



REQUEST FOR QUOTATION NO. RfQ24/02857

Development of the Trade Information Portal

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the Advance Cross-river Capacities for Trade Project, kindly requests your quotation for **RfQ24/02857: Development of the Trade Information Portal**, 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: General Instructions

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 4: Concept of TIP Portal

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-00450** 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 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 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 publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>As indicated in Quantum portal.</p> <p>Note that system time zone is in EST/EDT (New York) time zone.</p> <p>In case of discrepancies, the Quantum system deadline will prevail over the other indicated deadlines.</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=300000127714247</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 facilitated 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_an_dinvestigation.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</p>

	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.
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	Quotations shall be quoted in US Dollars
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> <ul style="list-style-type: none"> 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 b) they have the same legal representative for purposes of this RFQ; or 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; 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 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.
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	Must be submitted directly in the portal using the messaging functionality.

corresponde nce, notifications and clarifications	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.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order.
Right to vary requirement 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	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 Applicable GTC: <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract . Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days. <input checked="" type="checkbox"/> Liquidates damages shall be imposed as follows: 0.33% of contract for every day of delay, up to a maximum duration of 1 calendar month, after which UNDP may terminate the contract.
Duties and taxes	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. All prices must: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes.
Currency of Quotation	USD (US dollar)
Eligibility	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. 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. Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.
Language of quotation	<input checked="" type="checkbox"/> English / Romanian Including documentation including catalogues; instructions and operating manuals (in both languages).
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 calendar days after receipt of services/goods and submission of payment documentation.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods/ services, based on full compliance with RFQ requirements
Clarifications	Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal. PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL. Requests for clarification from bidders will not be accepted any later than 3 working days before the submission deadline. Responses to request for clarification will be communicated directly in the portal.

Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <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 Terms of References in Annex 1. <i>The technical offer shall include:</i> <ul style="list-style-type: none"> • <i>Hardware operating restrictions;</i> • <i>Proposed Methodology, Approach and Implementation Plan;</i> • <i>Estimated activities and their duration;</i> • <i>Maintenance and support services.</i> <input checked="" type="checkbox"/> Company Profile - Detailed description of the enterprise (experience, human resources, managerial and technical capacities in the field, etc.) <input checked="" type="checkbox"/> Registration certificate <input checked="" type="checkbox"/> Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country <input checked="" type="checkbox"/> List and value of 3 (three) most relevant projects/ contracts completed for the last 5 (five) years including the following information: <ul style="list-style-type: none"> • Name of previous contracts • Client & Reference Contact • Details including active e-mail • Contract Value • Period of activity / Delivery period • Types of goods / equipment delivered <p>Copies of provided relevant projects/contract might be requested to be provided.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CVs (signed by the envisaged personnel), together with attestation certificates (if applicable) and training attendance certificates (if applicable/ e.g. diplomas, certifications) (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Annex 1: Schedule of Requirements / Terms of Reference). Description of the non-key staff involved in the project should be attached, if applicable <input checked="" type="checkbox"/> Quality Certificates (ISO, etc., if available); or other quality certification related to scope of the assignment (if available) <input checked="" type="checkbox"/> Income Statement and Balance Sheet for the past two years (2022, 2023) <input checked="" type="checkbox"/> Statement of satisfactory Performance (references) from at least 3 (three) clients on similar assignments implementation
Evaluation method	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The Contract will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<ul style="list-style-type: none"> <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"/> Minimum 5 (five) years of experience in developing IT systems <input checked="" type="checkbox"/> Minimum 3 (three) contracts of similar or higher complexity successfully implemented in the past 5 (five) years (<i>copies/samples of the contracts/purchase orders might be requested to be provided</i>) <input checked="" type="checkbox"/> Minimum average annual turnover of USD 75,000 for the past two (2) years <input checked="" type="checkbox"/> Proposed key personnel with the minimum required academic and professional qualifications, proven by CVs submitted: <p><u>Key personnel 1: Project Manager (one person):</u></p> <ul style="list-style-type: none"> • Bachelor's degree or equivalent in Information and Communication Technology (ICT) or related field ; • At least 3 years' experience in managing IT projects, including overseeing technical analysis, design requirements formalization, and software solution development; • Experience in at least 2 projects in the role of project manager implemented during the last 3 years; • Knowledge of Romanian and English languages. <p><u>Key personnel 2: Designer (one person):</u></p> <ul style="list-style-type: none"> • Bachelor's degree or equivalent in Web Design, Graphic Design, or related field;

