



RfP23/02702: Provision of business advisory and support services to up to 20 small and medium enterprises from Moldova

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "**Multidimensional response to emerging human security challenges in Moldova**" Project, hereby invites prospective proposers to submit a proposal for **provision of business advisory and support services to up to 20 small and medium enterprises from Moldova** in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP) no. RfP23/02702.

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-00201**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the Quantum NextGenERP supplier portal.

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link](#).

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





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1 Overview

1.1 General Information

Title RfP23/02702: Provision of business advisory and support services

Amendment Description UPDATE AS OF 30 June 2023:

- 1. UNDP is hereby amending Qualification Criteria related to financial standing and Technical Evaluation Criteria related to proposed methodology, approach and implementation plan from Section 4: Evaluation Criteria.
- 2. Amended Section 4: Evaluation Criteria to RFP23/02658 is hereby attached. The changes are marked in red.
- 3. All other terms and conditions of the solicitation documents, except as amended herein, shall remain unchanged and shall continue in full force and effect.

Contact Point Liliana Samburschii

Outcome

Two Stage Evaluation Yes

E-Mail liliana.samburschii@undp.org

Reference Number RfP23/02702

Beneficiary Country MDA

Introduction

RfP23/02702: Provision of business advisory and support services to up to 20 small and medium enterprises from Moldova

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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 30/06/23 14:04 PM
Close Date 07/07/23 13:30 PM
Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
☒	Suppliers are allowed to revise their submitted response

1.4 Terms

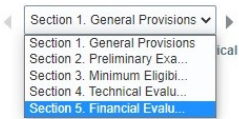
Negotiation Currency USD



2 Requirements

**Response is required*

Please review carefully the requirements and questions in this section.
Please provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).
Kindly note that your Financial Proposal (Forms K-J) should ONLY be uploaded under Section 6 (the "Financial Evaluation" section below/ Commercial), and price should also be included in the Price Schedule on the platform under "Lines".
Please note that there are several Sections to be filled in, under the "Requirements" (2) step on the right side the page:



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.

Proposal Security (as per Form L) shall be uploaded under this requirement and additionally submitted in original not later than 10 (ten) days after the submission deadline at the address indicated in Section 3.

***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
- List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register
- 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 Statements of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value.
- *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 under Section 4: Evaluation Criteria and Section 5: Terms of Reference).
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.
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	Form D: Proposer



registered entity	Information
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: Proposer Information
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, in 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: Non-performance of a contract did not occur as a result of contractor default within the	Form F: Eligibility and Qualification



last 3 years. 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 Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	
Minimum of ten (10) years of relevant experience in the area of business support services <i>(For JV/Consortium/Association, the Lead Partner should meet requirement).</i>	Form F: Eligibility and Qualification
Up to 4 (four) contracts, with a cumulative value of 400,000 US\$, in the area of business support (funds/grant administration) envisaging both provision of trainings/coaching/mentoring and procurement of goods/services/works for the final beneficiaries (start-ups, SMEs) in over the last 10 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification

Minimum Key Personnel:	
The minimum personnel mandatory for the implementation of the contract:: •1 (one) Project Manager •1 (one) Financial Assistant/ Accountant •1 (one) Procurement Assistant •1 (one) Energy Efficiency Specialist (for Component 2) •1 (one) Renewable energy specialist (for Component 2) <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> <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal
Financial Standing:	
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. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: Proposers should have annual sales turnover of minimum 200,000 USD	Copy of audited financial statements for the last 3



for the last 3 (three) years (2020 - 2022). (For JV/Consortium/Association, all Parties cumulatively should meet requirement).	(three) years. Form F: Eligibility and Qualification
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*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 Forms		Points Obtainable
1.	Proposer's Qualification, Capacity, and Experience	240
2.	Proposed Methodology, Approach, and Implementation Plan	360
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 Staff Credibility / Reliability / Industry Standing	20
1.2	General Organizational Capability which is likely to affect implementation: Ø Age of the legal entity (business association, business support organization, business development service provider, etc.) (10 years – 20 pts, >10 years – 5 pts for each additional year, up to maximum 40 pts) Ø Project management controls (organigram) (up to 10 pts)	50
1.3	Relevance of: Ø Minimum seven (7) years of experience in providing consulting, business support and trainings services to businesses entities in Moldova (7 years – 20 pts, 5 pts for each additional year up to maximum 50 pts); Ø At least three (3) years of experience in procurement of goods and services (3 years – 20 pts, 10 pts for each additional year up to maximum 70 pts); Ø Experience providing consulting and business support services to business entities in the regions of Moldova (each project/activity – 10 points, up to maximum 30 points); Ø Work for UNDP/UN Agencies/projects/EU funded projects (if yes – 20 pts, if no- 0 pts).	170
Total Section 1		240

