



REQUEST FOR QUOTATION no. RFQ23/02730

Development and implementation of a Button based ChatBot Solution for informational support of Ukrainian refugees

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the *Strengthening access to justice through legal empowerment of refugees in Moldova* and *Enhancing access to justice for living in dignity* Projects, kindly requests your quotation for the **Request for Quotation no. RFQ23/02730: Development and implementation of a Button based ChatBot Solution for informational support of Ukrainian refugees.** as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

- Section 1: This RFQ document generated by the online system
- Section 2: RFQ Instructions and Data
- Annex 1: Schedule of Requirements
- Annex 2: Quotation Submission Form
- Annex 3: Technical and Financial Offer
- Annex 4: Technical Compliance Checklist

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in Quantum NextGenERP supplier portal following the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00266** and subscribe to the tender in order to get 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?prcBuld=300000127714247>

Please note that the access link to the 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 bid shall be submitted online through the Quantum system and any bid sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Quotation, 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 bid after that date and time. It is the responsibility of the bidder to make sure that the bid is submitted prior to this deadline for submission.

Bidders are advised to upload bid 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.

Thank you and we look forward to receiving your quotation.

UNDP Moldova

SECTION 2: GENERAL INSTRUCTIONS

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.</p>
Deadline for the Submission of Quotation	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p>NextGenERP supplier portal following this link: http://supplier.nextgenerp.partneragencies.org/ using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile:</p> <p>https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715297&_afdf.ctrl-state=8godmwdd9_239&_afdf.afrLoop=7321111756612874&_afdf.afrWindowMode=0&_afdf.afrWindowId=null&_afdf.afrFS=16&_afdf.afrMT=screen&_afdf.afrMFW=1920&_afdf.afrMFH=880&_afdf.afrMFDW=1920&_afdf.afrMFDH=1080&_afdf.afrMFC=8&_afdf.afrMFCl=0&_afdf.afrMFM=0&_afdf.afrMFR=96&_afdf.afrMFG=0&_afdf.afrMFS=0&_afdf.afrMFO=0</p> <p>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.</p> <ul style="list-style-type: none"> ▪ File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. ▪ File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review. ▪ All files must be free of viruses and not corrupted.
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>

Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p> <p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
Currency of Quotation	<p>Quotations shall be quoted in the currency indicated in the portal.</p>
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>

Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>b) they have the same legal representative for purposes of this RFQ; or</p> <p>c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;</p> <p>d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</p> <p>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote" directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	<p>Must be submitted directly in the portal using the messaging functionality.</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirements at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Publication of Contract Award	UNDP will publish the contract awards on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.



SECTION 2: SPECIAL INSTRUCTIONS

General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section</p> <p>Applicable GTC:</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 calendar days</p> <p><input checked="" type="checkbox"/> Liquidated damages will be imposed as follows:</p> <p>Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.</p>
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section.</p> <p>All prices must:</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
Language of quotation	<p>Quotation must be in English or Romanian</p>
Quotation validity period	<p>Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.</p>
Partial Quotes	<p><input checked="" type="checkbox"/> Not permitted</p>
Price variation	<p><input checked="" type="checkbox"/> No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.</p>
Alternative Quotes	<p><input checked="" type="checkbox"/> Not permitted</p>
Payment Terms	<p><input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.</p>

Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements
Clarifications	<p>Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal.</p> <p>PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL.</p> <p>Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated directly in the portal.</p>
Documents to be submitted	<input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Annex 4: Technical Compliance Checklist duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment. <input checked="" type="checkbox"/> Copy of registration documents <input checked="" type="checkbox"/> List of completed and/or ongoing contracts for similar services undertaken within the past three (3) years including the following information: <ul style="list-style-type: none"> • Name of previous contracts • Client & Reference Contact • Details including e-mail • Contract Value Period of activity • Types of services undertaken <input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates/Letters) from the top 3 clients in terms of Contract value in similar field <input checked="" type="checkbox"/> Completed and signed CVs for the proposed key Personnel according to the TOR <input checked="" type="checkbox"/> Financial Statements (Income Statements and Balance Sheets) for the past 3 years (2020-2022) <input checked="" type="checkbox"/> Detailed project plan and timeline, outlining key milestones and deliverables, as well as a clear pricing proposal that includes all costs associated with the project, including development, implementation, and ongoing maintenance and support <input checked="" type="checkbox"/> Details about cloud hosting subscription: which Cloud service provider, services included in subscription, additional available options/services and pricing for those, SLA, and any other details required for system management and (including increasing of resources). <input checked="" type="checkbox"/> Statement of availability of necessary infrastructure and equipment to undertake the project (at implementation stage), including servers, databases, and other necessary software and hardware – technical details/description should be provided. <i>The statement shall be provided on the company header and provide sufficient detail to respond to the above expressed informational need.</i>
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Legally registered entity or consortium of firms. If the applicant is a foreign entity, it should have a local legal subsidiary/ consortium partner/subcontracted consultant or Content Manager that is a resident of the Republic of Moldova <input checked="" type="checkbox"/> Minimum 3 years of experience in Chat Bot Solution development <input checked="" type="checkbox"/> Minimum 3 (three) successfully executed contracts related to Chat Bot Solutions

	<p>development and implementation in the last 3 (three) years (link to the outputs of the assignments to be provided)</p> <p><input checked="" type="checkbox"/> Proposed key personnel with required academic and professional qualifications, proven by CVs and valid certificates, in compliance with requirements listed in Annex 1: Schedule of Requirements, point K. Qualifications of the Successful Bidder at Various Levels</p> <p><input checked="" type="checkbox"/> Statement of availability of necessary infrastructure and equipment to undertake the project (at implementation stage), including servers, databases, and other necessary software and hardware – technical details/description should be provided. <i><u>The statement shall be provided on the company header and provide sufficient detail to respond to the above expressed informational need.</u></i></p> <p><input checked="" type="checkbox"/> Maximum delivery period not to exceed 100 calendar days upon signature of contract</p>
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award.	05 October 2023

