperation with Public Authorities (Central, Local), Public Institutions/Agencies; • Average turnover for the past three (3) years shall not be lower than 30,000 US\$ (in case of consortium applicable for lead company only). <i>Detailed projects description must be included and attached to the Company Profile, indicating project, year, other details as may be relevant.</i> <input checked="" type="checkbox"/> Minimum key-personnel proposed including: <ul style="list-style-type: none"> • 1 (one) Project and study visits coordinator • 2 (two) Project coordinator assistants, experts in the area of local public administration and public services delivery at local level. <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of 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.
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and/or Services)
Expected date for contract award.	01 August 2022
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures

UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation 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.
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¹UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term “more superior” as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specification.

ANNEX 1: TERMS OF REFERENCE

RFQ REFERENCE	RfQ22/02477: EU4MD/ Study visits in Romania (LOT 1) and Estonia – Sweden (LOT 2) - One Stop Shops and SMART solutions best practices
PROJECT TITLE:	EU4MOLDOVA: FOCAL REGIONS PROGRAMME
Duty station (City and Country)	LOT 1. Romania (Cluj-Napoca, Alba Iulia, Oradea, Sibiu) LOT 2. Estonia – Sweden (Tallin, Pärnu, Kohtla-Jarve, Borlänge)
Expected Duration	up to 5 visit days (LOT 1) /4 visit days (LOT2)

1. PROJECT DESCRIPTION

General Background:

The EU4Moldova: Focal regions Programme (further on referred as Programme) is based on the European Commission Implementing Decision on the Annual Action Programme 2018 in favour of the Republic of Moldova and is funded by the European Union and implemented by the United Nations Development Programme and United Nations Children's Fund.

The overall objective of the five-year Programme is to strengthen the economic, territorial and social cohesion in the Republic of Moldova through smart, green, inclusive, sustainable and integrated local socio-economic growth as well as by improving the standards of living of the citizens in the focal regions of Cahul and Ungheni.

To this end, this Programme will address also the urban-rural divide as well as regional disparities, stimulate economic growth and job creation, refurbish and upgrade some social and technical infrastructure in selected areas (smaller towns and villages) while taking into account climate change and a gender perspective in the activities of the Programme.

Specific objectives:

1. To strengthen transparency, accountability of local public authorities and citizen participation in local governance processes in the focal regions.
2. To improve citizens' access to quality public services and utilities in the focal regions.
3. To create employment opportunities for men and women in the focal-regions and improve the attractiveness of the focal regions for investors and entrepreneurs.
4. To promote the smart specialization of the economy of the focal regions through the development of the clustering and value chain approach in key economic sectors.

The Programme objectives will be achieved through measures targeted at: (i) capacity building to support the implementation and monitoring of local economic development plans; (ii) civil society

engagement in local planning, governance processes and basic social service delivery; (iii) provision of investment funding in support of the creation and/or development of social and technical infrastructure which, combined with the outcomes from interventions (i) and (ii) above, will have an immediate, visible and tangible impact on employment creation, the standard of living of the population in the focal regions.

Specific context

In 2020-2021 the Local Public Authorities (LPAs) from the two selected focal regions were assisted to elaborate the Concept of a Smart City and two Roadmaps. To facilitate SMART integrated, development in a short, medium, and long term, the current documentation envisaged clear implementation methodologies, indicators, and timelines, describing necessary actions to be undertaken for the digital transformation of Cahul and Ungheni focal regions.

Jointly with the LPAs the key pillars for the Smart City framework were identified: Smart Mobility, Smart Built Environment, Smart Public Infrastructures, Smart Public Services, and Smart Utilities. Under the Smart Public Services pillar, the need for reforming the public services at local level is envisaged to improve the efficiency of services provided to the citizens and the procedures for issuing permissive acts, expressly establishing the general obligation to periodically examine the current regulation, control, and administration areas, as well as the provisions within the latter.

The establishing of **One Stop Shops (OSS)** for the purpose of improving the efficiency of information flow required to provide some rights and impose obligations, become a must for the LPAs to respond to the challenges of the time. To resolve the main challenges, as well as modernize the LPA according to the best international practice, the setup of OSS will re-design, re-invent the service delivery, and follow a citizen-centric approach as part of the good governance processes at the local level.

In terms of the specific objectives in line with the SMART and integrated regional development in the Cahul and Ungheni regions, the OSS will transform user experience and improve citizens' access to quality public services and utilities and create employment opportunities and improve the attractiveness for investors and entrepreneurs by implementing innovative practices and tools for service delivery offered in a single access point; strengthen transparency, accountability of LPA and citizen participation in local governance processes.