	<ul style="list-style-type: none"> • At least 3 years of experience in developing web interfaces; • Experience in at least 2 projects in the role of Designer implemented during the last 3 years. <p><u>Key personnel 3: Developer (minimum one person):</u></p> <ul style="list-style-type: none"> • University degree in Information technology, engineering or another relevant field; • At least 3 years' work experience in the mentioned position; • Experience in at least 1 project developed under the technological stack used for similar Projects, implemented during the last 3 years. <p><u>Note1:</u> The above listed roles can not be cumulated. <u>Note2:</u> Compliance to the requirements above shall be clearly defined in the CVs of each proposed personnel, for validation purpose.</p>
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award.	01 June 2024

ANNEX 1: SCHEDULE OF REQUIREMENTS (TERMS OF REFERENCES)

Terms of Reference (ToR) for development of the Trade Information Portal

I. BACKGROUND

Micro, Small, and Medium Enterprises (MSMEs) play a vital role in driving economic growth, job creation, and innovation in Moldova. In 2021, there were approximately 59.4 thousand small and medium-sized enterprises, constituting around 98.4% of the total number of enterprises. The number of employees in MSMEs represent 59.1% of the total number of employees across all enterprises. The sales revenue generated by MSMEs during this period totalled 37.6% of the total sales revenue in the overall economy. These enterprises contribute significantly to employment, exports, and overall economic development. However, MSMEs often face various challenges in accessing crucial information and resources that are essential for their success and competitiveness in domestic and international markets. In recognition of these challenges, the development of an informational portal specifically tailored for MSMEs has emerged as a strategic imperative.

Moldova has entered into several external trade agreements that present significant opportunities for MSMEs to expand their business and explore new markets. However, these opportunities remain largely untapped due to various challenges faced by MSMEs, such as limited access to trade-related information, inadequate understanding of trade agreements, and difficulties in navigating complex trade regulations. The development of an informational portal dedicated to addressing these challenges and assisting MSMEs in leveraging trade opportunities is crucial for the growth and competitiveness of the sector.

Considering the above, there is a pressing need to develop a trade informational portal that serves as a one-stop resource hub for trade-related information. Following the desk review undertaken by the UNDP Advanced cross-river capacities for trade (AdTrade) project, financed by Sweden and United Kingdom, one of the major recommendations was to establish a centralized Trade Information Portal (TIP). Creating a TIP portal can significantly improve the accessibility and usability of information resources. This portal can serve as a one-stop platform, providing comprehensive and up-to-date information on trade agreements, market access conditions, sector-specific data, relevant reports, as well as reliable information with respect to customs legislation, customs regimes and destinations, declaration, classification and origin of goods, permits, and the rules for border crossing concerning goods and transportation units.

The competition is launched to identify the best vendor by providing general Terms of Reference for contracting an experienced IT company to develop an informational portal on the opportunities offered by Moldova's external trade agreements for micro, small, and medium enterprises.

II. GOALS AND EXPECTED OUTCOME

This Request for Quotation serves as a document outlining the comprehensive requirements for the development of the Trade Information Portal. A detailed technical specification will be collaboratively drafted by the contracted vendor after extensive consultations with government agencies and the AdTrade team. The technical specification will encompass all aspects of the project, ensuring a clear and aligned vision.

The final product must meet the following key criteria:

Multilingual Capability: The developed product shall be fully multilingual, supporting languages including Romanian, English, and Russian, to cater to a diverse user base.

Cross-Platform Compatibility: The trade information portal should be operational on a wide range of devices, including but not limited to laptops, PCs, and all types of mobile devices. It should be accessible through various means used by users to navigate the Internet.

Accessibility Considerations: The development should take into account the needs of users with disabilities, adhering to web accessibility standards and best practices to ensure an inclusive and user-friendly experience for all.

Compliance with Legal Frameworks: The information portal must strictly adhere to the prevailing national legislation, international treaties, and European and international guidelines within the domain. It should serve as a reliable and compliant source of trade-related information.

In addition to these core requirements, it's essential to note that the contracted vendor is responsible for not only developing the web portal but also seamlessly integrating it into the existing mobile application, known as BizRadar. This integration should ensure a unified and coherent user experience across both platforms, web, and mobile. The type of integration between BizRadar and the Web Portal will be agreed upon with developers (WebView preferred, but API could be also considered).