Section 2. Proposed methodology approach and implementation plan		Points obtainable
2.1	Does the Methodological approach meet the ToR requirements? Ø Full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – 71 to 100 pts Ø Satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR but require some adjustments to properly address all the tasks – 36 to 70 pts Ø 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 to 35 pts	100
2.2	Does the Methodological approach demonstrate knowledge and understanding of local business environment and its challenges in the development of start-ups, growth of existing companies? Ø Full understanding and deep knowledge of the region. The Focal Region environment and challenges are well described and addressed into sufficient details – 71 to 100 pts Ø The understanding and knowledge of Ungheni region is satisfactorily addressed. The Focal Region environment and challenges are somehow addressed without providing many details – 36 to 70 pts Ø The understanding and knowledge of Focal Region is not addressed at all or only touched	100

	upon. The Ungheni environment and challenges not addressed at all or only touched upon – 0 pts to 35 pts	
2.3	Does the Implementation Plan meet the ToR requirements, is it logical and in line with the expectations? Ø Detailed and logical description - 31 to 50 pts Ø Limited description which requires improvements – 11 to 30 pts Ø No description or somehow touched upon – 0 to 10 pts	50
2.4	Does the Methodology and Implementation Plan include a monitoring and evaluation mechanisms and tools? Is the proposed monitoring and evaluation methodology appropriate to the tasks? Ø The monitoring and evaluation mechanisms are appropriate to the task, logical and correspond with the proposed methodology – 41 to 60 pts Ø The performance monitoring and evaluation mechanisms are inconsistent and require some adjustments to properly address all the tasks – 21 to 40 pts Ø The performance monitoring and evaluation mechanisms are weak – 0 to 20 pts	60
2.5	Does the proposal contain a qualitative risk assessment and appropriate mitigation measures? Ø The risk assessment and proposed mitigation measures are appropriate to the task, logical and correspond with the proposed methodology – 26 to 50 pts Ø The risk assessment and proposed mitigation measures is inconsistent and	50



	require some adjustments to properly address all the tasks – 16 to 25 pts Ø The risk assessment and proposed mitigation measures is weak – 0 to 15 pts	
Total Section 2		360

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Project Manager		
	At least 7 years of relevant working experience in public administration/institutions and/or private sector development/consulting (7 years-30pts, each additional year – 5pts, up to 45 pts)	45	100
	At least 5 years of professional experience in managing and implementing business development projects (5 years-15pts, each additional year – 5pts, up to 30pts)	30	
	Experience working for UNDP/UN Agencies/projects/EU funded projects (yes-10 pts; no – 0pts)	10	
	Language Qualifications (proficiency in Romanian language – 5pts, Russian language- 5pts, English language – 5pts)	15	
3.2	Financial Assistant /Accountant		
	At least 3 years of practical experience in accounting/financial management (3 years-20 pts, each additional year – 5pts, up to 45pts)	45	90
	Experience in managing and implementing financial tasks (payments to sub-contractors and vendors) in at least 2 donor funded projects	35	

	-5pts, upto 35pts)		
	Language Qualifications (proficiency in Romanian language – 5pts, Russian language – 5pts)	10	
3.3	Procurement Assistant		
	At least 3 years of practical experience in purchase/acquisitions of goods and services for in-company or 3rd parties' usage according to the Public Procurement Standards (3 years - 20 pts, each additional year – 5 pts, up to 60 pts)	60	70
	Language Qualifications (proficiency in Romanian language – 5 pts, Russian language - 5 pts)	10	
3.4	Energy Efficiency Specialist		70
	At least 5 years of professional experience in providing advice to energy-efficiency projects. (5 years-20pts, each additional year – 5pts, upto 35pts)	35	
	At least 3 years of professional experience in collecting, analyzing, and interpreting energy data to evaluate the effectiveness of energy efficiency measures (less than 3 years – 0 points, 3 years- 15pts, each additional year – 5pts, upto 25pts)	25	
	Language Qualifications (proficiency in Romanian language – 5pts, Russian language – 5pts)	10	
3.5	Renewable Energy Specialist		70
	At least 5 years of professional experience in providing advice to different renewable energy technologies, such as solar, wind, hydroelectric, geothermal, and biomass. (5 years-20pts, each additional year – 5pts, upto 35pts)	35	
	At least 3 years of professional experience in collaborating with engineers and grid operators to ensure the integration of renewable energy systems into the existing energy infrastructure (3 years- 15pts, each	25	



	additional year – 5pts, up to 25pts)		
	Language Qualifications (proficiency in Romanian language – 5pts, Russian language – 5pts)	10	
Total Section 3			400

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)** for international suppliers.*

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-Deliverable 1 - Preparatory Work for LOT 1 and LOT 2. Inception Report for LOT 1 & LOT2 (Activity 1.3.3)	80161502						
2-Deliverable 2 - Initial Assistance for LOT 1 and LOT 2. Second Progress report for LOT 1 & LOT 2. (Activity 2.3.1)	80161502						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
3-Deliverable 3 - Support and Training for LOT 1 and LOT 2 • Third Progress Report for LOT 1 and LOT 2 (Activity 2.3.2)	80161502						
4-Deliverable 4 Summing-up for LOT 1 and LOT 2. Final Report for LOT 1 and LOT 2 (Activity 2.3.2)	80161502						