ANNEX 1: SCHEDULE OF REQUIREMENTS

TERMS OF REFERENCE

Company to develop and implement a Button based ChatBot Solution for informational support of Ukrainian refugees

A. Project Title "*Strengthening access to justice through legal empowerment of refugees in Moldova*" and "*Enhancing access to justice for living in dignity*"

B. BACKGROUND INFORMATION

The UNDP Project "Strengthening access to justice through legal empowerment of refugees in Moldova" (LER) is a development project designed to contribute to laying the foundation for a solid engagement in the area of rule of law, justice, security and human rights that responds to immediate needs and also addresses longer- term purposes. The project is designed as a two-pronged approach under the overall governance, rule- of-law, security and human-rights dimension, while strengthening systems and making efforts to mainstream the needs of refugees and host communities, reinforcing the humanitarian-development approach and supporting community preparedness for any future refugee movements to Moldova. Through the LER project UNDP supports national and local governments to address the development impacts of the crisis and helps bringing a resilience approach to the humanitarian refugees response, thus contributing to the consolidation of the humanitarian-development nexus and adding a longer-term perspective to the national discourse on the length and scope of the current refugees crisis.

Furthermore, UNDP through the project "Enhancing access to justice for living in dignity" (A2J4Dignity) is working to enhance the resilience of the rule of law system from the Republic of Moldova and strengthen its capacities to deliver effective remedies and provide access to public services. It is intended to address the multifaceted and interconnected challenges of the current polycrises through strengthening institutions, empowering vulnerable groups to access legal services and unlocking the potential of digital transformation in support of better access to justice. This project aims at providing rule of law institutions and other relevant actors (such as CSOs) with the adequate tools and knowledge to work across the humanitarian-development-peace nexus and to improve access of refugees, displaced populations and host communities to inclusive justice services, safety and security, and protection systems. At the same time, this intervention will seek to empower justice seekers to claim their rights and access legal services while seeking remedies for their grievances.

Considering the need to ensure refugee protection and empower national and local actors to prepare for, respond to, and implement durable solutions to forced displacement, while upholding protection, humanitarian and sustainable development principles, on the LER Project key interventions focus on provision of timely and adequate legal aid, based on the specific needs of the targeted group.

Efforts to ensure full and equal access to justice for all, including populations affected by the current refugee crisis should be at the centre of the response. Refugees' ability to access justice is essential to prevent and respond to protection concerns. The worldwide practice suggests that refugees face a number of challenges ranging from discriminatory social and cultural norms and practices, inadequate national laws, malpractice and abuse in the justice system and public administration, and lack of political will of authorities to act. Women refugees face additional risks and vulnerabilities, including gender discrimination and gender-based violence (GBV).

Currently a variety of stakeholders is engaged in providing support for refugees from Ukraine, including informational support. However, recent assessments note that there is still a need for an enhanced access to information which would allow refugees easy and prompt access to accurate sources, pertinent and trustful information.

Access to information has been identified as a necessary pre-condition to accessing rights and services. Respondents in the 2022 Participatory Assessment Report for refugees, asylum seekers and stateless persons in the Republic of Moldova¹ noted that they were generally aware of the main information sources for services in Moldova, including government and UNHCR websites and call centres (dopomoga.gov.md, the Green Line, UNHCR website). At the same time, participants also noted that help groups on social media, such as Telegram, Viber, and Facebook, were also useful and trusted information sources.

However as noted in the Floods and deserts: information access and barriers in Moldova's refugee response², misinformation about funding sources for the refugee response, decisions around aid distribution and rising economic pressures in Moldova contribute to the tensions recorded in the regions of the country. Additionally, respondents to the survey noted that services and related information, particularly services related to legal issues and civil documentation, varies between rural and urban areas, and between people living in different types of housing, whereas refugees living in refugee accommodation centres (RACs) indicate higher access to information than those living with Moldovan hosts, whereas people living in urban areas have more information than those in more rural parts of Moldova.

In this regards, UNDP LER Project is seeking to contract a specialized company (hereinafter "Service Provider") to develop a ChatBot Solution which would facilitate access of refugees to legal information and information related to the areas covered by the temporary protection mechanism as well as raise awareness on other key areas of Moldovan legal system.

C. OBJECTIVES OF THE ASSIGNMENT

The objective of the assignment is to develop, configure and implement a ChatBot Solution which would facilitate access of refugees to legal information and information related to the areas covered by the temporary protection mechanism as well as raise awareness on other key areas of Moldovan legal system.

Additionally, the ChatBot Solution shall be designed to provide a simple way to initially access the most important resources with information for refugees. It is assumed that it could be consulted before, during or after crossing the border of the Republic of Moldova.

General scope for the project is to provide a flexible, handy and easy to use tool for refugee from Ukraine (furthermore - refugee), that will help them to find and access information based on specific needs. Annex A to the TOR contains the list and description of the most important types of problems faced by refugees which shall be configured in the ChatBot.

Shall be noted, that considering the geopolitical, economic and social context, it is expected that additional types of problems and scenarios will be included in the ChatBot. In this context, is expected that the Service Provider will deliver a solution equipped with back-end options to add and modify interaction paths, scenarios and related information.

The solution presented must have analytical tools to present the aggregated statistical data based on the interaction with users.

Additionally, the ChatBot shall have user friendly and no-code functionality interface, necessary for add, change, update, delete element and components in product structure.