2.1 Legal frame

To develop the portal under the present assignment, principles outlined in the following international guidelines and recommendations shall be considered:

- Michael O. Leavitt, Ben Shneiderman, Research-Based Web Design & Usability Guidelines, U.S. Government Printing Office, https://www.usability.gov/sites/default/files/documents/guidelines_book.pdf
- World Wide Web Consortium (W3C) Recommendations (<http://www.w3c.org>) on the quality of web page content, possibilities to view the information correctly by the commonly used Internet browsers and compatibility with different IT platforms;
- WAI (Web Accessibility Initiative) Recommendations (<http://www.w3c.org/WAI>) on ensuring the possibility for people with disabilities to use the site resources;
- WCAG (Web Content Accessibility Guidelines) Recommendations <http://www.w3.org/TR/WCAG20/>
- W3C Recommendations (<http://validator.w3.org>) on Website testing. All Websites shall be tested as per these Recommendations.

Unrolled processes aiming to design, develop and put into production a web site shall be compliant with the requirements set forth by the Standard of the Republic of Moldova SMV ISO CEI 15288:2009, Systems and Software Engineering. System life-cycle processes.

2.3 Project activities and deliverables

In order to attain the goals, set under this assignment the vendor shall carry out the activities and provide the services outlined below:

Table no. 1 Activities and deliverables

Deliverables	Activities	Timeline
1. Development of the Trade Information Portal in line with requirements from the TOR		
D.1 – Trade Information Portal (TIP) concept updated, including structure and features. Technical specification elaborated in coordination with the government counterpart and AdTrade team. <i>Note: On the inception meeting the vendor and stakeholders shall agree on the hosting means to be used (potentially to be hosting in MCloud – specification to be defined).</i>	1.1. Assess user and stakeholders needs	1w after IM
	1.2. Update the Website concept and features, taking into consideration assessment from activity 1.1	2w after IM
	1.3. Draft a short and concise technical specification for the portal, to be used as a guide for any further steps, but also to serve as proof for the achieved agreements with the main stakeholders	2w after IM
D.2 – Site design elaborated, at least 2 design concepts developed.	2.1. Design and propose at least 2 intuitive and user-centric interfaces for the portal. Prototyping tools (ex. Figma) should be used, and at least 3 main pages will be mocked up for each proposal. Ready templates and site thematic shall be avoided.	3w after IM
	2.2. Tailor the selected final version until the final acceptance.	5w after IM
D.3 – Trade Informational Portal developed and integrated into BizRadar application <i>Note 1: Use of any open source or licensed product in the portal should be agreed upon with the project team.</i> <i>Note 2: Preferred stack to be used: C# / .net7 / React. Any other technological stack could be considered together with a cost/benefit analysis.</i> <i>Note 3. A data store that allows full-text search and enables language analyzers should be used</i>	3.1. Develop a responsive web application using modern front-end and back-end technologies that ensures seamless performance across different devices and browsers (mobile first – desktop design will be scaled up from mobile one).	12w after IM
	3.2. Implement user-friendly navigation and search functionalities to enable easy access to relevant information.	14w after IM
	3.3. Integrate interactive features, such as calculators, decision-making tools, and online forums, to enhance user engagement and facilitate knowledge sharing.	16w after IM

D.4 – Fully Implemented Content Management and Integration for the Trade Information Portal, including production of the content for the TIP in 3 languages (Romanian, English and Russian)	4.1. Development of a Robust Content Management System: During the implementation period, the IT company will focus on developing a robust content management system (CMS) for the Trade Information Portal. The CMS will be designed to efficiently manage and organize the trade-related information collected by the content provider. It will include features such as: - Easy-to-use interfaces for content editors to add, modify, or delete information resources. - Hierarchical categorization and tagging system for efficient content classification. - Version control to track changes and updates to the content. - Workflow management to facilitate the review and approval process for content publication.	3w after D.3
	4.2. Ensure data integration and synchronization with external data sources to provide real-time information on trade regulations, tariffs, market access requirements, and trade statistics.	1w after D.3
	4.3. Implement a user-friendly content submission and review process to facilitate the contribution and publication of user-generated content.	1w after D.3
D.5 - Completion of Testing and Quality Assurance Phase	5.1. Conduct rigorous manual testing of the portal to ensure its functionality and usability.	1w after D.4
	5.2. Create automation test scripts that will test navigation and portal performance.	2w after D.4
	5.3. Identify and resolve any technical issues, bugs, or inconsistencies encountered during the testing phase.	2w after D.4
	5.4. Conduct user acceptance testing with a diverse group of MSMEs to gather feedback and insights for further improvements.	2w after D.4
	5.5. Ensure compliance with web accessibility standards and best practices to ensure inclusivity and usability for all users.	2w after D.4
2. Transfer of knowledge and software to the owner, holder and administrator of the software solution, in line with requirements from the TOR		
D.6 – Training and Capacity Building Program Successfully Implemented	6.1. Deliver the guides for users, advanced users, and admins on content management and site administration	2w after D.5

