



RFQ22/02488: Company to deliver quality assurance services during the implementation of the Forensic Case Management System of the Republic of Moldova

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of services as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: RFQ Instructions and Data

Section 2: Documents to be submitted

Annex 1: Terms of Reference

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents. by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in **NextGenERP supplier portal** following this link: <http://supplier.nextgenerp.partneragencies.org/> using the profile you may have in the portal.



Follow the instructions in the user guide to search for the tender using **Negotiation ID: UNDP-MDA-00012**

In case you have never registered before, follow this link to register a profile:

https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&_afrctrl-state=azywmcpt_1&_afrcLoop=6329722925931702&_afrcWindowMode=0&_afrcWindowId=null&_afrcFS=16&_afrcMT=screen&_afrcMFW=1042&_afrcMFH=575&_afrcMFDW=1280&_afrcMFDH=720&_afrcMFC=8&_afrcMFCI=0&_afrcMFM=0&_afrcMFR=144&_afrcMFG=0&_afrcMFS=0&_afrcMFO=0

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.

Thank you and we look forward to receiving your quotations.

UNDP Moldova



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1 Overview

1.1 General Information

Title	RFQ22/02488: Quality assurance services for FCMS Moldova
Contact Point	Anna Soltan
Outcome	Purchase Order
E-Mail	anna.soltan@undp.org
Reference Number	RFQ22/02488
Beneficiary Country	Republic of Moldova
Introduction	

United Nations Development Programme hereby invites you to submit your quotation for **Company to deliver quality assurance services during the implementation of the Forensic Case Management System of the Republic of Moldova**, as detailed in this RFQ.

Quotations may be submitted on or before the deadline indicated in the portal.

It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in **NextGenERP supplier portal** following this link: <http://supplier.nextgenerp.partneragencies.org/> using the profile you may have in the portal.

Follow the instructions in the user guide to search for the tender using **Negotiation ID: UNDP-MD-00012**

Interested suppliers must submit their offer directly in the system as instructed in the solicitation document, following the instructions in the available user guide. If you have an account, log in in this link: <http://supplier.nextgenerp.partneragencies.org/> using your username and password. Use the forgotten password/username feature if you do not remember them.

In case you have never registered before, follow this link to register a profile:

https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&_adf.ctrl-



[state=azywmctp 1& afrLoop=6329722925931702& afrWindowMode=0& afrWindowId=null& afrFS=16& afrMT=screen& afrMFW=1042& afrMFH=575& afrMFDW=1280& afrMFDH=720& afrMFC=8& afrMFCI=0& afrMFM=0& afrMFR=144& afrMFG=0& afrMFS=0& afrMFO=0](#)

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.

Search for the specific tender using search filters and subscribe to the tender in order to get notifications in case of amendments of the tender document. If you need support with the online system, you can contact the contact details of this tender as indicated in the solicitation document.

Contact for clarifications:

Ms. Anna Soltan, e-mail: anna.soltan@undp.org

1.2 Tender Timeline

Preview Date
Open Date 28-Jun-2022 17.17.56
Close Date 12-Jul-2022 16.00.00
Time Zone Eastern European Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input type="checkbox"/>	Negotiation is restricted to invited suppliers
<input type="checkbox"/>	Suppliers are allowed to respond to selected lines
<input checked="" type="checkbox"/>	Suppliers are required to respond with full quantity on each line
<input type="checkbox"/>	Suppliers are allowed to provide multiple responses
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.4 Terms

Negotiation Currency USD (US Dollar)



1.5 Attachments

File Name or URL	Type	Description
Quantum Supplier Portal User Guide	File	



2 Requirements

**Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so.

2.1 Section 1. RFQ General Instructions and Data sheet

1. Introduction

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 and with the provision in the General Instructions to Bidders in the document herewith attached.

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.

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 cancellation of the tender in the online portal.

Attachments:

File Name or URL	Type	Description
Section 2 RFQ General Instructions	File	

2. Special Instructions

Please read and follow the specific instructions included in Section 2: RFQ Specific Instructions document attached herewith.

Attachments:

File Name or URL	Type	Description
Section 2 RFQ Specific Instructions	File	

3. General Conditions of Contract

Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section:

Applicable GTC:**General Terms and Conditions for de minimis contracts (services only, less than \$50,000)**

Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy

Attachments:

File Name or URL	Type	Description
UNDP GTCs for de minimis Co	File	

2.2 Section 2. Documents to be submitted

Section Maximum Score: 10

***1. Company Profile**

Please provide a very brief profile of the company highlighting areas of expertise, capacity, and experience.

You can upload attachments for more comprehensive description of your company.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes, provided (*Response attachments are required*)
- ☐ b. No, not provided (*Response attachments are optional*)

***2. Registration Certificate**

Have you provided a copy of your company registration certificates?