For its efficient management, several roles are defined for stakeholders, which include activities to fill in with information and data, add usage scenarios (please see "System roles" Chapter).

¹ <https://data.unhcr.org/en/documents/details/99673>

² <https://data.unhcr.org/en/documents/details/99734>

It is expected to have button (click) based solution with some integrations (interactions), required by „use cases” described in Annex B to the TOR. Please note that it is important to take into consideration the system roles, described in specific chapter in this ToR.

The functional, non-functional, maintenance and licensing requirements are described below. The language requirements and deployment requirements as well as other criteria for assessing the compliance of the final deliverable are listed at section ChatBot Requirements

Objectives of the ChatBot

In particular, by implementing the ChatBot Solution and all related services and components, the following specific objectives are to be observed:

- To provide interactive personalized informational support for refugees on various, mainly legal, aspects;
- To answer on frequently asked questions, based on „knowledge base” (information and data provided and placed by stakeholders³) and on already existing FAQ (mechanism and frequency will be agreed in implementation phase);
- Solve refugees on-line queries and provide responses and guidance on various available resources for refugees (ex: refugees centre, meals, and other point of interest, based on provided / available information);
- To provide main and basic contact information related to refugees needs;
- To facilitate access of the refugees on various available informational web resources;
- To provide option for online support (chat with operator⁴);
- To provide interface based and user-friendly interface for back-end (CMS) tools;
- To provide basic analytical and statistical reports, about ChatBot Solution usage.⁵

To achieve the above-mentioned scope, the following specific goals and tasks shall be carried out by the Service Provider (high level requirements):

- a) In coordination with UNDP LER Project team and other stakeholders update/complete the list of problems (Annex A – Lista Problemelor) and consequently update/adjust interaction scenarios (Annex B - Use Cases) and specific functional path;
- b) In cooperation with UNDP LER Project team and other stakeholders carry out the inventory of existing informational sources and resources necessary for functioning of provided solution⁶;
- c) Develop and coordinate the text necessary to be included in specific message boxes and interaction elements, to ensure proper functioning of the ChatBot Solution ;
- d) Translate all necessary text used in ChatBot Solution elements in Ukrainian, Romanian and Russian language (all messages and interaction elements should be available in 3 languages: Ro/UA/Ru);
- e) Develop all necessary interaction and integration tools to collect and share information;
- f) Implement ChatBot Solution, in accordance with functional and non-functional requirements set out in the ToR, related to the defined and coordinated Use Cases. Implementation will include configuration of virtual servers, provision and configuration of all necessary components;
- g) Provide 36 months subscription on Cloud hosting for all necessary components to ensure functioning of the ChatBot Solution in line with the functional and non-functional requirements set out in the ToR;

³ List of Stakeholders and its roles should be developed, validated and provided as part of Inception Report.

⁴ This option should be validated during the project initiation phase.

⁵ Is expected to have predefined reports about most frequently questions, number of users, s.o. Type and format of the reports will be defined during implementation period, based on CDA needs.

⁶ **Note:** Annex 34 – Links, include a basic inventory, with list of links and resources, but this should be updated and completed, in accordance with specific goal nr. a).

- h) Integrate ChatBot Solution in existing Web Page www.dopomoga.gov.md or other website as specified by UNDP LER Project. ChatBot Solution is designed to be integrated in a Web Page (www.dopomoga.gov.md) but should be an independent solution able to be integrated in other web pages.

For the purpose of project implementation, the requirements related to the ChatBot Solution are divided in mandatory and optional.

Note: Service Provider is expected to provide Technical Compliance Checklist explaining how the solution will respond to the functional and non-functional requirements set out in the ToR, including system architecture, administrative and users guides. The details shall be included in Annex C Technical Compliance Checklist.

ChatBot Solution Requirements

➤ **Functional requirements**

Note: all requirements are divided in: **M (mandatory)**, **O (optional)**, **N (nice to have)**

#	Requirement	Type
F1	Guide refugees to find necessary information in existing web resources, based on provided pool of problems and Use cases (Annexes 1 & 2).	M
F2	In addition to button responses, the ChatBot Solution shall be able to process and understand text messages from the users and classify them according to the content - Provide basic answers based on NLP.	O
F3	The Service Provider shall ensure that all relevant statistics about users' interactions with the ChatBot Solution are regularly collected and reported to UNDP LER Project and other stakeholders specified by UNDP LER Project in the pre-agreed format.	M
F4	The help and documentation should be accessible through the ChatBot Solution itself. The ChatBot Solution should be able to provide all necessary information within the messaging app making it a pleasant experience for the users.	M
F5	The back-end site should include a content management system (CMS) that allows authorized users to create, edit, and delete content on the ChatBot Solution.	M
F6	The CMS should be user-friendly and require minimal technical skills to use.	M
F7	The back-end site should include a user management system that allows administrators to add, modify, or delete users and user roles. Note: authorization and user management functions refer only to specific type of users (see chapter "System Roles").	M
F8	The user management system should include authentication and authorization features to ensure that only authorized users can access sensitive information.	M
F9	The back-end site should include a menu management system that allows administrators to create, modify, or delete menus and sub-menus for the ChatBot Solution.	M

