



RFP24/02861: Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through **"Enhancing Democracy in Moldova through Inclusive and Transparent Elections" phase II (EDMITE II) Project**, hereby invites prospective proposers to submit a proposal for **Development and implementation of Contestation Module with the CEC** in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

Section 1: This Letter of Invitation

Section 2: Instruction to Proposers

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Conditions of Contract and Contract Forms

Section 7: Proposal Forms

- Form A: Proposal confirmation
- Form B: Checklist
- Form C: Technical Proposal Submission
- Form D: Proposer Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Format for Technical Proposal
- Form H: Format for CV of Proposed Key Personnel



- Form I: Statement of Exclusivity and Availability
- Form J: Financial Proposal Submission
- Form K: Format for Financial Proposal

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00455**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password).. In case you have never registered before, follow the [Supplier Portal Registration Link](https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247) (<https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247>) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

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

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

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



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

We look forward to receiving your proposal.

UNDP Moldova





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1 Overview

1.1 General Information

Title	RFP24/02861:Edmite II/Development of the computer subsystem Electoral Complaints
Contact Point	Procurement Unit
Outcome	
Two Stage Evaluation	Yes
E-Mail	sc.md@undp.org
Reference Number	RFP24/02861
Beneficiary Country	MDA
Introduction	

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UNDP Moldova

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

1.2 Tender Timeline

Preview Date



Open Date 24/04/24 12:33 PM
Close Date 15/05/24 13:30 PM
Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

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

1.4 Terms

Negotiation Currency USD

Eligible Response Currencies

Check the one currency in which you will enter your response.

	Response Currency	Description	Price Precision
<input type="checkbox"/>	USD	US Dollar	2
<input type="checkbox"/>	MDL	Moldovan Leu	2



2 Requirements

**Response is required*

Dear supplier,

Please review carefully the requirements and questions in this section.

Provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).

Kindly note that your Financial Proposal (Forms K-J) should ONLY be uploaded under Section 6 (the "Financial Evaluation" section below/ Commercial), and price should also be included in the Price Schedule on the platform under "Lines".

Please note that there are several Sections to be filled in, under the "Requirements" (2) step on the right side the page:

1

2

3

4

OverviewRequirementsLinesReview

MessagesRespond by SpreadsheetActionsBackNextSaveSubmitCancel

Section 1. General Provisions

Section 1. General Provisions

Section 2. Preliminary Exa...

Section 3. Minimum Eligibl...

Section 4. Technical Evalu...

Section 5. Financial Evalu...

2.1 Section 1. General Provisions

***1. General Instructions to Proposers**

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

Target: Confirm acceptance of instructions and provisions of this tender

***2. Bid Data Sheet**

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



Target: Have read and understood provisions in BDS

3. Criteria for Evaluation and Contract Award

Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively. The minimum technical score required to pass is 70%.

Technical Proposal (70%)

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

Financial Proposal (30%)

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

Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.

2.2 Section 2. Evaluation Criteria - Preliminary Examination

*1. General Conditions of Contract

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

Target: Accept General Conditions of Contract.

*2. Proposal Validity

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

Target: Accept Proposal Validity Conditions.

*3. Proposal Forms

Please provide Technical Proposal Forms (A-I) as per forms provided, duly signed by a legal representative of your company. **Do not provide the Financial Proposal Forms (J-K) at this stage. The Financial Proposal Forms (J-K) shall be submitted only in the "Commercial section" below. Non-compliance with this instruction may result in rejection of the proposal received.**

Target: Proposal Forms Submitted

*4. Company profile

Please provide a Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the services being procured. The document shall include company portfolio, demonstrating experience in implementation of projects with similar content and similar complexity

Target: Company profile provided

*5. Legal documents

Please provide legal documents including company registration certificate, legal representation, etc.

Target: Legal documents provided

6. Official Letter of Appointment or Power of Attorney

Please provide an Official Letter of Appointment as local representative, if Bidder is submitting a Bid on



behalf of an entity located outside the country or the Power of Attorney.

Response attachments are optional.

7. List of Shareholders and Other Entities Financially Interested in the Firm

Please provide the List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register

Response attachments are optional.

8. Quality Certificates

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

Response attachments are optional.

***9. Statement of Satisfactory Performance**

Please provide the statement of satisfactory performance from the Top three (3) Clients in terms of Contract Value in the past three (3) years.