The OSS institutionalized within the LPAs are responsible for quality administrative public services provision in a prompt manner, upon submission of a minimum set of documents into one single point of access. The OSS will be part of the SMART Urban Management System that will provide both municipalities with the digital infrastructure, hard and soft, necessary to facilitate SMART economic specialization, participatory planning and monitoring with engagement of all stakeholders, more efficient provision of services like water and sanitation, waste management, public transport, public lightning, housing, educational and health services.

The Programme supports both municipalities (Ungheni and Cahul) in the process of OSS establishment.

The ambitions approach for the transformation of Cahul and Ungheni into SMART sustainable cities, with a focus on the use of SMART technology and innovative solutions for economic infrastructure development and service delivery will require a new approach to the trainings and the exchange of experience activities using study tours and learning tools. The drafted Roadmaps include also type of capacity building and technical assistance activities required for the LPAs staff to be able to apply innovative solutions for infrastructure development and service delivery considering the specific context in each city.

Capacity building activities, through engagement with a wider network of stakeholders and innovators in developing public services will be focused on developing peer learning networks with other cities and public bodies, along with engaging in knowledge sharing programmes on SMART activities. The capacity building sessions, exchange of experience study tours and/or sessions will require a new approach to training using interactive and/or hybrid means of communications and should be organized considering the new COVID reality.

The SMART development Roadmaps for Cahul and Ungheni municipalities are set to maximize the value of technologies within the local authorities. Through the trainings and study tours the collaboration of all participants and local and/or international experts, the two focal regions teams will gain multi-layered insights to be streamlined Cahul and Ungheni into future plans in this area.

2. SCOPE OF WORK

The EU4Moldova: Focal regions Programme seeks a local or international Company (hereinafter the Contractor) to organize two study visits: LOT 1 in Romania and LOT 2 in Estonia-Sweden to showcase best practices and relevant examples on One Stop Shops and SMART solutions for local public authorities - with the purpose to enhance administrative capacity and develop capabilities for efficient implementation of the digital transformation initiatives into the two focal regions.

The **overall objective** of the assignment is to facilitate the transfer of Romanian and Estonian/Swedish knowledge and experience in setting up OSS and implementation of SMART solutions at the LPAs level. To ensure adequate achievement of the specific objectives and implementation of all planned activities, the Contractor will be responsible for the development of the study visit programme/agenda, logistic activities, organizing the study visit for the two groups of LPAs representatives considering the selected cities in Romania and Estonia-Sweden to be visited.

Requirements for the study visits program to be designed and delivered under this assignment:

The ***tailor-made study tours*** should consist of:

- practical ***case studies, best practices, lessons learnt, presentations*** on OSS and various SMART development and digital transformations related topics;
- ***discussions*** with local/regional counterparts and colleagues.

The overall **duration** of the study visit is up to maximum 5 days in Romania (LOT 1) and up to maximum 4 days in Estonia-Sweden (LOT 2), within a period of one (1) week, tentative during **15 August – 15 September 2022**.

- The **target group**: mayors, deputy mayors, public servants, local council secretaries, chief-accountants, and specialists from the two focal regions.
- Estimated **number of participants**:
 - **maximum 12 people for study visit in Romania, including 1 (one) expert from organizing company and 1 (one) UNDP Representative (LOT 1)**
 - **maximum 7 people for study visit in Estonia and Sweden, including 1 (one) expert from organizing company and 1 (one) UNDP Representative (LOT 2).**

The final duration of the study visits, number of participants and other visit-related arrangements will be agreed upon with the Program during the inception phase of this assignment.

Important note 1: *The potential Bidders should clearly state in the Quotation for which of the two LOTs they apply.*

The Bidders may submit Quotation for one or both LOTs and this should be clearly stipulated in the Quotation Letter, with the possibility to be selected for one LOT or for both LOTs.

The knowledge of participants will be assessed at the end of the study visits to ensure the adequate commitment of attendees and encourage further independent development of their competence in the area of SMART development and digital transformation.

3. KEY TASKS/ACTIVITIES AND EXPECTED OUTPUTS

Expected Results to be achieved during the study visit:

- Familiarization with setting up OSS and operation models, used softs for internal document management systems
- Familiarization with the legislative and internal regulations regarding the activity of OSS
- Familiarization with the background and history of the establishment, development, and current trends of OSS activity
- Familiarization with implementation of SMART solutions and SMART projects implemented in the visited municipalities.