F10	The menu management system should be easy to use and should allow for quick changes to the ChatBot Solution 's navigation structure.	M
F02	The back-end site should allow administrators to create, modify, or delete usage scenarios for the ChatBot Solution.	M
F11	Use scenarios should be based on the needs of refugees and should provide relevant and accurate information.	M
F12	Use scenarios should be easy to modify, or update based on feedback from users and stakeholders.	M
F13	The back-end site should include analytics and reporting features that provide administrators with data on the ChatBot Solution 's performance.	O
F14	Analytics and reporting should include usage statistics, user feedback, and response times.	O
F15	Analytics should include options to handle data and statistic based on type /categories of problems.	M
F16	Analytics should include option to export primary data used for analysis and reports in (excel type of files and XML format).	O
F17	The analytics and reporting features should be customizable and easy to use.	M
F18	Information about additional type of reports or statistic data collected have to be collected and validated during implementation period.	M
F19	The ChatBot Solution should provide a mechanism for users to rate its performance and provide suggestions for improvement.	O
F21	At any time of interaction, refugee should have option to send discussion text/history to a specified e-mail.	O
F22	In case refugees can't find necessary information / answers, solution should offer option to be redirected to online support and / or to redirect all conversation history to support email address.	O
F23	All final interaction points in ChatBot Solution path should include a text message with answer and / or link to necessary resource (Web page).	M
F24	Solution will provide users with option to leave short free format text messages as feedback, which could include comments or suggestions for improvement.	O
F25	All functions designated for adding, changing or deleting ChatBot Solution elements should be available with based on menu / click interaction (no coding).	M

➤ **Non-functional requirements**

#	Requirement	Type
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NFR1	The ChatBot Solution should be able to handle at least 50 users and queries simultaneously.	M
NFR2	ChatBot Solution performance should be scalable, thus by improving hosts resources, number of concurrent handling users have to increase.	M
NFR3	The ChatBot Solution should have fast response times and be able to provide users with quick and accurate answers. Maximum response time for one click should not exceed 3 seconds.	M
NFR4	The ChatBot Solution should comply with relevant Moldova data protection laws and regulations.	M
NFR5	The back-end site should be designed with scalability in mind, allowing for easy integration of new functionalities and features in response to changing refugees needs.	M
NFR6	Solution should have a modular architecture that enables administrators to add or remove components without affecting the overall system.	M
NFR7	Error logging: Recording errors and exceptions that occur during the ChatBot Solution 's and its components operation.	M

➤ **Maintenance and licensing requirements**

#	Requirement	Type
ML1	Provide post implementation technical support services and overall debugging (if needed) with a duration of 12 months to ensure timely product improvements. SLA draft shall be provided as part of the technical offer and will be further detailed at the stage of acceptance of the solution.	M
ML2	No licensing cost: No cost associated with licensing and copyright.	M
ML3	Open-source software: Using open-source software, such as TensorFlow or Rasa, to build the ChatBot Solution, so that it can be used and modified without restriction.	M
ML4	The ChatBot Solution should be designed considering the requirement for easy maintenance and support.	M
ML5	The ChatBot Solution should be accompanied by comprehensive documentation and training materials.	M
ML6	The vendor should provide ongoing technical support and maintenance for a specified in ML 1 period after the implementation.	M
ML7	Bug fixing: Provide free bug fixing during the one-year warranty period. - The Service Provider must promptly address and resolve any bugs, errors, or technical issues identified in the chatbot solution.	M

	- A clearly defined process for reporting and tracking issues should be established (can be used ticket management system of service provider or e-mail).	
ML8	Request response time: Responding to maintenance requests within 48 hours (during workdays).	M
ML9	Documentation: Maintaining up-to-date documentation for the ChatBot Solution, including user manuals, installation guides, and API reference materials.	M
ML10	Provide 2 years maintenance and support extension option.	M
ML11	Service Provider should indicate price and included services for one year of warranty period (maintenance and support). Note: will be used as evaluation criteria.	M

➤ **Language requirements**

#	Requirement	Type
LR1	Multi language support. The solution must allow the addition/integration of content in multiple languages. Current product will include Ukrainian, Russian and Romanian. Notes: a. The ChatBot Solution content and menus should initially be created in Romanian and Ukrainian and further translated in Russian. b. Backend part of the provided product should be available in both languages: Romanian and Russian	M
LR2	Trainings and ChatBot Solution documentation will be provided in Romanian and Russian languages (for all users, except Regular Users – see System Roles).	M
LR3	User should have option to choose language on start of the session. User should have option to choose language based on click / button interaction.	M
LR4	ChatBot Solution should adapt interface language in accordance with host web page selected language.	N
LR5	Service Provider will ensure translation of all interacting elements: menu, help, buttons in Ukrainian, Russian and Romanian languages.	M
LR6	The content information for refugees will be available in Ukrainian, Russian and Romanian languages.	M
LR7	All support and guidance during implementation and warranty periods should be provided / available in Romanian language.	M

➤ **Deployment requirements**

Cloud hosting subscription: The Service Provider shall provide a 36-month subscription for cloud hosting services, which includes at least two virtual machines (VMs) for the ChatBot Solution. The subscription should also include backup functionality and hosting for two full backups (to ensure option to migrate another Cloud provider or to recovery from backup).

Service Provider have to provide details about cloud hosting subscription: which Cloud service provider, services included in subscription, additional available options/services and pricing for those, SLA, and any other details required for system management (including increasing of resources).

Note: 36 months subscription will be calculated starting with next day after acceptance. All costs for resources, hosting and data transfer will be covered by Service Provider (Service Provider can use its own resources) and will be clearly estimated in the financial offer submitted as part of the bidding process.

Virtual server configuration: The Service Provider shall be responsible for provision and configuration of the necessary virtual servers to support the ChatBot Solution, including all required components such as web servers, application servers, and databases.

Performance and scalability: The Service Provider shall ensure that the ChatBot Solution is designed to handle expected user traffic, and that the hosting infrastructure is scalable to accommodate future growth as needed.

Security and data protection: The Service Provider shall implement appropriate security measures to protect data and ensure the confidentiality, integrity, and availability of the ChatBot solution. This may include measures such as access controls, encryption, specific components configuration, and other.