	6.2. Train the staff, including those responsible for the content management and administration of the website	2w after D.5
	6.3. Develop user guides, tutorials, and online training materials to assist MSMEs in effectively utilizing the portal's features and functionalities.	2w after D.5
3. Warranty, maintenance and technical support -12 calendar months		
D.7 - Maintenance and Technical Support during the Defect Liability Period	7.1. Since the date of signing the website Acceptance Protocol, during the 12-month defect liability period the vendor shall provide ongoing maintenance and technical support services to ensure the portal's continuous availability, security, and optimal performance maintenance and support services should any deficiency or error be detected in the website operation. Special attention shall be paid to bugs, errors, or any other inconsistencies, which shall be mitigated in less than 5 working days for the next 12 months	1y after D.6
	7.2. Implement robust data backup and disaster recovery mechanisms to safeguard the portal's information and user data.	4w after D.6
	7.3. Establish a helpdesk or support system to address user queries, provide technical assistance, and resolve any issues encountered while using the portal.	4w after D.6

Certain activities shall be deployed in parallel, allowing for the final product to be delivered not later than on 120th day after the inception meeting with the beneficiary.

The tasks will be considered fulfilled if following artefacts will be delivered:

- The technical description of the product as agreed on the inception meeting with the beneficiary;
- The product itself, with all required software solutions, plugins, add-ons installed, configured and populated with data. The complete source code of modules and components necessary to compile the delivered software, together with the guidelines and scripts used to build the software;
- Provided a concise manual regarding the system configuration and deployment, along with management, posting of content, listing of products, maintenance of the system. The manual shall be self-explanatory with details on main functionalities and ways of work with the site, for both administrator and editor;
- Product piloted, tested, put into operations and accepted by the stakeholders. The testing plan and the in-house testing results (operational, performance, security);
- Trained for users and administrators;
- Product Acceptance Plan validated by beneficiary and AdTrade;

- Resolved bugs, deficiencies or any other inconsistencies identified in any of developed products, and mitigated issues linked to the interaction with the 3rd part apps for the next 12th months after they were put into production. Post-delivery technical support and defect liability for 12 months.

III. TECHNICAL REQUIREMENTS FOR THE TRADE INFORMATION PORTAL

3.1 Products general features

3.1.1 URL Address (domain name)

The existing URL address (eg. www.invest.gov.md) shall be used.

3.1.2 Website Accessibility Requirements

The developed products shall be user friendly and accessible on any mobile devices, but also on laptops or PCs, through diverse types of web browsers: Microsoft Edge, Mozilla FireFox, Safari, Google Chrome.