As points of interest for the agenda of study visit in Romania (LOT 1), the following case studies/municipalities are proposed, but not limited to:

- **Cluj-Napoca municipality**
Subjects of interest: One Stop Shop, Digital Transformation Strategy, SMART Mobility, SMART City Cluj, SMART Platform, SMART public utilities, SMART urban planning, SMART local administration, Cluj Parking/ SMART Parking, e-Services, My Cluj app, digitalization of administration activities, Cluj Innovation City, electronic systems for collecting water consumption data from public buildings and blocks of flats, SMART projects for citizens' safety (pollution and noise monitoring), citizens and institutions interaction platform, tourism application, SMART public services, Bike Sharing, Kindergarten and private school, fundraising,

etc., including other relevant topics proposed by Cluj-Napoca City Hall.

- **Alba Iulia municipality**

Subjects of interest: One Stop Shop and service delivery process via OSS (i.e. citizens' request of authorizations, certificates, notifications; how these requests are solved via OSS), Online Services, SMART City Projects, SMART Economy, SMART Mobility, SMART Environment, SMART People, SMART Living, SMART Governance, SMART Platform, Kindergarten and Private School, fundraising, etc. including other relevant topics proposed by Alba Iulia City Hall.

- **Sibiu municipality**

Subjects of interest: SMART City Sibiu Project, SMART Public Lighting, SMART Mobility, SMART City Hub Platform, One Stop Shop, fundraising, including other relevant topics proposed by Sibiu City Hall.

- **Oradea municipality**

Subjects of interest: SMART City Oradea, Oradea City Information Strategy, One Stop Shop, SMART Mobility, SMART Environment, fundraising, including other relevant topics proposed by Oradea City Hall.

As points of interest for the agenda of study visit in Estonia – Sweden (LOT 2), the following case studies/municipalities are proposed, but not limited to:

- **Tallin municipality**

Subjects of interest: One Stop Shop, Digital Transformation Strategy, digital services through effective IT solutions: planning register, digital public participation (Open City), smart public transport, freshEST mobility and traffic cameras, 86 fully digital e-services.

- **Pärnu municipality**

Subjects of interest: One Stop Shop, public transportation, adaptive street lights, system for managing educational institutions, Geoarhive citizen interface, mobile application for citizens, SmartEnCity.

- **Kohtia-Jarve municipality**

Subjects of interest: One Stop Shop, city innovation fund, smart urban environment, digital services and IT solutions.

- **Borlänge municipality**

Subjects of interest: One Stop Shop, the Smart City Sweden fund, smart urban planning, smart solutions for climate and environment, smart energy. digitalization and e-services.

In order to achieve the expected results, the Contractor shall take full responsibility for the execution and delivery of the following tasks and outputs as described below:

1. Task 1. Project initiation

Elaboration and coordination with the EU4Moldova: Focal Regions Programme and target municipalities of the tentative agenda for the study visit, which must include but not be limited to the minimum requests indicated below:

- **Target groups of the assignment** (OSS and SMART initiatives/projects)
- **Number of participants:**
 - LOT 1. Romania– max. 12 representatives from Ungheni Focal Region;
 - LOT 2. Estonia-Sweden max. 7 representatives from Cahul Focal Region.
- **Visit and trip arrangements:**
 - Accommodation in a minimum 3-star hotel (5 nights for LOT 1 and 4 nights for LOT 2, Single numbers, with breakfast included);
 - Refreshments for 5 days (LOT 1) and 4 days (LOT 2) (2 coffee breaks per working day, depending on working program);
 - Lunch and dinner locations (5 days for LOT 1 and 4 days for LOT 2, 2 meals per day);
 - Per-diem (first and last day of the trip for 11 participants (LOT 1) and 6 participants (LOT 2), according to Moldovan Legislation rates);
 - Insurance for study tour participants;
 - Arrange all necessary local transportation, logistics arrangements, obtaining needed permissions.

2. Task 2. Study Tour Organization

The Contractor will support the organization for the Moldovan participants of two distinct study visits to Romania and Estonia-Sweden under the following requirements:

- The study visit should envisage visits to: i) at least 3 municipalities from the suggested list - Cluj-Napoca, Alba Iulia, Oradea or Sibiu (**LOT 1**) and Tallin, Pärnu, Kohtla-Järve, Borlänge (**LOT 2**); and ii) focus on setting up OSS and implementation of SMART solutions/projects;
 - Period requested for the study visit: August-September 2022. The two study tours should be organized separately.
- N.B.** Depending on pandemic restrictions imposed by official Governments, timing of the study visits should be preliminary agreed with the Programme.
- Total days required for study visit: max. 5 days on site (excluding the travel to and from the destination country) for visit in Romania (LOT 1) and max. 4 days on site (excluding the travel to and from the destination country) for visit in Estonia—Sweden (LOT 2).
 - Daily driving distance: max. 400 km (excluding travel to and from the destination country)
 - Hotel reservation, and suitable lunch and dinner venues, assignment of a person to accompany each group, preparation of study tour information materials, presentations, carrying out of lectures and site visits;
 - Translation and interpretation English – Romanian – English (**only for LOT 2**).