Service level agreement (SLA): The Service Provider should provide an SLA that outlines the expected level of service, including uptime guarantees, response times, and escalation procedures in case of issues. The draft SLA will be included in the application package and is subject to adjustments upon coordination with UNDP.

Technical parameters for Virtual Machine

Is recommend use of at least two servers' architecture, but Service Provider can use architecture with more VMs. Based on two VMs architecture, the minimal technical parameters are:

CPU: A minimum of 2 virtual CPUs (vCPUs) per VM.

RAM: A minimum of 6 GB per VM.

Storage: min. 20 GB for Web server and 50 GB for DBMS.

Traffic: max 500 GB / month.

System roles

There are the following system roles:

- a. **Regular Users – refugees.** Not authorised regular users which benefit from system usage.
- b. **Administrators (authorised).** Stakeholder specified by UNDP LER Project, state entities, ONG or other representatives responsible for ChatBot Solution and its components administration, including changes in and user management.
- c. **Back-end operators (authorised).** Persons responsible for change, add, remove and other type of operations with use scenarios.
- d. **Power users (authorised).** Users which have access to reports, statistics and feedback.

Acceptance

Product will be considered accepted only after finish and acceptance of all activities included in requirements (except warranty / maintenance period).

I. DELIVERABLES AND INDICATIVE TIMEFRAME

No.	Deliverable	Deadline
1.	Inception Report which reflects the project plan, company's working approach and communication methods developed and submitted.	October 13, 2023
2.	Updated, validated and completed list of problems and scenarios developed and submitted.	October 20, 2023
3.	Implemented and fully operational ChatBot Solution with integrated Use Cases and answers (requirement F23). This beta version could be implemented on bidder premises and available for validation and testing.	October 27, 2023
4.	Prepared and fully configured components necessary for system functioning. This version should be deployed / hosted on production environment.	November 30, 2023
5.	User guide for all type of users (for refugees in Ukrainian, for all other categories - in Romanian) developed and submitted.	January 15, 2023
6.	Guidance and training conducted for administrators and back-end operators conceptualised, organised and delivered. Acceptance of the product carried out, documentation described at ML5 and ML 9, as well as other documents deemed necessary by UNDP for the full use of the solution (<i>to be agreed upon in the Inception Report</i>) developed and provided, warranty and 36 months of subscription period started.	
7.	36-month Cloud hosting subscription for cloud hosting services, which includes at least two virtual machines (VMs) for the ChatBot Solution, backup functionality and hosting for two full backups (to ensure option to migrate another Cloud provider or to recovery from backup) provided	
8.	12 months maintenance and support services provided and reports on carried out activities as described in SLA developed and submitted monthly.	<i>12 months after acceptance*</i>
9.	Monthly reports detailing activities performed and progress achieved during the reported period developed and submitted.	First week of every month following the reporting period

**The services provided during the 12 months maintenance and support will be paid upon complaint delivery based on one of the approaches mutually agreed with the Service Provider, as follows:*

a. Services to be paid in the amount corresponding to the costs indicated in the financial offer for the “12 months maintenance and support services” upon completion of the 12 months maintenance and support period, or

b. Services to be paid following acceptance of the product and upon submission of a bank guarantee letter by the Service Provider for the amount corresponding to the costs indicated in the financial offer for the “12 months maintenance and support services”.

J. INSTITUTIONAL ARRANGEMENTS

Organizational settings:

The Service Provider will work under the guidance of the UNDP Project Manager for substantive aspects of the assignment and under the direct supervision of the UNDP Project Officer for administrative aspects.

The Service Provider is expected to cooperate closely with the delegated representatives of the Law Center of Advocates.

Language requirements: The ChatBot Solution must allow the addition / integration of content in other languages.

The ChatBot Solution acquired as a result of the current assignment will include information in Ukrainian, Romanian and Russian.

The ChatBot Solution content and menus should initially be created in Romanian and Ukrainian and further translated in English and Russian.

Backend part of the provided product should be available in both languages: Romanian and Russian.

Training of users shall be delivered in Romanian and/or Russian languages.

All documentation related to the assignment shall be in Romanian or English (except for cases where otherwise is expressly stipulated).

All documents submitted will be subject to proofreading and editing to ensure compliance with the language and terminology in the national legislation regulating the subject matter of the assignment.

The Service Provider shall ensure, if necessary, interpretation during interviews, meetings, presentations and briefings organised through telephone or online, during the assignment, as well as translation of assignment related documentation and deliverables.

Any translation, interpretation and proof-reading costs required for compliant delivery under the assignment shall be listed separately in the financial proposal.

Duration of the Work: October 2023 – January 2024.

Confidentiality statement

For the purpose of this assignment all data and information received from UNDP and other stakeholders engaged in the project are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference.

K. QUALIFICATIONS OF THE SUCCESSFUL BIDDER AT VARIOUS LEVELS

The Bidder shall provide sound argumentation of the proposal by demonstrating compliance with the ToR and the environment in which it will provide the services.

The Bidder shall include information on the volume of allocated resources to carry out the assignment.

A breakdown per working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, the Service Provider shall ensure a clear presentation of distribution of tasks and allocation of working days deemed necessary for engagement.

The proposed team should consist of but not be limited to the following members (roles/functions): 1 (one) Project Manager, 1 (one) Technical Lead, 1 (one) UX Designer 1 (one) Content Manager, 1 (one) Quality Assurance (QA) 1 (one) Data Analyst 1 (one) Training Specialist

The Bidder may decide on combining the above requested roles / functions.