In case of application as a consortium, please attach the registration certificates of all consortium partners, the Letter of Intent to form a Consortium or Consortium Agreement and the duly signed and stamped Consortium Information Form as per Annex: Consortium Information Form attached herewith.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex - Consortium Information	File	

Select one of the following:-

- ☐ a. Yes, certificate of registration attached - in case of single submission (*Response attachments are optional*)
- ☐ b. Yes, certificate of registration for all consortium members and requested consortium documents attached - in case of submission as a consortium (*Response attachments are optional*)
- ☐ c. Yes, certificate of registration attached and information on legal subsidiary or resident consultant in Moldova provided - in case of single submission with legal subsidiary or consultant resident in Moldova (*Response attachments are optional*)

***3. List of recent projects (for the last 5 calendar years)**

Have you provided the list and value of projects in Software Testing and Quality Assurance and security testing/audit performed for the last 5 years plus client's contact details who may be contacted for further



information on those contracts?

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
☐ b. No (*Response attachments are optional*)

*4. Proof of local partner or consultant resident in Moldova for foreign entities

In case you are bidding as a foreign entity, please provide information on your local legal subsidiary/consortium partner/subcontracted consultant or prove you have one core auditor that is a resident of the Republic of Moldova.

The relationship between the Bidder and its legal subsidiary, consortium partner or subcontracted consultant shall be duly documented.

In case of consortium, the Bidder shall attach the Letter of Intent to form a Consortium and/or the duly signed and stamped Consortium Agreement.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex - Consortium Information	File	

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
☐ b. No (*Response attachments are optional*)
☐ c. Not applicable as Bidder is a local company in Republic of Moldova (*Response attachments are optional*)

*5. Certifications

Have you attached certification related to quality and security management (ISO 9001, ISO 27001)?

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
☐ b. No (*Response attachments are optional*)

*6. Detailed description of proposed services

Have you provided a sound description of the proposal by demonstrating compliance with the ToR and the environment in which the services will be provided?

Information on the volume of allocated resources to carry out the assignment shall be included. A breakdown per working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, a clear presentation of distribution of tasks and allocation of working days deemed necessary for engagement shall be ensured.

Maximum Score: 1

Select one of the following:-



- ☐ a. Yes(*Response attachments are required*)
- ☐ b. No(*Response attachments are optional*)

***7. Key Personnel**

Have you provided the completed and signed CVs for the proposed personnel as well as their diplomas, certifications and other accreditation certificates?

The CVs submitted for proposed personnel should be detailed and comprehensive and prove that the team members are fit to provide the tasks assigned to conduct.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes(*Response attachments are required*)
- ☐ b. No(*Response attachments are optional*)

***8. Offer validity**

Confirm validity of your offer from deadline of RFQ as per the requirement stated in Specific Instructions document.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes, confirm offer shall be valid 90 days as requested.(*Response attachments are required*)
- ☐ b. No, do not confirm.(*Response attachments are optional*)

***9. Implementation Timeline**

Have you provided the proposed timeline for delivery of the requested services?

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes(*Response attachments are required*)
- ☐ b. No(*Response attachments are optional*)

***10. Mandatory Attachments**

Please attach:

- Annex 2: Quotation Submission Form duly completed

- Annex 3: Technical and Financial offer duly completed

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex 3 Technical and Financial Proposal	File	
Annex 2 Quotation Submission Form	File	

Select one of the following:-



- ☐ a. Yes (*Response attachments are required*)
☐ b. No

2.3 Section 3. Annex 1: Schedule of Requirements

Section Maximum Score: 6

*1. Compliance with technical requirements

Please confirm whether you comply with technical requirements. Indicate per each line if complying fully and state if any deviations. Upload the full document of the Technical Proposal as per template provided and add additional technical documentation as needed.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex 1 : Schedule of Requirements	File	
Annex 3: Technical and Financial Offer	File	

Select one of the following:-

- ☐ a. Fully Comply (*Response attachments are required*)
☐ b. Comply with minor deviations (*Response attachments are optional*)
☐ c. Do not comply with requirements (*Response attachments are optional*)

*2. Full acceptance of the General Conditions of Contract

Please confirm full acceptance of UNDP General Conditions of Contract.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
UNDP GTCs for de minimis Contracts	File	

Select one of the following:-

- ☐ a. Yes, confirm (*Response attachments are optional*)
☐ b. No, don't confirm (*Response attachments are optional*)

*3. Legal Registration

Legally registered entity or consortium of firms. If the applicant is a foreign entity, it should have a local legal subsidiary/ consortium partner/subcontracted consultant or have at least one core auditor that is a resident of the Republic of Moldova.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
☐ b. No (*Response attachments are optional*)

*4. Required General Experience



Please confirm you have at least 5 years of experience in Software Testing and Quality Assurance and security testing/audit (proved during the last 5 calendar years).

Please attach justifying supporting documentation.