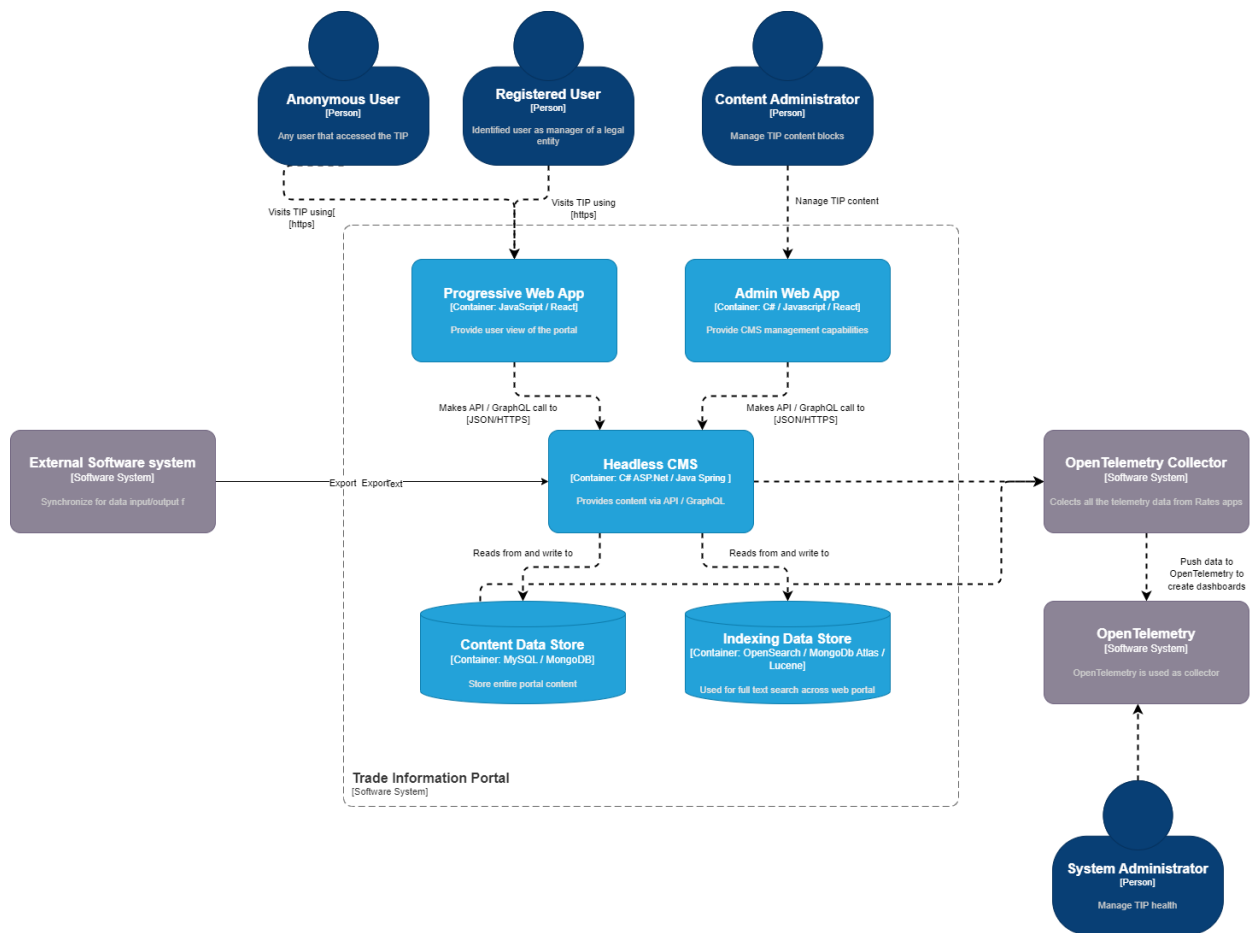
The developed web products shall comply with all minimum requirements described by the World Wide Web Consortium (W3C) in WCAG 2.1 at: <http://www.w3.org/TR/WCAG21/>

3.1.3 Requirements towards the Website graphical aspect

The developed web products shall have a graphic style and visual concept that complies with the recommendations comprised by the legislation in force for developing the Websites for public authorities of the Republic of Moldova and the beneficiary requirements, having implemented at the same time modern concepts of Website development.

Any developed product must be a fast, attractive, dynamic and intuitive solution, which would implement the cutting-edge trends user friendly frontend and giving the opportunity to integrate and use different multimedia elements.

Efficient search of and easy access to any part of the portal for all types of users: administrators, editors, registered users and guests, regardless of their computer literacy. Intuitive use of any tools provided by the developed product, as well as logical presentation of the structure and contents shall be ensured.



3.1.4 Website performance requirements

The developed website should be tested according to PageSpeed Insights, and optimized until minimum 75 points will be achieved. Additionally, stress tests results should be provided (using specialized tools, eg. Testable.io, WebLoad.)

3.1.5 Website security requirements

The Supplier shall test the security of the system according to OWASP Top 10 vulnerabilities using specialized tools. The respective output test is to be provided to the Beneficiary. WAF or similar products should be considered.

3.2 Website Technical Constraints

It is preferable to use a modern well-known and open-source stack of technologies for the TIP (ex. C#, .Net 7, React, Lucene, GraphQL, Docker, OpenTelemetry), complying with the platform requirements displayed in Table 1. The Offeror may use / integrate 3rd party open-source (free for commercial use) products, or commercial products (given the perpetual license is included in the offer).