Target: Statement of Satisfactory Performance provided

10. Consortium or Subcontracting Agreement

Please provide Consortium or Subcontracting Agreement or letter of intent to form a consortium or a partnership, if applicable

***11. Financial Statement**

Please provide the Financial Statements (Income Statements and Balance Sheets) for the past 3 years (2021, 2022, 2023).

Target: Financial Statements provided

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

Please provide a detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel and submission of necessary supporting information and documents as per ToR. The supporting information and documents shall include but shall not be limited to: project management organizational chart with clear roles and responsibilities, as well as practices applied to interaction and collaboration within the project, including: project plan management, detailed activity planning, resource management, communication plan, change management, risk management, deliverable quality management, progress monitoring and reporting.

Target: Methodology, Approach and Implementation Plan provided

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

Please provide CVs (signed by the envisaged personnel), clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned in Section 5: Terms of Reference). Please provide Statements of Exclusivity and Availability (signed by the envisaged personnel) for the Key personnel proposed.

Target: CVs and Statements of Exclusivity and Availability provided

2.3 Section 3. Evaluation Criteria - Minimum Eligibility



1.

Eligibility Criteria	Documents to establish compliance
Legal Status: Proposer is a legally registered entity	Form D: Proposer Information
Diversity, Inclusion and Belonging: Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: Proposer Information
Eligibility: Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

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

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

2.4 Section 4. Evaluation Criteria - Qualification

1.

Qualification Criteria	Documents to establish compliance.
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History of non-performing contracts: Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience	
Minimum 5 (five) years of experience in developing IT systems. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Minimum 3 (three) finalized contracts of similar size and complexity in IT systems development or upgrade implemented over the last 5 (five) years. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Minimum Key Personnel	
The contractor must provide at least 5 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification: <ul style="list-style-type: none"> • 1 (one) Project Manager • 1 (one) Senior Software Developer / Technical Lead • 1 (one) Junior Software Developer • 1 (one) Software Analyst • 1 (one) Tester <i>Please note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.</i>	Attach required documents to Form H: Format for CV of proposed Key Personnel



Financial Standing	
Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: Proposers should have minimum average sales turnover of USD 150,000 for the last 3 (three) years. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

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

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

2.5 Section 5. Technical Evaluation Criteria

1. Technical Evaluation Criteria

The technical proposal will be evaluated based on the criteria set here below following the maximum obtainable points set.
Evaluation team will score each criteria based on the information provided in the proposal.
To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

Summary of technical proposal evaluation sections	Points obtainable
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1.	Proposer's qualification, capacity and experience	350
2.	Proposed methodology, approach and implementation plan	350
3.	Management structure and key personnel	300
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 60 pts.)	60
1.2	General Organizational Capability which is likely to affect implementation: <ul style="list-style-type: none"> Financial stability "Average annual turnover for the last three years of 150,000 USD" (less than 150,000 USD – 0 pts., 150,000 – 30 pts., each 1,000 USD – 1pt., up to max. 50 pts.) 	50
1.3	Organizational Commitment to Sustainability: <ul style="list-style-type: none"> Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (no – 0 pts., yes – 5 pts.); Organization is a member of the UN Global Compact – (no – 0 pts., yes – 5 pts.); Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the 	20

	team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) - (no – 0 pts., yes – 10 pts.).	
1.4	<ul style="list-style-type: none"> Minimum 5 (five) years of relevant experience in developing IT systems (5 years – 40 pts., each additional year – 5 pts., up to max 60 pts.); Minimum 3 (three) <u>finalized contracts of similar size and complexity in IT systems development or upgrade</u> implemented over the last 5 years (3 contracts – 30 pts., each additional project – 5 pts., up to max 60 pts.); Specific <u>experience in building ICT infrastructure, proven through the design</u> of at least 3 (three) information systems (3 systems designed – 10 pts., each additional assignment – 5 pts., up to max 20 pts.); Demonstrated experience of working with Moldovan public institutions would be a strong advantage (no – 0 pts., yes – 40 pts.); Demonstrated experience in the design, development and implementation of IT applications for electoral processes would be an advantage (no – 0 pts., yes – 20 pts.); Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.). 	220
Total Section 1		350

Section 2. Proposed methodology approach and implementation plan		Points obtainable
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 100 pts.; The Proposer has satisfactory understanding of the 	100