The successful bidder must meet the following minimum qualification requirements for the assignment:

Criteria for the evaluation of the Bidder:

- Legally registered entity or consortium of firms. If the applicant is a foreign entity, it should have a local legal subsidiary/ consortium partner/subcontracted consultant or Content Manager that is a resident of the Republic of Moldova;
- At least 3 (three) years of experience in ChatBot Solution development (during the last 3 years);
- At least three (three) successfully executed contracts related to ChatBot Solutions development and implementation in the last 3 (three) years (link to the outputs of the assignments to be provided);
- Proposed key personnel with the required academic and professional qualifications, proven by CVs and valid certificates, if any.
- Availability of necessary infrastructure and equipment to undertake the project (at implementation stage), including servers, databases, and other necessary software and hardware – **technical details/description should be provided**. A statement of availability shall be provided in this regard. *The statement shall be provided on the company header and provide sufficient detail to respond to the above expressed informational need.*

Note: *The Service Provider must provide a detailed project plan and timeline, outlining key milestones and deliverables, as well as a clear pricing proposal that includes all costs associated with the project, including development, implementation, and ongoing maintenance and support.*

Bidders agree that proposed personnel will provide high quality outputs and expertise and participate in the project at the level and duration specified. Should any changes be necessary in this regard, a formal request for the agreement of the LER Project team to allow substitutions, shall be submitted.

UNDP may at any time request the withdrawal or replacement of any of the Service Provider personnel. Replacement will be at the Service Provider expense.

Bidders shall enclose a CV for each team members anticipated to be engaged in activities specified at Section C of the ToR - Scope of Services and Expected Outputs.

CVs of the team must be included in the offer. The CVs submitted for proposed personnel should be detailed and comprehensive and prove that the team members are fit to provide the tasks assigned to conduct.

Key experts (roles/functions)⁷

Project Manager:

⁷ Service provider can provide additional experts, including translators, infrastructure experts.

- University degree in computer science, engineering, telecommunications or other ICT related field, or specialised certified courses;
- At least 3 years of experience in Project Management in public or private sectors.;
- At least 3 years of experience in software web-based solutions development or similar products (during the last 5 years);
- At least two successful executed contracts in the last two years in software web-based solutions development (proven track records are required).

Technical Lead:

- University degree in computer science, engineering, telecommunications or other ICT related field, or specialised certified courses;
- At least 3 years of experience in ChatBot Solutions development and/or web development;
- Proven experience (at least 2 projects) in ChatBot Solution integrated into web portals, development with the use of technologies such as HTML, CSS, Python and JavaScript.;
- Proven experience in (at least 2 projects) implying knowledge of server-side technologies and database management systems, cloud-based deployment and management and/or experience related with the technologies proposed for ChatBot Solution in technical proposal (OS, DBMS, Web Server, and s.o.).

UX Designer:

- University degree in graphic design, user experience design or related field, or specialised certified courses;
- At least 2 years of experience in development of design solutions for ChatBot Solutions and/or web pages;
- Proven experience (at least 3 projects) in design of interfaces of ChatBot Solutions;
- Proven experience (at least 2 projects) Proficiency in design software such as Sketch, Figma or Adobe XD.

Content Manager:

- University degree in law, social studies or related fields.
- At least 2 years of experience in content creation and/or management for ChatBot Solutions and/or web pages;
- Proven experience (at least 3 projects) in ChatBot Solutions content creation and/or management.

Quality Assurance (QA) Specialist:

- University degree in computer science, engineering, telecommunications or other ICT related field.
- Minimum 3 years of experience in in-depth software testing and Quality Assurance;

Data Analyst:

- University degree in computer science, engineering, telecommunications or other ICT related field;
- At least 3 years of experience in ChatBot Solutions development and/or web development;
- Proven experience (at least 3 projects) in metrics and analytics related to ChatBot Solutions
- Proven experience (at least 3 projects) using data analysis tools such as Excel, R, or Python.

Training Specialist:

- Proven experience (at least 3 projects) in delivering training and support to end-users.
- Proven experience (at least 3 projects) in developing training materials and documentation.

Expected team members distribution tasks and responsibilities

a. Project Manager:

- Plan and manage project timeline, budget and resources.
- Coordinate and communicate with all stakeholders, including the technical team, content team, stakeholders and external parts (when required).
- Ensure that project goals and objectives are clearly defined and understood by all team members.
- Identify and manage project risks and issues.
- Ensure that the project is delivered on time, within budget and to a high level of quality.
- Provide regular progress reports to stakeholders.

b. Technical Lead:

- Lead the design and development of the ChatBot solution, including server-side components, database management, and integration with existing web portal.
- Ensure that the ChatBot solution is scalable, secure and performs well.
- Provide technical guidance and mentorship to the development team.
- Collaborate with the UX Designer to ensure that the ChatBot interface is user-friendly and intuitive.
- Ensure that the ChatBot solution integrates with the CMS interface for easy updates and changes.
- Conduct code reviews and ensure that coding standards are met.

c. UX Designer:

- Design the ChatBot Solution interface, including conversational flows, dialogue trees, and user interface elements.
- Conduct user research and usability testing to ensure that the ChatBot Solution is user-friendly and meets user needs.
- Work closely with the Technical Lead to ensure that the ChatBot Solution interface is technically feasible and meets technical requirements.
- Collaborate with the Content Manager to ensure that the ChatBot Solution content is aligned with the ChatBot Solution interface design.
- Provide design guidance and mentorship to other members of the development team.

d. Content Manager:

- Develop and manage the ChatBot Solution content, including messages, responses, and links to external resources.
- Ensure that the ChatBot Solution content is accurate, up-to-date and aligned with the ChatBot Solution interface design.
- Collaborate with the UX Designer to ensure that the ChatBot Solution content meets user needs and is presented in a user-friendly way.
- Work closely with the Technical Lead to ensure that the ChatBot Solution content is technically feasible and meets technical requirements.
- Manage translation and localization of ChatBot Solution content as necessary.

