

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, the **TEAM LEAD company** should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity and can ensure rapid local response (including presence of staff) to any of the contract related requests, including maintenance and warranty period (<i>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</i>).	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.	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 Contracts¹	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

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.

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 5 (five) years of relevant experience in developing IT systems. <i>(For JV/Consortium/Association, the TEAM LEAD company should meet requirement).</i>	Form F: Eligibility and Qualification Form
	Minimum 2 (two) finalized contracts / projects of similar size and complexity in IT systems development or upgrade area implemented over the last 5 (five) years, in ECIS and European countries and their brief description, providing the relevant evidence (shall it be requested). For ongoing projects, copies of acceptance documents of the entire software solution shall be provided. <i>(For JV/Consortium/Association, the TEAM LEAD company should meet requirement).</i>	Form F: Eligibility and Qualification Form
	Specific experience in building ICT infrastructure, proven through the design of at least 2 (two) information systems (information systems in the designing of which the Bidder was involved). <i>(For JV/Consortium/Association, the TEAM LEAD company should meet requirement).</i>	
Minimum key personnel	The contractor must provide at least 3 (three) 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"> • 1 Project Manager • 1 Senior Software Developer / Technical Lead • 1 Software Analyst Please note: The above listed roles cannot be cumulated.	Attach required documents to Form H: Format for CV of proposed Key Personnel
Financial Standing	Minimum average annual turnover of USD 75,000 for the last 3 years. <i>(For JV/Consortium/Association, the TEAM LEAD company should meet requirement).</i>	Form F: Eligibility and Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, the TEAM LEAD company should meet requirement).</i>	Form F: Eligibility and Qualification Form

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Proposer's qualification, capacity and experience	270
2.	Proposed Methodology, Approach and Implementation Plan	330
3.	Management Structure and Key Personnel	400
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Credibility / Reliability / Industry Standing <i>(up to 20 pts.)</i>	20
1.2	General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> Financial stability "Annual turnover over 75,000 USD" <i>(no – 0 pts., yes - 30 pts., each additional 2,000 USD – 1 pt., up to max. 40 pts.)</i> 	40
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.) <ul style="list-style-type: none"> Certain development processes will be outsourced <i>(no – 15 pts., yes – 0 pts.)</i> <i>Please indicate which processes will be outsourced, if any.</i>	15
1.4	Relevance of specialized knowledge and experience on similar engagements done: <ul style="list-style-type: none"> Minimum 5 (five) years of relevant experience in developing IT systems <i>(5 years – 30 pts., each additional year – 5 pts., up to max. 40 pts.)</i> Experience in software development using agile software development principles would be an asset. This shall be demonstrated by presenting the project methodology describing the role of the client <i>(no – 0 pts., yes – 20 pts.)</i> Minimum 2 (two) finalized contracts of similar size and complexity in IT systems development or upgrade area implemented over the last 5 years, in ECIS and European countries and their brief description <i>(2 contracts – 20 pts., each additional project – 10 pts., up to max. 40 pts.)</i> Specific experience in building ICT infrastructure, proven through the design of at least 2 (two) information systems <i>(2 systems built – 10 pts., each additional assignment – 5 pts., up to max. 25 pts.)</i> Demonstrated experience in the design, development and implementation of IT application for electoral processes would be a strong advantage <i>(no – 0 pts., yes – 20 pts.)</i> 	180

	<ul style="list-style-type: none"> • Demonstrated experience of working with Moldovan public institutions would be an advantage <i>(no – 0 pts., yes – 20 pts.)</i> • Working experience with UN Agencies and/or other international organizations will be an advantage <i>(no – 0 pts., yes – 15 pts.)</i> 	
1.5	<p>Sustainable Criteria / Gender equality and diversity commitments:</p> <ul style="list-style-type: none"> • Organization is compliant with ISO 14001 or ISO 14064 or equivalent <i>(no – 0 pts., yes – 2.5 pts.)</i> • Overall gender balance in the team <i>(no – 0 pts., yes – 5 pts.)</i> • Appointment of women to managerial positions in the team <i>(no – 0 pts., yes – 5 pts.)</i> • Diversity within the team: people from minority, vulnerable or marginalized groups are part of the team <i>(no – 0 pts., yes – 2.5 pts.)</i> 	15
Total Section 1		270

