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
- 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
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity in the Republic of Moldova and is not a company with foreign capital or a subsidiary of one abroad company.	**Form D: Proposer Information Form**
Eligibility	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.	**Form C: Technical Proposal Submission Form**
Conflict of Interest	No conflicts of interest.	**Form C: Technical Proposal Submission Form**
Bankruptcy	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.	**Form C: Technical Proposal Submission Form**
QUALIFICATION		
History of Non-Performing Contracts[1]	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	**Form F: Eligibility and Qualification Form**
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	**Form F: Eligibility and Qualification Form**
Previous Experience	Minimum five (5) years of experience in developing IT systems.	**Form F: Eligibility and Qualification Form**

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[1] 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.

	(For JV/Consortium/Association – Leading company should meet requirement).	
	Minimum two (2) contracts in developing IT systems of similar complexity implemented over the last five (5) years. *(For JV/Consortium/Association – Leading company should meet requirement).*	**Form F: Eligibility and Qualification Form**
Minimum key personnel	The contractor must provide at least 4 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification: • 1 Project Manager (Team Leader)/Business analyst • 1 Software Developer/Integration Expert • 1 Software Developer/DevOps Expert • 1 Software Tester/Trainer *Please note: The above listed roles cannot be cumulated by certain team members.*	**Attach required documents to Form H: Format for CV of proposed Key Personnel**
Financial Standing	Minimum average annual turnover of USD 180,000 for the last 3 years. *(For JV/Consortium/Association – Leading company should meet requirement).*	**Form F: Eligibility and Qualification Form**
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*	**Form F: Eligibility and Qualification Form**

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		**Points Obtainable**
1.	Proposer's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	350
3.	Management Structure and Key Personnel	350
	Total	**1000**

Section 1. Bidder's qualification, capacity and experience		**Points obtainable**
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing ▪ *A company is a well-known market player, based on reference letters – up to 30 pts.*	30

1.2	General Organizational Capability which is likely to affect implementation: ▪ *Financial standing (between $180,000 and $200,000 – 30 pts.; above $200,000 – 40 pts.);* ▪ *Project management controls (up to 40 pts.).*	80
1.3	Relevance of specialized knowledge and experience: ▪ *Minimum 5 years of working experience in developing IT systems (5 years – 20 pts., each additional year – 10 pts., up to max 60 pts.);* ▪ *Minimum 2 IT projects of similar task and complexity implemented (2 projects – 40 pts., each additional project – 10 pts., up to max 60 pts.);* ▪ *Experience of integration of Application Interface of Government e-services. (No – 0 pts., Yes – 30 pts.);* ▪ *Experience with Security data systems (No – 0 pts., Yes – 25 pts.).*	175
1.4	Organizational Commitment to Sustainability (mandatory weight): ▪ Organization is compliant with ISO 14001 or ISO 14064 or equivalent – *5 pts.;* ▪ Organization demonstrates significant commitment to sustainability through some other means –*10 pts., 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 team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant).*	15
Total Section 1		**300**

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	To what degree does the Proposer understands the task? ▪ *The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 60 pts.;* ▪ *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 40 to pts.;* ▪ *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 20 to pts.*	60
2.2	Is the conceptual framework adopted appropriate for the assignment? ▪ *The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 70 pts.;* ▪ *The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 40 pts.;* ▪ *The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 10 pts.*	70
2.3	Quality assurance procedures and risk mitigation measures: ▪ *Q&A and Warranty procedures proposed – up to 70 pts.*	70

2.4	The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional): ▪ *The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – up to 90 pts.;* ▪ *The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications – up to 60 pts.;* ▪ *The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – up to 30 pts.*	90
2.5	Is the proposed implementation plan clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? ▪ *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 proposer promise an efficient implementation of the project – up to 60 pts.;* ▪ *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 proposer certainly are not sufficient – up to 40 pts.;* ▪ *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 proposer is missing – up to 20 pts.*	60
Total Section 2		**350**