Table 2. Recommended platforms and technologies

No.	Category	Compulsoriness	Technology
1	Operating system	Compulsory	Linux
2	WAF / Reverse proxy	Compulsory	Nginx or similar
3	Programming language	Compulsory	C# / .Net 7, Java / Spring

4	Data store	Compulsory	MySQL / PostgreSQL / MongoDB / Apache Lucene
5	CMS	Optional	PiranhaCMS, Strapi, Mixcore...
6	CI/CD	Compulsory	Gitops practices
7	Deployment	Compulsory	Docker / Kubernetes support

3.3 Content Management System peculiarities

The content management and administration will be carried out by Content Administrator, using the facilities of the Content Management System, which is accessible through the Website Administrator interface. The Content Management System shall allow to change the predefined items in structure, content and appearance of the developed web product. Authentication will be made available via a username plus a password.

Configuration of rules for displaying the information on the developed product. The Content Management System shall allow different ways to display the content on the site (different criteria for ordering documents/articles / products the sequences, features like displaying/hiding categories (date of publication, summary, context image, etc.).

Management of the main page and product page, allowing to configure its appearance: defining the elements of automatic display, dynamic definition of information blocks and their contents, defining the sequence of element displayed, defining the principles for displaying the location of linguistic versions, the design style, etc. The Content Management System must furnish facilities allowing to update posted content.

Viewing the Website visit statistics. The Content Management System shall have an internal mechanism for statistical analysis of the web product performance and visitors' behaviour. It is also necessary to integrate the Google Analytics or similar analytic tools to record and view detailed statistics.

The developed TIP will enable implementing general security rules for the data posted on the web. The Content Management System will ensure full integrity of all files and records of the developed product. Access to the user interface of the Content Management System will be scrutinised via a mechanism for authentication and authorisation. All the actions undertaken by authorised users shall be logged in special logs/registers (intended for logging critical business events).

The developed product will include the backup/restore feature to restore its operating status should technical problems have occurred leading to the loss of file or database integrity.

3.4 Peculiarities of developing the public interface

The public interface of the website must provide users with a fast, intuitive and facile navigation mechanism. The front end must be responsive, adjustable to the any type of device. Preferably, the front-end will use single page application techniques to improve responsiveness. The structure and site content will be dynamically administered, using the Content Management System facilities. Nonetheless, the portal shall be capable to administer and display interactive content or Multimedia (in HTML5 format, video or audio files).

Search tools shall be enabled. It is desirable for the results to be displayed as per the content relevance.

The developed TIP will be able to automatically firewall the access from IP addresses with hostile actions as the sql injection, flood injection, DoS attack etc.

For more information on technical requirements of the Trade Information portal, please consult the attached concept of TIP.

3.5 Technical Deliverables

Upon completion of the project, the following deliverables should be made available to the Beneficiary:

- a) Git repository containing: source code, git logs / commit history, ci/cd pipelines, backup / restore / migration scripts, automation tests
- b) User and Administrator Guide
- c) Media files
- d) Performance and Security reports
- e) Manual tests checklist
- f) Any other artifact produced in the development / testing process

IV. ELIGIBILITY CRITERIA

Companies specialised in providing IT services with a 5 years work experience and have previously implemented at least 3 projects of similar complexity, may take part in the competition. The interested legal persons shall send their technical and financial proposals. The technical and financial proposal shall contain:

- Company profile and experience in developing informational portals or similar projects.
- Proposed methodology, approach, and work plan for the portal development.
- Proposed timeline and deliverable schedule aligned with the project milestones.
- Supporting documentation, such as client references, project samples, and relevant certifications.
- Key staff resumes involved in the project.
- Detailed breakdown of costs, including development, maintenance, and support fees.
- Any other relevant documents.

The Offeror shall include in the submitted technical offer summary data on the staff involved in the project and their qualifications. The engagement of qualified staff having work experience in developing and implementing IT systems for the Moldovan central public authorities is welcome. It is required to explicitly describe the qualification of people employed in key functions. It is expected to have dedicated personnel for design and development, content writing and population of data from different sources. Resumes of key people shall be submitted.

