



REQUEST FOR PROPOSAL RFP23/02674

DESIGN AND CONDUCT A SOCIOLOGICAL RESEARCH TO PILOT THE SOCIAL TENSION MONITORING MECHANISM IN THE REPUBLIC OF MOLDOVA

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "**Enhance resilience capacity of the Ukrainian refugees in the Republic of Moldova, their host communities, and Moldovan local and national authorities**" Project, hereby invites prospective proposers to submit a proposal for **designing and conducting a sociological research to pilot the social tension monitoring mechanism in the Republic of Moldova**, in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

Section 1: This Letter of Invitation

Section 2: Instruction to Proposers

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Conditions of Contract and Contract Forms

Section 7: Proposal Forms

- Form A: Proposal confirmation



- **Form B:** Checklist
- **Form C:** Technical Proposal Submission
- **Form D:** Proposer Information
- **Form E:** Joint Venture/Consortium/Association Information
- **Form F:** Eligibility and Qualification
- **Form G:** Format for Technical Proposal
- **Form H:** Format for CV of Proposed Key Personnel
- **Form I:** Statement of Exclusivity and Availability
- **Form J:** Financial Proposal Submission
- **Form K:** Format for Financial Proposal

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Data Sheet.

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00142**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile: <https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?preBuId=300000127715245>

Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org.

In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.



Computer firewall could block *oracle* or *undp.org extension* and Suppliers might not receive the Oracle notifications. Please turn down any firewalls on your computers to ensure receipt of email notification.

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.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at sc.md@undp.org. Please pay attention that the proposal shall be submitted online through the Quantum system and any proposal sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Proposal, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any proposal after that date and time. It is the responsibility of the bidder to make sure that the proposal is submitted prior to this deadline for submission.

Bidders are advised to upload proposal documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

We look forward to receiving your proposal.

UNDP Moldova





Table of Contents

1 Overview.....	6
1.1 General Information.....	6
1.2 Tender Timeline.....	9
1.3 Response Rules.....	9
1.4 Terms.....	9
2 Requirements.....	10
2.1 Section 1. General Provisions.....	10
2.2 Section 2. Preliminary Examination Criteria.....	11
2.3 Section 3. Minimum Eligibility and Qualification Criteria.....	12
2.4 Section 4. Technical Evaluation Criteria	14
2.5 Section 5. Financial Evaluation.....	20
2.6 Section I-2.	21
2.7 Section I-3.	21
3 Lines.....	22
3.1 Line Information.....	22



1 Overview

1.1 General Information

Title	RFP23/02674: CR/Sociological research - pilot the social tension monitor. mechan
Contact Point	Natalia Culai
Outcome	
Two Stage Evaluation	Yes
E-Mail	natalia.culai@undp.org
Reference Number	RFP23/02674
Beneficiary Country	MDA
Introduction	

United Nations Development Programme, hereinafter referred to as UNDP, through **"Enhance resilience capacity of the Ukrainian refugees in the Republic of Moldova, their host communities, and Moldovan local and national authorities"** Project, hereby invites prospective proposers to submit a proposal for **designing and conducting a sociological research to pilot the social tension monitoring mechanism in the Republic of Moldova**, in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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We look forward to receiving your proposal.

UNDP Moldova

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Tender Timeline

Preview Date
Open Date 11/05/23 10:52 AM
Close Date 01/06/23 14:30 PM
Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.4 Terms

Negotiation Currency USD



2 Requirements

**Response is required*

Please note that the below sections correspond to the Eligibility, Qualifications and Technical Evaluation Criteria of the Supplier's proposal.

Please pay special attention to where documents and attachments need to be uploaded. **Asterisk mark *** is used for mandatory attachments. The response (your bid) will not be submitted until all the mandatory attachments are uploaded accordingly.

Kindly also note that your Financial Proposal should ONLY be uploaded under Section 6 (the "Financial Evaluation" section below), and prices should also be included in the Price Schedule on the platform under "Lines".

2.1 Section 1. General Provisions

*1. General Instructions to Proposers

This tender is governed by the provisions in Section 2. Instructions to Proposers herewith attached. By participating and submitting an offer you confirm to have understood and accepted such provisions.

*2. Bid Data Sheet

Section 3. Bid Data Sheet contains information and instructions specific to this Tender. Please confirm to have read, understood, and accepted such provisions, herewith attached.

3. Criteria for Evaluation and Contract Award

Combined Scoring Method, using the 60%-40% distribution for technical and financial proposals respectively. The minimum technical score required to pass is 70%.