Section 3. Management Structure and Key Personnel		**Points obtainable**
3.1	**Qualifications of key personnel proposed**	
3.1 a	**Project Manager/ Business Analyst**	100
	▪ University degree in ICT or another relevant field *(University degree – 5 pts., Master's degree – 10 pts.)* 10	
	▪ 5 (five) years of experience in ICT Project Management *(less than 5 years – 0 pts., 5 years – 10 pts., each additional year – 2.5 pt., up to max. 20 pts.)* 20	
	▪ Minimum 2 projects of similar task and complexity in the position of ICT Project Management in the last 3 years. *Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 5 pts., up to max. 25 pts.)* 25	
	▪ Knowledge of the software life cycle will be a significant advantage *(No – 0 pts., Yes – 10 pts.)* 10	
	▪ Knowledge of business processes analysis *(No – 0 pts., Yes – 10 pts.)* 10	

		▪ Proven experience in use of modern methodologies and approaches for designing information systems and application of ICT standards and initiatives specific to the government sector of the Republic of Moldova *(No – 0 pts., Yes – 10 pts.)*	10	
		▪ Romanian and English language skills *(Romanian – 5 pts., English – 5 pts.)*	10	
		▪ Having an internationally recognized certification in the field of Project Management is an advantage *(No – 0 pts., Yes – 5 pts.)*	5	
3.1 b	**Software Developer/ Integration Expert**			90
		▪ University degree in ICT or another relevant field *(University degree – 5 pts., Master's degree – 10 pts.)*	10	
		▪ Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources" *(less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 5 pts., up to max. 20 pts.)*	20	
		▪ Minimum 2 similar projects during the last 3 years. *Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to 20 pts.)*	20	
		▪ Experience in modular testing *(No – 0 pts., Yes –10 pts.)*	10	
		▪ Experience in software integration, API design and development using SOAP / REST *(No – 0 pts., Yes – 10 pts.)*	10	
		▪ Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources" will be an essential advantage *(No – 0 pts., Yes – 10 pts.)*	10	
		▪ Romanian or Russian language skills *(Romanian – 5 pts., Russian – 5 pts.)*	10	
3.1 c	**Software Developer/ DevOps Expert**			80
		▪ University degree in ICT or another relevant field *(University degree – 5 pts., Master's degree – 10 pts.)*	10	
		▪ Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources" *(less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 5 pts., up to max 20 pts.)*	20	
		▪ Minimum 2 similar projects during the last 3 years. *Experience should be mentioned explicitly in his/her CV, with the specification of the general overview of the project(s), status, contact details of the beneficiary/ies (no project implemented – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to 20 pts.)*	20	
		▪ Experience in modular testing, continuous integration, DevOps *(No – 0 pts., Yes – 10 pts.)*	10	
		▪ Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources" will be an essential advantage *(No – 0 pts., Yes – 10 pts.)*	10	

	▪ Romanian or Russian language skills *(Romanian – 5 pts., Russian – 5 pts.)*	10	
3.1 d	**Software Tester/ Trainer**		80
	▪ University degree in ICT or another relevant field *(University degree – 5 pts., Master's degree – 10 pts.)*	10	
	▪ Minimum 3 years of experience in testing software of similar complexity *(less than 3 years – 0 pts., 3 years – 5 pts., each additional year – 2.5 pts., up to max 15 pts.)*	15	
	▪ Proven experience in functional testing of computer systems *(No – 0 pts., Yes – 10 pts.)*	10	
	▪ Proven experience in load and stress testing of computer systems *(No – 0 pts., Yes – 10 pts.)*	10	
	▪ Proven experience in automatic software testing processes *(No – 0 pts., Yes – 10 pts.)*	10	
	▪ Demonstrated experience in conducting training sessions for users with different roles in IT systems in at least 2 similar projects *(less than 2 projects – 0 pts., 2 projects – 5 pts., each additional project – 2.5 pts., up to max 10 pts.)*	10	
	▪ Certification in the field of quality assurance (example: ISTQB) or related to the technology stack proposed for the development and operation of IS "Management of Technical-Material Defence Resources" will be an essential advantage *(No – 0 pts., Yes – 5 pts.)*	5	
	▪ Romanian or Russian language skills *(Romanian – 5 pts., Russian – 5 pts.)*	10	
Total Section 3			**350**