Minimum Requirements for a Project Manager:

- Bachelor's degree or equivalent in Information and Communication Technology (ICT) or related field.
- At least three years of relevant work experience in managing IT projects, including overseeing technical analysis, design requirements formalization, and software solution development.
- Experience in at least 2 projects in the role of project manager implemented during the last 3 years.
- Knowledge of Romanian and English languages.

Minimum Requirements for a Designer:

- Bachelor's degree or equivalent in Web Design, Graphic Design, or related field.
- At least three years of relevant work experience in developing web interfaces.
- Experience in at least 2 projects in the role of Designer during the last 3 years.
- Proficiency in modern tools, techniques, and trends in designing and developing IT solutions with a focus on web interfaces.

Minimum Requirements for a Developer

- Bachelor's degree or equivalent in Information technology, engineering or another relevant field.
- At least 3 years' work experience in the mentioned position;
- Experience in at least 1 project developed under the technological stack used for similar projects, implemented during the last 3 years.

For other key staff involved in the portal development, the service provider shall conduct its own evaluation and selection process to identify the best candidates with the appropriate qualifications and experience to fulfil specific tasks and responsibilities.

V. REPORTING

After successfully finalizing each deliverable described in Table 1, within five days at most all the documents short reports shall be provided and approved by the AdTrade project. Upon the full completion of project activities, the vendor will furnish a final report containing a summary of all project activities. The report shall prove that all project objectives have been successfully accomplished. The Developer shall include in the report a brief description of delivered output, based on a template to be provided by the AdTrade team.

VI. CONFIDENTIALITY

All information provided by the IT companies during the proposal submission and evaluation process will be treated with strict confidentiality. The information will be used solely for the purpose of evaluating the proposals and selecting the IT company for the project.

VII. RIGHTS AND OWNERSHIP

Upon completion of the project and full payment of the agreed fees, all rights and ownership of the developed informational portal, including its source code, design, and content, will be transferred to the Beneficiary.

VIII. PROJECT MANAGEMENT

All contractual relations are with the UNDP AdTrade Project. Under such conditions all administrative, financial issues shall be coordinated exclusively with the representatives of the UNDP Moldova AdTrade Project, who will assign a supervisor to ensure effective coordination, communication, and timely delivery of project milestones. Regular progress meetings and reporting mechanisms will be established to monitor the project's progress and address any issues or challenges encountered. Beside the beneficiary acceptance, the developed product shall get the final acceptance of AdTrade project.

IX. PROJECT DURATION

The project is expected to commence on June 2024 and the most part to be completed within 120 days after the signing of the contract, including site design, development of the web product itself, content writing, any other relevant activities (except for the trainings and the defect liability period). The timeline provided in Section II outlines the specific milestones and deliverable schedule. Any changes to the project duration must be mutually agreed upon by both parties in writing.

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:	RfQ24/02857: Development of the Trade Information Portal	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 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 type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input 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 empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input 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 contracts of similar complexity developed within the last 5 years				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value (indicate currency)	Period of activity (month/ year)	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, Terms of References, 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.
<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, Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, its 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.

Yes	No	
<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:	RfQ24/02857: Development of the Trade Information Portal	Date: Click or tap to enter a date.

Technical Offer

The technical offer shall include:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference;
- a brief methodology, approach and implementation plan;
- hardware operating restrictions, estimated activities and their durations, methodology for providing warranty, maintenance and support services;
- team composition and CVs of key personnel.

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: USD

Ref	Description of Deliverables	Price, USD, VAT 0%
1.	Development of the Trade Information Portal in line with requirements from the TOR	
	D.1 – Trade Information Portal (TIP) concept updated, including structure and features. Technical specification elaborated in coordination with the government counterpart and AdTrade team.	
	D.2 – Site design elaborated, at least 2 design concepts developed.	
	D.3 – Trade Information Portal developed and integrated into BizRadar application	
	D.4 – Fully Implemented Content Management and Integration for the Trade Information Portal, including production of the content for the TIP in 3 languages (Romanian, English and Russian)	
	D.5 - Completion of Testing and Quality Assurance Phase	
2.	Transfer of knowledge and software to the owner, holder and administrator of the software solution, in line with requirements from the TOR	
	D.6 – Training and Capacity Building Program Successfully Implemented	
3.	Warranty, maintenance, and technical support -12 calendar months	
	D.7 - Maintenance and Technical Support during the Defect Liability Period	
Total Price		

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<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.

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.	
<i>Exact name and address of company</i> Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.