Technical Proposal (60%)

- Bidder's Qualification, Capacity and Experience
- Methodology, Approach and Implementation Plan
- Management Structure and Key Personnel

Financial Proposal (40%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

Full acceptance of the UNDP Contract General Terms and Conditions (GTC)

Non-acceptance of the GTC may be grounds for the rejection of the Proposal.



2.2 Section 2. Preliminary Examination Criteria

*1. General Conditions of Contract

Do you accept the General Conditions of Contract as specified in Section 6: Conditions of Contract and Contract Forms?

*2. Proposal Validity

Do you accept that your proposal is valid for 90 days as required in Section 2. General Instructions and Section 3. Bid Data Sheet sections?

*3. Proposal Forms

Please provide Technical Proposal Forms (A-I) as per forms provided, duly signed by a legal representative of your company.

Do not provide the Financial Proposal Forms (J-K) at this stage. The Financial Proposal Forms (J-K) shall be submitted only in the "Commercial section" below. Non-compliance with this instruction may result in rejection of the proposal received.

*4. Company profile

Please provide a Company Profile, which should not exceed fifteen (15) pages, including list of relevant institutions the Company has been cooperating with, topic and year of cooperation relevant to the services being procured.

*5. Legal documents

Please provide legal documents including:

- Certificate of Incorporation/ Business Registration
- Certified details of the ownership of the Bidder company (including each member of a JV consortium), providing the percentage ownership, share or stockholding of each party with an interest exceeding 5% of the company ownership (or Annex 1 to Business Registration Certificate – for local companies)
- Certified Letter of Appointment and power of attorney authorizing the representative of the Bidder to sign bids committing the Bidder and his joint venture partners (if any) to engagement for the Contract
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

*6. Tax Registration/Payment Certificate

Please provide the Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.

7. Quality Certificates

Please provide (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any.

Response attachments are optional.

8. JV/Consortium/Association agreement or Subcontracting Agreement

Please provide JV/Consortium/Association agreement or Subcontracting Agreement or letter of intent to form a consortium or a partnership, if applicable.

*9. Statement of Satisfactory Performance

Please provide 3 Clients' statements confirming satisfactory performance by the Proposer, each JV partner/Subcontractor (if the case), on the contracts of highest value carried out, during the past 5 (five) years, by each intended participant.



***10. Financial Statements**

Please provide the latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2020-2022).

***11. Methodology, Approach and Implementation Plan**

Please provide a detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel. The methodology shall include item-by-item commentary on Components requirements, demonstrating the substantial responsiveness of the proposal to the requirements.

***12. Copies of contracts to prove that Offeror meets the similar experience requirement**

Please provide copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria).

***13. CVs and Statements of Exclusivity and Availability**

Please provide CVs (signed by the envisaged personnel), clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 4: Evaluation Criteria). Please provide Statements of Exclusivity and Availability (signed by the envisaged personnel) for the Key personnel proposed.

2.3 Section 3. Minimum Eligibility and Qualification Criteria

1. Minimum Eligibility and Qualification Criteria

Minimum eligibility and qualification criteria will be evaluated on a Pass/Fail basis.

Joint Venture/Consortium/Association is limited with maximum 4 members including Lead Entity.

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

Eligibility Criteria	Documents to establish compliance
Legal Status: Proposer is a legally registered entity.	Form D: ProposerInformation
Diversity, Inclusion and Belonging: Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: ProposerInformation
Eligibility: Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission



Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, is 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
Qualification Criteria	Documents to establish compliance
History of non-performing contracts^[1]: Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience	
Minimum 5 years of relevant experience in conducting sociological research, qualitative and quantitative surveys (e.g. market research / general population and business-to-business, social polling, political surveys, interviews, focus group studies and other related research). <i>(For JV/Consortium/Association, TEAM Lead company should meet this requirement).</i>	Form F: Eligibility and Qualification
Minimum 3 contracts of similar value, nature and complexity in conducting surveys and comparative research/quantitative (and/or qualitative) surveys design and implementation, including baseline/end-line research implemented over the last 5 years. <i>(For JV/Consortium/Association, TEAM Lead company should meet this requirement).</i>	Form F: Eligibility and Qualification
Minimum Key Personnel	



<p>The minimum personnel mandatory for the implementation of the contract:</p> <ul style="list-style-type: none"> •€€ (one) Project/Task Manager •€€ (one) Lead Expert •€€ (one) Junior Expert <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, TEAM Lead company should meet this requirement).</i></p>	<p>Attach required documents to Form H: Format for CV of proposed Key Personnel</p>
<p>Financial Standing</p>	
<p>Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years.</p> <p><i>(For JV/Consortium/Association, all Parties company cumulatively should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>
<p>Turnover: Proposers should have annual sales turnover of minimum USD 60,000 for the last 3 (three) years.</p> <p><i>(For JV/Consortium/Association, all Parties company cumulatively should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>

***2. Compliance with Minimum Eligibility and Qualification Criteria**

Do you confirm that you comply with the Minimum Eligibility and Qualification Criteria?