e. Quality Assurance (QA) Specialist:

- Develop and execute test plans to ensure that the ChatBot solution meets functional and technical requirements.
- Identify and report bugs and issues effectively and work with the development team to resolve them.
- Develop and maintain test cases and documentation.
- Conduct regression testing and performance testing to ensure that the ChatBot solution performs well.
- Provide feedback and recommendations to the development team to improve the ChatBot solution quality.

f. Data Analyst:

- Collect and analyse ChatBot Solution usage data and other relevant data to identify trends and insights.
- Develop dashboards, and visualizations to present data in a meaningful way.
- Work with the development team to identify opportunities for improving the ChatBot solution based on data insights.
- Monitor and report on ChatBot Solution usage metrics to stakeholders.
- Provide recommendations for improving ChatBot Solution usage and engagement.

g. Training Specialist:

- Develop training materials and documentation for end-users of the ChatBot Solution.
- Deliver training and support to end-users to ensure that they are able to use the ChatBot solution effectively (according to user roles – please use chapter “System Roles”).
- Collaborate with the development team to ensure that the ChatBot solution is designed with end-user training and support in mind.
- Monitor and report on end-user feedback and recommend improvements to the ChatBot solution based on user needs and feedback.

L. TEAM MANAGEMENT

Service Provider can decide on combination / consolidation of requested roles / functions, for example:

Project Manager and QA Specialist: If the Project Manager has experience with quality assurance and testing, they could also take on the role of QA Specialist to oversee testing and ensure that the ChatBot Solution meets quality standards.

Technical Lead and UX Designer: If the Technical Lead has experience with UX design, they could also take on the role of UX Designer to develop the ChatBot Solution interface and ensure that it is user-friendly and intuitive.

Content Manager and Data Analyst: If the Content Manager has experience with data analysis, they could also take on the role of Data Analyst to analyse ChatBot Solution usage data and identify trends and insights to inform content development.

UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply. Applicants demonstrating equitable gender representation and diversity within the team will have an advantage.

During the assignment, the Service Provider’s team of experts should prove commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

Annexes to TOR

Annex A - Lista problemelor (separate file)

Annex B - Use Cases (separate files)

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>	
Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
Previous relevant experience: 3 (three) successfully executed contracts related to ChatBot Solutions development and implementation in the last 3 (three) years (link to the outputs of the assignments to be provided)	
Name of previous contracts	Client & Reference Contact Details including e-mail
Contract Value	Period of activity
Types of activities undertaken	

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions and Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER – SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference
- a brief methodology, approach and implementation plan
- team composition and CVs of key personnel
- SLA draft shall be provided as part of the technical offer and will be further detailed at the stage of acceptance of the solution

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Currency of Quotation: MDL for local bidders (Republic of Moldova) and USD (US Dollars) for international bidders

Ref	Description of Deliverables	Price [Please specify currency]
1.	Inception Report which reflects the project plan, company's working approach and communication methods developed and submitted.	
2.	Updated, validated and completed list of problems and scenarios developed and submitted.	
3.	Implemented and fully operational Chat Bot Solution with integrated Use Cases and answers (requirement F23). This beta version could be implemented on bidder premises and available for validation and testing.	
4.	Prepared and fully configured components necessary for system functioning. This version should be deployed / hosted on production environment.	
5.	User guide for all type of users (for refugees in Ukrainian, for all other categories - in Romanian) developed and submitted.	
6.	Guidance and training conducted for administrators and back-end operators conceptualised, organised and delivered. Acceptance of the product, starting of the warranty and 36 months of subscription period.	
7.	12 months maintenance and support services provided.	
Total Price [Please specify currency]		

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel (roles/functions)				
Project Manager	day			
Technical Lead	day			
UX Designer	day			
Content Manager	day			
Quality Assurance (QA) Specialist	day			
Data Analyst	day			
Training Specialist	day			
Other expenses				
International flights				
Subsistence allowance				
Local Transportation				
Communication				
Other Costs: (please specify)				
Total				

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time – 100 days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation – 90 days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements -	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

<p>I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.</p>	
<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature: _____</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>

ANNEX 4: TECHNICAL COMPLIANCE CHECKLIST

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 - Quotation Submission Form and Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Chat Bot Solution Requirements

When filling the information explaining how the solution will respond to the functional and non-functional requirements set out in the ToR, including system architecture, administrative and users guides, please fill free to include additional text below the table as well as refer to relevant sections in the Technical Offer which covers the brief methodology, approach and implementation plan.

➤ Functional requirements

Note: all requirements are divided in: **M (mandatory)**, **O (optional)**, **N (nice to have)**

#	Requirement	Type	Yes/No	Responsiveness approach
F1	Guide refugees to find necessary information in existing web resources, based on provided pool of problems and Use cases (Annexes 1 & 2).	M		
F2	In addition to button responses, the Chat Bot Solution shall be able to process and understand text messages from the users and classify them according to the content - Provide basic answers based on NLP.	O		
F3	The Service Provider shall ensure that all relevant statistics about users' interactions with the Chat Bot Solution are regularly collected and reported to UNDP LER Project and other stakeholders specified by UNDP LER Project in the pre-agreed format.	M		
F4	The help and documentation should be accessible through the Chat Bot Solution itself. The Chat Bot Solution should be able to provide all necessary information within the messaging app making it a pleasant experience for the users.	M		
F5	The back-end site should include a content management system (CMS)	M		

