

## SECTION 4: EVALUATION CRITERIA

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria evaluated on **1 “Pass”/ 0 “Fail”** basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on **1 “Pass”/ 0 “Fail”** basis.

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

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity and can ensure rapid local response (including presence of staff) to any of the contract related requests (whenever through local branch or office, through a local consortium partner – all business relations to be documented through official documents/contracts submitted with the proposal).	<b>Form D: Proposer Information Form</b>
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with RFP clause 3.	<b>Form C: Technical Proposal Submission Form</b>
<b>Conflict of Interest</b>	No conflicts of interest.	<b>Form C: Technical Proposal Submission Form</b>
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	<b>Form C: Technical Proposal Submission Form</b>
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	<b>Form F: Eligibility and Qualification Form</b>

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer’s decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	<b>Form F: Eligibility and Qualification Form</b>
<b>Previous Experience</b>	Minimum 5 (five) years of relevant experience in developing IT systems. <i>(For JV/Consortium/Association, Team leader should meet requirement).</i>	<b>Form F: Eligibility and Qualification Form</b>
	Minimum 3 (three) IT projects of similar complexity, developed in the past 5 (five) years and their brief description, in ECIS and European countries. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	<b>Form F: Eligibility and Qualification Form</b>
<b>Minimum key personnel</b>	The contractor must provide at least 5 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification: <ul style="list-style-type: none"> <li>• 1 Project Manager</li> <li>• 1 Senior Developer</li> <li>• 1 Developer</li> <li>• 1 Tester</li> <li>• 1 Designer</li> </ul> <p><i>Please note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<b>Attach required documents to Form H: Format for CV of proposed Key Personnel</b>
<b>Financial Standing</b>	Minimum average annual turnover of USD 200 000 for the last 3 years. <i>(For JV/Consortium/Association, Team Leader should meet requirement).</i>	<b>Form F: Eligibility and Qualification Form</b>
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	<b>Form F: Eligibility and Qualification Form</b>

## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	250
3.	Management Structure and Key Personnel	450
<b>Total</b>		<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of Organization and Staff Credibility / Reliability / Industry Standing</p> <ul style="list-style-type: none"> <li>- <i>A company is a well-known market player, based on reference letters – up to 10 pts;</i></li> <li>- <i>Financial standing (<u>\$200 000 – \$700 000 of average annual turnover for last three years – 10 pts.; between \$700 000 and \$1 500 000 – 20 pts.; more than \$1 500 000 – 35 pts.</u>).</i></li> </ul>	45
1.2	<p>General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted</p> <ul style="list-style-type: none"> <li>- <i>Age/size of the firm (<u>&lt;5 years – 0 pts., 5 years – 10 pts., &gt; 5 years – 2 pts. for each additional year, up to max. 20 pts.</u>);</i></li> <li>- <i>Project management controls (organigram) - up to 10 pts.;</i></li> <li>- <i>Extend to which any work would be subcontracted. Only secondary tasks (administrative, backstopping, maintenance) can be subcontracted. (<u>The company subcontracts main tasks – 0 pts.; the company subcontracts only secondary tasks – 5 pts; the company doesn't subcontract any work- 15 pts.</u>).</i></li> </ul>	45
1.3	<p>Relevance of specialized knowledge and experience on similar engagements done in the region/country</p> <ul style="list-style-type: none"> <li>- <i>Minimum 5 (five) years of relevant experience in developing IT systems (<u>&lt; 5 years – pts., 5 years – 10 pts., &gt; 5 years – 5 pts. for each additional year up to max. of 45 pts.</u>);</i></li> <li>- <i>At least 3 (three) IT projects of similar complexity, developed in the past 5 (five) years and their brief description in ECIS and European countries (<u>3 contracts – 10 pts., &gt; 3 contracts – 5 pts. for each additional contract, up to max. of 50 pts.</u>);</i></li> <li>- <i>Experience of integration of Application Interface of government e-services. Experience in Moldova will be a strong advantage (<u>no – 0 pts., yes – 10 pts., including experience in Moldova – 20 pts.</u>);</i></li> <li>- <i>Demonstrated experience of working with Central Public Authorities. Experience of working with Central Public Authorities in Moldova will be a strong advantage (<u>no – 0 pts., yes – 10 pts., including experience in Moldova – 20 pts.</u>);</i></li> <li>- <i>Working experience with UN Agencies and/or other international organizations will be an asset (<u>no – 0 pts., yes – 10 pts.</u>).</i></li> </ul>	145
1.4	<p>Quality assurance procedures and risk mitigation measures</p> <ul style="list-style-type: none"> <li>- <i>Quality assurance procedures and risk mitigation measures (<u>no mitigation measures – 0 pts, only some mitigation measures identified – up to 10 pts, well-defined and adjusted to the assignment, including Q&amp;A and Warranty procedures proposed – up to 25 pts.</u>).</i></li> </ul>	25
1.5	<p>Organizational Commitment to Sustainability (mandatory weight)</p> <ul style="list-style-type: none"> <li>- <i>Organization is compliant with ISO 9001, ISO 27001 or equivalent – up to 30 pts.</i></li> <li>- <i>Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the</i></li> </ul>	40

	<i>team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) – up to 10 pts.</i>	
<b>Total Section 1</b>		<b>300</b>