	<p>assignment. The proposed approach and methodology correspond to the TOR, but require some adjustments to properly address all the tasks – up to 70 pts.;</p> <ul style="list-style-type: none"> · The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – up to 35 pts. 	
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> · The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 80 pts.; · The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 50 pts.; · The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 20 pts. 	80
2.3	<p>The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project:</p> <ul style="list-style-type: none"> · The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the bidder promise an efficient implementation of the project – up to 90 pts.; · The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the bidder certainly are not sufficient – up to 60 pts.; · The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the bidder are missing – up to 25 pts. 	90
2.4	<p>The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional):</p> <ul style="list-style-type: none"> · The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – up to 80 pts.; · The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications 	80



	<div>- up to 50 pts.;</div> <div>• The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – up to 20 pts.</div>	
Total Section 2		350

Section 3. Management Structure and Key Personnel			Points obtain able
1	Project Manager		80
	University degree in Management, Engineering, ICT or another relevant field (bachelor's degree – 10 pts., master's degree – 15 pts.)	15	
	At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc. (5 years – 15 pts., each additional year – 5 pts., up to a max. of 25 pts.)	25	
	Experience in a similar position in at least 2 (two) similar software development projects (two projects – 5 pts., each additional project – 5 pts., up to max 20 pts.)	20	
	Proven certification in Project Management (Prince, PMI, etc.) would be an asset (no – 0 pts., yes – 5 pts.)	5	
	Experience in managing projects for public authorities would be an asset (no – 0 pts., yes – 10 pts.)	10	
	Proficiency in Romanian and English languages (English, Romanian – 2.5 pts. each)	5	
2	Senior Software Developer / Technical Lead		80
	University degree in Computer Science or another relevant domain (bachelor's degree –10 pts., master's degree – 15 pts.)	15	

	At least 5 (five) years of experience in software development (5 years – 15 pts., each additional year – 2,5 pts., up to a max. of 25 pts.)	25	
	Participated in at least 3 (three) software development projects in the last 3 years (3 projects – 10 pts., each additional project – 2,5 pts., up to max 20 pts.)	20	
	At least 3 (three) years of experience in software development using Visual Studio .NET, ADO.NET, ASP.NET (3 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts., up to a max of 5 pts.)	5	
	Proficiency in Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
3	Junior Software Developer		70
	University degree in Computer Science or another relevant domain (bachelor's degree – 10 pts., master's degree – 15 pts.)	15	
	At least 3 (three) years of experience in software development (3 years – 15 pts., each additional year – 5 pts., up to a max. of 20 pts.)	20	
	Participated in at least 2 (two) software development projects in the last 3 years (2 projects – 10 pts., each additional project – 2,5 pts., up to max 15 pts.)	15	
	At least 3 (three) years of experience in software development using Visual Studio .NET, ADO.NET, ASP.NET (3 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts., up to a max of 5 pts.)	5	
	Proficiency in Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
4	Software Analyst		40
	University degree in Computer Science or another relevant domain (bachelor's degree – 2,5 pts., master's degree – 5 pts.)	5	
	At least 5 years of experience in software development (5 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	



	Participated in at least 2 (two) software development projects in the last 3 years (2 projects – 6 pts., each additional project – 2 pts., up to max 10 pts.)	10	
	Experience in managing projects for public authorities would be an asset (no – 0 pts., yes – 10 pts.)	10	
	Proficiency in Romanian and English languages (English, Romanian – 2 pts. each, any additional language – 1 pt. up to a max of 5 pts.)	5	
5	Tester		30
	University degree in Engineering, ITC or another relevant field (bachelor's degree – 2,5 pts., master's degree or equivalent – 5 pts.)	5	
	Experience in a similar position in at least 3 (three) projects (3 projects – 10 pts., every additional project – 2,5 pts., up to max 20 pts.)	20	
	Demonstrated experience in technologies related to the Republic of Moldova authorities' information and communication systems would be an advantage (no – 0 pts, yes – 5 pts.)	5	
Total Section 3			300

2.6 Section 6. Financial Evaluation

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

2.7 Section I-1.

2.8 Section I-2.



3 Lines

Instructions

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

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

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

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

Prices below shall be quoted in:

- MDL, VAT excluded for local suppliers*
- USD, VAT excluded for international suppliers*

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-Kick Off Meeting with the CEC and the Project Team	81111700						
2-Project Implementation Plan	81111700						
3-System Architecture Document	81111700						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
4-Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'	81111700						
5-Test plans for User Acceptance Testing, Load & Stress Testing and Automation Testing Plans	81111700						
6-Testing	81111700						
7-Training the Users	81111700						
8-Implementation	81111700						
9-Maintenance, Warranty and Technical Support Services for 12 months following the commissioning of the ITSS	81111700						