	that allows authorized users to create, edit, and delete content on the Chat Bot Solution.			
F6	The CMS should be user-friendly and require minimal technical skills to use.	M		
F7	The back-end site should include a user management system that allows administrators to add, modify, or delete users and user roles. Note: authorization and user management functions refer only to specific type of users (see chapter "System Roles").	M		
F8	The user management system should include authentication and authorization features to ensure that only authorized users can access sensitive information.	M		
F9	The back-end site should include a menu management system that allows administrators to create, modify, or delete menus and sub-menus for the Chat Bot Solution.	M		
F10	The menu management system should be easy to use and should allow for quick changes to the Chat Bot Solution 's navigation structure.	M		
F02	The back-end site should allow administrators to create, modify, or delete usage scenarios for the Chat Bot Solution.	M		
F11	Use scenarios should be based on the needs of refugees and should provide relevant and accurate information.	M		
F12	Use scenarios should be easy to modify, or update based on feedback from users and stakeholders.	M		
F13	The back-end site should include analytics and reporting features that provide administrators with data on the Chat Bot Solution 's performance.	O		
F14	Analytics and reporting should include usage statistics, user feedback, and response times.	O		

F15	Analytics should include options to handle data and statistic based on type /categories of problems.	M		
F16	Analytics should include option to export primary data used for analysis and reports in (excel type of files and XML format).	O		
F17	The analytics and reporting features should be customizable and easy to use.	M		
F18	Information about additional type of reports or statistic data collected have to be collected and validated during implementation period.	M		
F19	The Chat Bot Solution should provide a mechanism for users to rate its performance and provide suggestions for improvement.	O		
F21	At any time of interaction, refugee should have option to send discussion text/history to a specified e-mail.	O		
F22	In case refugees can't find necessary information / answers, solution should offer option to be redirected to online support and / or to redirect all conversation history to support email address.	O		
F23	All final interaction points in Chat Bot Solution path should include a text message with answer and / or link to necessary resource (Web page).	M		
F24	Solution will provide users with option to leave short free format text messages as feedback, which could include comments or suggestions for improvement.	O		
F25	All functions designated for adding, changing or deleting Chat Bot Solution elements should be available with based on menu / click interaction (no coding).	M		

➤ **Non-functional requirements**

#	Requirement	Type	Yes/No	Responsiveness approach
NFR1	The Chat Bot Solution should be able to handle at least 50 users and queries simultaneously.	M		
NFR2	Chat Bot Solution performance should be scalable, thus by improving hosts resources, number of concurrent handling users have to increase.	M		
NFR3	The Chat Bot Solution should have fast response times and be able to provide users with quick and accurate answers. Maximum response time for one click should not exceed 3 seconds.	M		
NFR4	The Chat Bot Solution should comply with relevant Moldova data protection laws and regulations.	M		
NFR5	The back-end site should be designed with scalability in mind, allowing for easy integration of new functionalities and features in response to changing refugees needs.	M		
NFR6	Solution should have a modular architecture that enables administrators to add or remove components without affecting the overall system.	M		
NFR7	Error logging: Recording errors and exceptions that occur during the Chat Bot Solution 's and its components operation.	M		

➤ **Maintenance and licensing requirements**

#	Requirement	Type	Yes/No	Responsiveness approach
ML1	Provide post implementation technical support services and overall debugging (if needed) with a duration of 12 months to ensure timely product improvements. SLA draft shall be provided as part of the technical offer and will be further detailed at the stage of acceptance of the solution.	M		

ML2	No licensing cost: No cost associated with licensing and copyright.	M		
ML3	Open-source software: Using open-source software, such as TensorFlow or Rasa, to build the Chat Bot Solution, so that it can be used and modified without restriction.	M		
ML4	The Chat Bot Solution should be designed considering the requirement for easy maintenance and support.	M		
ML5	The Chat Bot Solution should be accompanied by comprehensive documentation and training materials.	M		
ML6	The vendor should provide ongoing technical support and maintenance for a specified in ML 1 period after the implementation.	M		
ML7	Bug fixing: Provide free bug fixing during the one-year warranty period. <ul style="list-style-type: none"> - The service provider must promptly address and resolve any bugs, errors, or technical issues identified in the chatbot solution. - A clearly defined process for reporting and tracking issues should be established (can be used ticket management system of service provider or e-mail). 	M		
ML8	Request response time: Responding to maintenance requests within 48 hours (during workdays).	M		
ML9	Documentation: Maintaining up-to-date documentation for the Chat Bot Solution, including user manuals, installation guides, and API reference materials.	M		
ML10	Provide 2 years maintenance and support extension option.	M		
ML11	Service Provider should indicate price and included services for one year of warranty period (maintenance and support). Note: will be used as evaluation criteria.	M		

➤ **Language requirements**

#	Requirement	Type	Yes/No	Responsiveness approach
LR1	<p>Multi language support. The solution must allow the addition/integration of content in multiple languages.</p> <p>Current product will include Ukrainian, Russian and Romanian.</p> <p>Notes:</p> <p>c. The Chat Bot Solution content and menus should initially be created in Romanian and Ukrainian and further translated in Russian.</p> <p>d. Backend part of the provided product should be available in both languages: Romanian and Russian</p>	M		
LR2	<p>Trainings and Chat Bot Solution documentation will be provided in Romanian and Russian languages (for all users, except Regular Users – see System Roles).</p>	M		
LR3	<p>User should have option to choose language on start of the session. User should have option to choose language based on click / button interaction.</p>	M		
LR4	<p>Chat Bot Solution should adapt interface language in accordance with host web page selected language.</p>	N		
LR5	<p>Service Provider will ensure translation of all interacting elements: menu, help, buttons in Ukrainian, Russian and Romanian languages.</p>	M		
LR6	<p>The content information for refugees will be available in Ukrainian, Russian and Romanian languages.</p>	M		
LR7	<p>All support and guidance during implementation and warranty periods should be provided / available in Romanian language.</p>	M		