2.4 Section 4. Technical Evaluation Criteria

1.

Technical Evaluation Criteria

The technical proposal will be evaluated based on the criteria set here below following the maximum



obtainable points set.

Evaluation team will score each criteria based on the information provided in the proposal.

To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

Narrative and applicable documents relevant to this section must be provided under the Technical Proposal (Forms A-I) or uploaded here.

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	300
2.	Proposed methodology, approach and implementation plan	400
3.	Management structure and key personnel	300
Total		1000

Section 1. Proposer's qualification, capacity and experience	Points obtainable



1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing (up to max 30 pts.)	30
1.2	Extent to which any work would be subcontracted / Certain development processes will be outsourced (no – 30 pts., yes – 0 pts.)	30
1.3	At least 5 (five) years of relevant experience in conducting sociological research, qualitative and quantitative surveys (5 years – 35 pts., each additional year – 5 pts., up to max 60 pts.)	60
1.4	At least 5 (five) public opinion surveys conducted at the national level (with at least 1,000 respondents) in the last 4 (four) years (5 public opinion surveys – 30 pts., each additional project – 5 pts., up to max 50 pts.)	50
1.5	Demonstrated experience in conducting surveys at both local and national levels (no – 0 pts., yes – 40 pts.)	40
1.6	Previous experience in conducting specialized field surveys and sociological research related to national elections, civic engagement or other relevant issues such as good governance and civil society (no – 0 pts., yes – 40 pts.)	40
1.7	Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.)	20
1.8	<p>Organisation Commitment to Sustainability:</p> <ul style="list-style-type: none"> • Organisation is compliant with ISO 14001 or ISO 14064 or equivalent – 20 points • Organisation is a member of the UN Global Compact – 5 points • Organisation 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) – 5 points 	30
Total Section 1		300

Section 2. Proposed methodology approach and implementation plan		Points obtainable
	<p>To what degree does the Proposer understand the task? (up to max 50 pts.):</p> <ul style="list-style-type: none"> • the the Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – 41 pts. to 50 pts; • the 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 – 21 pts. to 40 pts; • the the Proposer has no and/or 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 – 0 pts. to 20 pts. 	50
1.2	<p>Have the important aspects of the task been addressed in sufficient detail? (up to max 60 pts):</p> <ul style="list-style-type: none"> • the the important aspects of the task have been addressed in sufficient detail in a manner which does not require any further clarification on the proposed methodology – 46 pts. to 60 pts; • the the important aspects of the task have been addressed in a manner which requires some clarification on the proposed methodology – 21 pts. to 45 pts; • the the important aspects of the task have not been addressed in sufficient detail and require major clarification on the proposed methodology – 0 pts. to 20 pts. 	60
1.3	<p>Are the different components of the project adequately weighted relative to one another? (up to max 40 pts.):</p> <ul style="list-style-type: none"> • the the different components of the 	40

	<p>assignment have been fully weighted relative to one another – 26 pts. to 40 pts;</p> <ul style="list-style-type: none"> • the the different components of the assignment have been partially weighted relative to one another – 11 pts. to 25 pts; • the the different components of the assignment have not been weighted relative to one another – 0 pts. to 10 pts. 	
1.4	<p>Is the adopted conceptual framework appropriate for the task? (up to max 90 pts):</p> <ul style="list-style-type: none"> • the the presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – 61 pts. to 90 pts; • the the presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – 31 pts. to 60 pts; • the the presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – 0 pts. to 30 pts. 	90
1.5	<p>Is the scope of the task well defined and does it correspond to the TOR? (up to max 90 pts.)</p> <ul style="list-style-type: none"> • the the scope of the task is well defined and fully corresponds to the ToR – 71 pts. to 90 pts; • the the scope of the task is well defined, yet does not fully correspond to the ToR – 31 pts. to 70 pts; • the the scope of the task is not well defined and does not correspond to the ToR – 0 pts. to 30 pts. 	90
1.6	<p>Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation of the project? (up to max 50 pts.)</p> <ul style="list-style-type: none"> • the the presentation is clear, well-structured with a defined and realistic sequence of activities, which promises efficient implementation of the assignment – 41 pts. to 50 pts; 	50