Select one of the following:-

- ☐ a. Yes(*Response attachments are required*)
☐ b. No(*Response attachments are optional*)

***5. Required Specific Experience**

Please confirm you have at least 2 successful executed contracts in the last two years, as outsourced projects in testing and security testing/audit.

Please upload justifying supporting documentation.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes(*Response attachments are required*)
☐ b. No(*Response attachments are optional*)

***6. Certification related to quality and security management (ISO 9001, ISO 27001)**

Please confirm you possess certification related to quality and security management (ISO 9001, ISO 27001).

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes(*Response attachments are required*)
☐ b. No(*Response attachments are optional*)

***7. Proposed key personnel with the required academic and professional qualifications, proven by CVs and valid certificates, if any**

Please confirm that the proposed key personnel possesses the required academic and professional qualifications, proven by CVs and valid certificates, if any:

Team Leader

- University degree in areas such as computer sciences, engineering, and telecommunications or other ICT related;
- Minimum 5 years of experience in area of software development;
- Minimum 3 years of software application security audit;
- Proven experience in applying internationally recognized standards and best practices (e.g. OWASP, ITIL, ISO/IEC 270002, etc.).
- At least 3 years of experience in Project Management in public or private sectors. Internationally recognized certificates such as PMP, PRINCE2, AGILE are considered an advantage;
- Certifications in security qualifications such as CISSP and/or CEH are considered an advantage.



Security Testing Team Member

- University degree in areas such as computer sciences, engineering, and telecommunications or related;
- Minimum 5 years of experience in area of software testing;
- Minimum 3 years of experience in security auditing (code review and penetration testing) of application software;
- Proven experience in applying of internationally best practices regarding application software security developed by OWASP (code review and pen testing).

Testing Team Member

- University degree in areas such as computer sciences, engineering, and telecommunications or related;
- Minimum 3 years of in-depth software testing and Quality Assurance.
- Certifications in testing (such as ISEB, ISTQB or other) are considered an advantage.

Business Analyst

- University degree in areas such as computer sciences, engineering, and telecommunications or related;
- Minimum 5 years of experience in area of IT Business/System Analysis;
- Solid knowledge of UML and BPMN;
- Proven experience in business processes modelling in the content of IT systems.

All team members are expected to have the ability to effectively communicate and write in English. Knowledge of Romanian and/or Russian is an advantage.

The CVs submitted for proposed personnel should be detailed and comprehensive and prove that the team members are fit to provide the tasks assigned to conduct.

Maximum Score: 1

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
- ☐ b. No (*Response attachments are optional*)

2.4 Section 4. Annex 2 - Quotation Submission Form, including Bidder's Declaration

Section Maximum Score: 1

*1. Compliance with requirements related to Quotation Submission Form

Have you submitted the duly completed, signed and stamped Quotation Submission Form?

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex 2: Quotation Submission Form	File	

Select one of the following:-

- ☐ a. Yes (*Response attachments are required*)
- ☐ b. No (*Response attachments are optional*)

2.5 Section 5. Annex 3 - Financial Offer



Section Maximum Score: 1

***1. Financial Offer**

Please provide detailed pricing directly in the system per each line and attach the duly completed, signed and stamped Annex 3: Technical and Financial Offer attached herewith, unless otherwise instructed by UNDP. By submitting the financial offer, your company confirms acceptance of all the terms indicated in this RFQ document.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex 3: Technical and Financial Offer	File	

Select one of the following:-

- ☐ a. Yes, pricing and Annex 3 provided(*Response attachments are required*)
- ☐ b. No, pricing and Annex 3 not provided(*Response attachments are optional*)



3 Lines

Instructions

Bidders are requested to fill in this form in accordance with the lines below. Additionally, Bidders are requested to supplement this online form with the duly filled in, signed and stamped Annex 2 Quotation Submission Form attached herewith. Breakdown of Professional Fees will be presented in the Annex 2 Quotation Submission Form.

The currency of Proposal shall be US Dollar / USD.

3.1 Line Information

Line	Category Name	Item	Target Quantity	Unit Price	Total Price	Additional Attributes
1- Inception Report which shall reflect the project plan, company's working approach, communication methods, tentative structures of the testing reports developed and submitted.	Methodology and analysis					



Line	Category Name	Item	Target Quantity	Unit Price	Total Price	Additional Attributes
2-Testing document ation for the FCMS develope d and submitted . The document ation should include: • Test plan; • Test strategy; • Test reports.	Methodolo gy and analysis					
3-Report on each System performa nce testing conducte d and retesting after the system improvem ent, if any. The report should include: • System readiness report; • Improvem ent proposals .	Methodolo gy and analysis					



Line	Category Name	Item	Target Quantity	Unit Price	Total Price	Additional Attributes
4-Report on application software security audit and retesting after the system improvement. The report should include: • System security test report; • Improvement proposals ; • Activity Progress Reports.	Methodology and analysis					