The EU4Moldova: Focal regions Programme will organize and cover the international transportation costs.

3. Task 3. Reporting and further steps

The Contractor will be required to present to the Programme as well as to the participants:

- All study tour materials and outcomes, participants' evaluation forms and results of the evaluation/ feedback collected from participants, lessons learnt, database with contact details of experts and relevant institutions which can be used for further consultations and networking, recommendations, and suggestions of possible follow up activities.
- Recommendations, conclusions and brainstorming on possible next steps, setting premises for long lasting partnerships between all counterparts.

4. KEY DELIVERABLES AND INDICATIVE TIMEFRAME

Deliverables	Indicative timeframe
<p>Task 1. Project initiation</p> <ol style="list-style-type: none"> 1. Preliminary agenda of the study visits and logistics note for the participants, including preparation of database of experts and relevant premises/institutions to be visited. 2. Presenting the list of participants <p>Deliverable 1: Study tour concept. Preliminary report to study tour, including detailed agenda and logistic note.</p>	<p>1 week since contract signature</p>
<p>Task 2. Study visits organization</p> <ol style="list-style-type: none"> 1. Organize study visits to at least 3 municipalities in Romania (LOT 1) or Estonia - Sweden (LOT 2) for participants from Moldova which will be organized separately. 2. Logistic arrangements carried out: organize hotels accommodation (min. 3 stars, single rooms, including breakfast), meals (lunch, coffee breaks and dinner) for participants. 3. Meetings with relevant Romanian (LOT 1) or Estonian/Sweden (LOT 2) counterparts for strengthening partnerships and cooperation between Moldovan and foreign actors. <p>Deliverable 2:</p> <ul style="list-style-type: none"> • Endorsed Final study visit agenda; • Study visits in Romania and Estonia / Sweden conducted. • Copies of the legislative and internal regulations regarding the activity of OSS and templates of OSS operation models, used softs for internal document management systems. 	<p>4 weeks since submission of Task 1</p>
<p>Task 3. Report and further steps</p> <ol style="list-style-type: none"> 1. Recommendations, conclusions and brainstorming on possible next steps 	<p>1 week since submission of Task 2</p>

Deliverables	Indicative timeframe
2. Final Report – comprising the above-mentioned deliverables, all working visit materials, and participants’ evaluation forms to be submitted. Deliverable 3: Final report.	

All deliverables should be endorsed by UNDP and shall be provided in Romanian, both in hard and electronic copies.

5. INSTITUTIONAL ARRANGEMENTS

The Contractor will be awarded a contract with UNDP for the delivery of services and will work under the guidance of Project Officer for SMART Development & Digital Transformation and supervised by the Project Manager Local Development, reporting to the Programme Manager. The Programme will provide all available relevant documentation for the good organization of the study visits, while the Contractor will be in charge of **arranging all necessary local transportation, all logistics arrangements, obtaining all needed permissions, medical insurance for study tour participants (including COVID coverage) as well as establishing and maintaining of good working relationships with all involved parties. The Contractor shall budget and cover all local expenses related to the study tour for the participants: accommodation, meals (lunches, coffee breaks, and dinners), handouts with informative materials about visited towns/cities and short information about institutions and projects planned to be visited.**

6. DURATION OF WORK

- a) The estimated duration of the assignment is maximum 6 weeks (August-September 2022).
- b) UNDP will require maximum of 5 (five) days (depending on the implementation stage) to review the deliverables, provide comments, approve, or certify acceptance of deliverables.

7. QUALIFICATION REQUIREMENTS

The assignment will be undertaken by a reputable company/institution as per the requirements below:

- At least 5 years of practical experience organizing study visits, conferences, missions aiming to promote local development, SMART City concept solutions and projects, and capacity building for LPAs in Romania and/or Republic of Moldova or other countries from EU;
- At least 2 projects /assignments related to promotion of local development, SMART City concept solutions and projects, capacity building of LPAs in public services delivery;
- At least 1 project/assignment of cooperation with Public Authorities (Central, Local), Public Institutions/Agencies;
- Average turnover for the past two (3) years shall not be lower than 30,000 US\$ (in case of consortium applicable for lead company only).