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> • The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – <i>up to 100 pts.</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 – <i>up to 60 pts.</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 – <i>up to 25 pts.</i> 	100
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> • The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – <i>up to 50 pts.</i> • The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – <i>up to 30 pts.</i> • The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – <i>up to 10 pts.</i> 	50
2.3	<p>The proposed implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project:</p> <ul style="list-style-type: none"> • 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 – <i>up to 70 pts.</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 – <i>up to 45 pts.</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 – <i>up to 25 pts.</i> 	70

2.4	The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional): <ul style="list-style-type: none"> The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – <i>up to 80 pts.</i> The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications – <i>up to 50 pts.</i> The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – <i>up to 20 pts.</i> 	80
2.5	Quality assurance procedures and risk mitigation measures: <ul style="list-style-type: none"> Q&A and Warranty procedures proposed – <i>up to 30 pts.</i> 	30
Total Section 2		330

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Qualifications of key personnel proposed		
3.1 a	Project Manager		150
	University degree in Management, Engineering, ICT or another relevant field (<i>no degree – 0 pts. bachelor's degree – 15 pts., master's degree – 25 pts.</i>)	25	
	At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc. (<i>5 years – 25 pts., each additional year – 5 pts., up to a max. 40 pts.</i>)	40	
	Experience in a similar position in at least 2 (two) similar software development projects using agile approach (<i>2 projects – 25 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 – 20 pts.</i>)	20	
	Experience in managing projects for public authorities would be an asset (<i>no – 0 pts., yes – 20 pts.</i>)	20	
	Proficiency in Romanian and English languages (<i>English, Romanian – 5 pts. each</i>)	10	
3.1 b	Senior Software Developer / Technical Lead		150
	University degree in Computer Science or another relevant domain (<i>no degree – 0 pts. bachelor's degree – 15 pts., master's degree – 25 pts.</i>)	25	
	At least 5 years of experience in software development (<i>5 years – 20 pts., each additional year – 5 pts., up to a max. 35 pts.</i>)	35	
	Participated in at least 2 (two) software development projects using agile approach (<i>2 projects – 20 pts., each additional project – 5 pts., up to max. 35 pts.</i>)	35	

	At least 3 years of experience using C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework <i>(3 years – 20 pts., each additional year – 5 pts., up to a max. 30 pts.)</i>	30	
	Certifications in any technology from the required technology stack mentioned above is an asset <i>(each certification – 5 pts., up to a max. of 20 pts.)</i>	20	
	Proficiency in Romanian and English languages <i>(English, Romanian – 2.5 pts. each)</i>	5	
3.1 c	Software Analyst		100
	University degree in Computer Science or another relevant domain <i>(no degree – 0 pts. bachelor’s degree – 10 pts., master’s degree – 20 pts.)</i>	20	
	At least 5 years of experience in software development <i>(5 years – 15 pts., each additional year– 5 pts., up to a max. 30 pts.)</i>	30	
	Participated in at least 2 (two) software development projects using agile approach <i>(2 projects – 15 pts., each additional project – 5 pts., up to max. 30 pts.)</i>	30	
	Experience in managing projects for public authorities would be an asset <i>(no – 0 pts., yes – 10 pts.)</i>	10	
	Certifications in any technology from the required technology stack (i.e. C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework) is an asset <i>(each certification – 2 pts., up to a max. 6 pts.)</i>	6	
	Proficiency in Romanian and English languages <i>(English, Romanian – 2 pts. each)</i>	4	
Total Section 3			400