	<ul style="list-style-type: none"> • eeee the presentation is clear, well-structured with a defined yet rather unrealistic sequence of activities – 21 pts. to 40 pts; • eeee the presentation is not well structured and doesn't present a clear sequence of activities – 0 pts. to 20 pts. 	
1.7	Were any quality assurance, risk mitigation measures procedures and warranty proposed? (no – 0 pts., yes – 20 pts.).	20
Total Section 2		400

Section 3. Management Structure and Key Personnel		Points obtainable
1	<p>Project/Task Manager</p> <p>University degree in Sociology, Statistics, or another related field (University degree – 5 pts.; Master's degree – 10 pts.)</p> <p>At least 10 years of progressive experience in planning, organizing and supervising/leading comprehensive sociological surveys and other related quantitative and qualitative research (10 years – 20 pts., each additional year – 5 pts, up to max 45 pts.)</p> <p>Experience as Task Manager in at least 4 (four) similar projects (4 projects – 15 pts., each additional project – 5 pts., up to max 35 pts.)</p> <p>Proven experience in working with Moldovan state/governmental institutions and international development organisations (no – 0 pts, yes – 15 pts.)</p>	115



	Proficiency in Romanian and English languages (5 pts. each)	10	
2	Lead Expert		115
	University degree in Sociology, Statistics, Psychology, Journalism, or another related field (University degree – 5 pts.; Master's degree – 10 pts.)	10	
	At least 5 (five) years of experience in organizing and conducting sociological surveys (5 years – 15 pts., each additional year – 5 pts., up to max 40 pts.)	40	
	Experience as Expert in at least 4 (four) similar projects (4 projects – 20 pts., each additional project – 5 pts., up to max 35 pts.)	35	
	Proven experience in working with Moldovan state/governmental institutions is an asset (no – 0 pts., yes – 20 pts.)	20	
	Proficiency in Romanian and English languages (5 pts. each).	10	
3	Junior Expert		70
	University degree in Sociology, Statistics, Psychology, Journalism, or another related field (University degree – 5 pts.; Master's degree – 10 pts.)	10	
	At least 3 (three) years of experience in organizing and conducting sociological surveys (3 years – 10 pts., each additional year – 5 pts, up to max 30 pts.)	30	
	Proven experience in working with Moldovan state/governmental institutions is an asset (no – 0 pts, yes – 20 pts.)	20	
	Proficiency in Romanian and English languages (5 pts. each)	10	
Total Section 3			300

2.5 Section 5. Financial Evaluation



***1. Financial Proposal**

Please provide the cost breakdown of your financial proposal as per Form K (Format for Financial Proposal) and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated line items.

2.6 Section I-2.

2.7 Section I-3.



3 Lines

Instructions

The proposer is required to prepare the Financial Proposal following the format from Forms J and K and submit them in an envelope separate from the Technical Proposal (Forms A-I) as indicated in the Instruction to Proposers.

The inclusion of any financial information in the Technical Proposal (Forms A-I) shall lead to disqualification of the Proposer.

The Financial Proposal should align with the requirements of the Terms of Reference and the proposer's Technical Proposal.

Kindly note that bidders are expected to complete both Form J and K and upload these forms under the Commercial Section 6 in "Requirements" as well as complete the item line pricing below including the total proposal amount.

Prices shall be quoted only in the currency indicated in the system: **USD (US Dollars).**

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-Kick off meeting with the UNDP Country Office and SeeD, in order to establish the initial contact, agree on the scope and working arrangement – organized.	80101601						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
2-Detailed plan of activities for conducting the sociological research and survey – submitted and confirmed by the UNDP Project team.	80101601						
3-Detailed inception report (including the proposed survey methodology, and draft questionnaire for interviews in Romanian and Russian languages) – prepared, submitted and approved by the UNDP Project team.	80101601						
4-Collection of data for the representative sociological research aiming to identify the drivers for social tension in the Republic of Moldova - conducted according to the terms agreed with the UNDP Project team.	80101601						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
5-Detailed analysis of the sociological research results, including summary, disaggregation and crosstabulation of responses to each question – prepared.	80101601						
6-Final version of the analysis together with a set of graphical representations of the analysis results in PowerPoint and Word formats in Romanian and English languages (each result accompanied with short findings).	80101601						
7-Final activity report along with the final versions of the developed deliverables – submitted.	80101601						