<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> <li>- <i>The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 60 pts.;</i></li> <li>- <i>The Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR but require some adjustments to properly address all the tasks – up to 40 pts.;</i></li> <li>- <i>The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – up to 20 pts.</i></li> </ul>	60
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> <li>- <i>The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 50 pts.;</i></li> <li>- <i>The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 30 pts.;</i></li> <li>- <i>The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 10 pts.</i></li> </ul>	50
2.3	<p>The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning is logical, realistic and the needed human and material resources promise an efficient implementation of the project:</p> <ul style="list-style-type: none"> <li>- <i>The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the bidder promise an efficient implementation of the project – up to 60 pts;</i></li> <li>- <i>The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the bidder certainly are not sufficient – up to 40 pts;</i></li> <li>- <i>The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the bidder are missing – up to 20 pts.</i></li> </ul>	60
2.4	<p>The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional):</p> <ul style="list-style-type: none"> <li>- <i>The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – up to 80 pts;</i></li> <li>- <i>The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications – up to 50 pts;</i></li> <li>- <i>The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – up to 20 pts.</i></li> </ul>	80
<b>Total Section 2</b>		<b>250</b>

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Qualifications of key personnel proposed		
<b>3.1 a</b>	<b>Project Manager</b>		<b>120</b>
	University degree in Management, Engineering, ICT or another relevant field ( <i>under master's degree –10 pts., master's degree – 20 pts.</i> )	20	
	At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc. ( <i>5 years – 10 pts., each additional year– 5 pts., up to a max. of 40 pts.</i> )	40	
	Experience in a similar position in at least 2 (two) similar projects ( <i>2 projects – 5 pts., each additional project – 5 pts., up to max 35 pts.</i> )	35	
	Proven certification in Project Management (Prince, PMI, etc.) would be an asset ( <i>no – 0 pts., yes – 15 pts.</i> )	15	
	Proficiency in Romanian and English languages ( <i>English, Romanian – up to 5 pts. each</i> )	10	
<b>3.1 b</b>	<b>Senior Developer</b>		<b>110</b>
	University degree in Engineering, ICT, or another relevant field ( <i>under master's degree –10 pts., master's degree – 20 pts.</i> )	20	
	At least 5 (five) years of experience in the proposed position ( <i>5 years– 10 pts., each additional year– 5 pts., up to a max. of 30 pts.</i> )	30	
	Experience in a similar position in at least 3 (three) similar projects ( <i>3 projects – 5 pts., each additional project – 5 pts., up to max 25 pts.</i> )	25	
	Experience in the development of IT application with GIS's component would be a strong advantage ( <i>no – 0 pts., yes – 15 pts.</i> )	15	
	Demonstrated experience in technologies related to the portal and GIS component development platform (e.g. PHP, Java, jQuery, Python) would be an advantage ( <i>no – 0 pts., yes – 15 pts.</i> )	15	
	Proficiency in Romanian language ( <i>Romanian – up to 5 pts.</i> )	5	
<b>3.1 c</b>	<b>Developer</b>		<b>80</b>
	University degree in Engineering, ICT or another relevant field ( <i>under master's degree -10 pts, master's degree – 20 pts.</i> )	20	
	Experience in a similar position in at least 2 (two) similar projects ( <i>2 projects – 5 pts., each additional project – 5 pts., up to max 25 pts.</i> )	25	
	At least 3 (three) years of experience in the proposed position ( <i>3 years– 5 pts., each additional year– 3 pts. up to a max. of 20 pts.</i> )	20	
	Demonstrated experience in technologies related to the portal and GIS component development platform (e.g. PHP, Java, jQuery, Python) would be an advantage ( <i>Yes – 10 pts., No – 0 pts.</i> )	10	
	Proficiency in Romanian language ( <i>Romanian – up to 5 pts.</i> )	5	
<b>3.1 d</b>	<b>Tester</b>		<b>60</b>

	University degree in Engineering, ICT or another relevant field ( <i>under master's degree – 10 pts., master's degree – 20 pts.</i> )	20	
	Experience in a similar position in at least 2 (two) similar projects ( <i>2 projects – 5 pts., each additional project – 3 pts., up to max 20 pts.</i> )	20	
	Demonstrated experience in technologies related to the portal and GIS component development platform (e.g. PHP, Java, jQuery, Python) would be an advantage ( <i>Yes – 15 pts., No – 0 pts.</i> )	15	
	Proficiency in Romanian language ( <i>Romanian – up to 5 pts.</i> )	5	
<b>3.1 e</b>	<b>Designer</b>		<b>80</b>
	University degree in Designing or another relevant field. Additional certificates/trainings in designing and other related areas will be a strong asset ( <i>under master's degree –5 pts., master's degree – 10 pts. and 2 pts. per each certification/training, up to 10 pts.</i> )	20	
	Demonstrated development skill in UI /UX design ( <i>Yes – 25 pts.; No – 0 pts.</i> )	25	
	At least 2 (two) years of experience in the proposed position. Experience demonstrated through the portfolio of works executed ( <i>2 years – 5 pts., each additional year – 5 pts., up to a max. of 30 pts.</i> )	30	
	Proficiency in Romanian language ( <i>Romanian – up to 5 pts.</i> )	5	
<b>Total Section 3</b>			<b>450</b>