Detailed projects description must be described and attached to the Company Profile, indicating project, year, other details as may be relevant.

The key-personnel must include a minimum of:

- 1 (one) Project and study visits coordinator
- 2 (two) Project coordinator assistants, experts in the area of local public administration and public services delivery at local level.

The Contractor could consider other non-key personnel, if it is required for the successful implementation of the present assignment.

Tenderers shall provide information on the Project Team proposed to manage this assignment outlining details including:

- a) Extent of experience of each of the proposed team members;
- b) Details of their respective qualifications and relevant experience.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ22/02477: EU4MD/ Study visits in Romania (LOT 1) and Estonia – Sweden (LOT 2) - One Stop Shops and SMART solutions best practices.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country Phone E-mail	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women	<input type="checkbox"/> Yes <input type="checkbox"/> No

empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>				
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 2 contracts related to promotion of local development, SMART City concept solutions and projects, capacity building of LPAs in public services delivery and 1 project/assignment of cooperation with Public Authorities (Central, Local), Public Institutions/Agencies Implemented over the past 5 (five) years				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , 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 have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract 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 and 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.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We 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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES – LOT 1

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ22/02477	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference;
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel.

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services.

Currency of Quotation: USD

Ref	Description of Deliverables	Price
1.	Deliverable 1: Study tour concept and methodology. Preliminary report to study tour, including detailed agenda and logistic note.	
2.	Deliverable 2: Endorsed Final Study Visit Agenda. Study Visit in Romania conducted. Copies of the legislative and internal regulations regarding the activity of OSS and templates of OSS operation models, used softs for internal document management systems - provided.	
3.	Deliverable 3: Final Report	
Total Price		

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel				
1 (one) Project and study visits coordinator	day			
1 (one) Project coordinator assistant, expert in the area of local public administration and public services delivery at local level.	day			
1 (one) Project coordinator assistant, expert in the area of local public administration and public services delivery at local level.	day			
Other expenses				
Accommodation in a minimum 3-star hotel (5 nights, Single numbers, with breakfast included) for 12 representatives	night	5*12=60		

Refreshments (5 days, 2 coffee breaks per working day) for 12 representatives	unit	$5*2*12=120$		
Lunch and dinner (5 days, 2 meals per day) for 12 representatives	unit	$5*2*12=120$		
Per-diem (first and last day of the trip for participants according to Moldovan Legislation rates) for 11 representatives The Programme will cover per-diem for 1 (one) UN representative	unit	$2*11=22$		
Insurance for 12 study tour participants	unit	12		
Local transportation costs	km			
Other Costs: (please specify)				
Total				

Compliance with Requirements

Requirements	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Full acceptance of the Contract General Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text. Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>
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ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES – LOT 2

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ22/02477	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference;
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel.

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services.

Currency of Quotation: USD

Ref	Description of Deliverables	Price
1.	Deliverable 1: Study tour concept and methodology. Preliminary report to study tour, including detailed agenda and logistic note.	
2.	Deliverable 2: Endorsed Final Study Visit Agenda. Study Visit in Estonia – Sweden conducted. Copies of the legislative and internal regulations regarding the activity of OSS and templates of OSS operation models, used softs for internal document management systems - provided.	
3.	Deliverable 3: Final Report	
Total Price		

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel				
1 (one) Project and study visits coordinator	day			
1 (one) Project coordinator assistant, expert in the area of local public administration and public services delivery at local level.	day			
1 (one) Project coordinator assistant, expert in the area of local public administration and public services delivery at local level.	day			
Other expenses				
Accommodation in a minimum 3-star hotel (4 nights, Single numbers, with breakfast included) for 7 representatives	night	4*7=28		

Refreshments (4 days, 2 coffee breaks per working day) for 7 representatives	unit	$4*2*7=56$		
Lunch and dinner (4 days, 2 meals per day) for 7 representatives	unit	$4*2*7=56$		
Per-diem (first and last day of the trip for participants according to Moldovan Legislation rates) for 6 representatives The Programme will cover per-diem for 1 (one) UNDP representative	unit	$2*6=12$		
Insurance for 7 study tour participants	unit	7		
Translation/ Interpretation (8 hours per day, 4 days)	hour	$8*4=32$		
Local transportation costs	km			
Other Costs: (please specify)				
Total				

Compliance with Requirements

Requirements	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Full acceptance of the Contract General Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text.</p> <p>Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>
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ANNEX 4: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	RfQ22/02477		

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of goods and/or 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 ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below referenced 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: _____