INVITATION TO BID (ITB)

ItB24/02897: Services for development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the Energy Vulnerability Fund (EVF) Informational System and Case Management Informational System

Projects: **Digitalization in Support of the Ministry of Labour and Social Protection's 'Restart' Reform Programme**

Accelerating a Just Energy Transition in the Republic of Moldova Project

Country: Republic of Moldova

SECTION 1: LETTER OF INVITATION

United Nations Development Programme (UNDP) Moldova, through **"Digitalization in Support of the Ministry of Labour and Social Protection's 'Restart' Reform"** Project implemented in partnership with UNICEF, and through **"Accelerating a Just Energy Transition"** Project, hereby invites prospective bidders to submit a bid for **ItB24/02897: Services for development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the Energy Vulnerability Fund (EVF) Informational System and Case Management Informational System** in accordance with the General Conditions of Contract and the Schedule of Requirements as set out in this Invitation to Bid (ITB).

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

    Section 1: This Letter of Invitation
    Section 2: Instructions to Bidders
    Section 3: Data Sheet
    Section 4: Evaluation Criteria
    Section 5: Schedule of Requirements
    Section 6: Conditions of Contract and Contract Forms
    Section 7: Bidding Forms
- Form A: Bid Confirmation
- Form B: Checklist
- Form C: Bid Submission
- Form D: Bidder Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Technical Bid
- Form H: Price Schedule

When preparing your bid, please be guided by the ITB Instructions and Data Sheet. Please note that bids must be submitted directly in the system responding to the questions and uploading required documents by the deadline for submission of bids (date and time), indicated in the online system. System will not accept submission of any bid after that date and time. It is your responsibility to ensure that your bid is submitted before the deadline. Bids received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Bids must be submitted directly in 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).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00520** 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?prcBuId=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 Invitation to Bid, Schedule of Requirements 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 bid.

UNDP Moldova

SECTION 2: INSTRUCTIONS TO BIDDERS

GENERAL		
1. Scope		Bidders are invited to submit a bid for the UNDP Programme specified in Section 5: Schedule of Requirements, in accordance with this Invitation to Bid (ITB). A summary of the scope of the bid is included in Section 3: Data Sheet.
		Bidders shall adhere to all the requirements of this ITB, including any amendment made in writing by UNDP. This ITB is conducted in accordance with Policies and Procedures of UNDP which can be accessed at https://popp.undp.org/SitePages/POPPRoot.aspx.
2. Interpretation of the ITB		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 ITB.
3. Supplier Code of Conduct		All bidders 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 may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct
		Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract.
		The bidder must acknowledge that UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices.
		UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
		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) Further to the UNDP's vendor sanctions policy, 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.
4. Eligible bidders/Conflict of Interest		Bidders shall have the legal capacity to enter into a binding contract with UNDP.
		A bidder, and all parties constituting the bidder, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A bidder shall be deemed to have the nationality of a country if the bidder it is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.
		All bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by UNDP to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
		In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.
		Similarly, the 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 ITB; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

		Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.
		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 ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.
		Bidders shall not be eligible to submit a bid if at the time of bid submission:
		• is included in the Ineligibility List, hosted by UNGM, that aggregates infor mation disclosed by Agencies, Funds or Programs of the UN System;
		• is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list;
		• is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.
5.	Eligible goods, works and services	All goods, works and/or services to be supplied under the contract shall have their origin in any country with the exception of the countries, if any, listed in Section 3: Data Sheet, and all expenditures made under the contract will be limited to such goods, works and services.
		For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
		The origin of goods, works and services is distinct from the nationality of the bidder.
6.	Proprietary information	The ITB documents and any specifications, plans, drawings, patterns, samples or information issued or furnished by UNDP are issued solely for the purpose of enabling a bid to be completed and may not be used for any other purpose. The ITB documents and any additional information provided to bidders shall remain the property of UNDP. All documents which may form part of the bid will become the property of UNDP, who will not be required to return them to your firm.
7.	Publicity	During the ITB process, a bidder is not permitted to create any publicity in connection with the ITB.
SOLICITATION DOCUMENTS		
8.	Clarification of solicitation documents	Bidders may request clarifications on any of the ITB documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.
		UNDP will provide the responses to clarifications through the method specified in Section 3: Data Sheet.
		UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the bids, unless UNDP deems that such an extension is justified and necessary.
9.	Amendment of solicitation documents	At any time prior to the deadline of bid submission, UNDP may for any reason, such as in response to a clarification requested by a bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.
		If the amendment is substantial, UNDP may extend the Deadline for submission of bid to give the bidders reasonable time to incorporate the amendment into their bids.
PREPARATION OF BIDS		
10.	Cost of preparation of bid	The bidder shall bear all costs related to the preparation and/or submission of the bid, regardless of whether its bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

11. Language	The bid, as well as any and all related correspondence exchanged by the bidder and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
12. Documents comprising the bid	The bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet: a) Documents establishing the eligibility and qualifications of the bidder. b) Technical bid c) Price Schedule d) Bid Security (if required) e) Advance Payment Guarantee (if required) f) Performance Security (if required) g) Any attachments and/or appendices to the bid.
13. Documents establishing eligibility and qualifications of the bidder	The bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a bidder, its qualifications must be documented to UNDP's satisfaction.
14. Technical bid	The bidder is required to submit a technical bid using the Form provided in Section 7 and taking into consideration the requirements in the ITB.
15. Price Schedule	The Price Schedule shall be prepared using the Form provided in Section 7 and taking into consideration the requirements in the ITB. The prices and discounts quoted by the bidder shall conform to the requirements specified below. • All items and lots (if applicable) must be listed and priced separately. • The price to be quoted shall be the total price of the bid, excluding any discounts offered. • The bidder shall quote any unconditional discounts and indicate the method for their application. • The INCOTERM shall be governed by the rules prescribed in the 2020 edition of INCOTERMS, published by The International Chamber of Commerce. The INCOTERM rules and place of destination is specified in Section 5: Schedule of Requirements. • Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in Section 3: Data Sheet. A bid submitted with an adjustable price shall be treated as non-compliant and shall be rejected. However, if in accordance with Section 3: Data Sheet, prices quoted by the bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero. • If indicated in Section 3: Data Sheet that bids are being invited for individual contracts (lots) and unless otherwise indicated in Section 3: Data Sheet, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Lot shall specify the applicable price reduction.
16. Bid currencies	All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where bids are quoted in different currencies, for the purposes of comparison of all bids: • UNDP will convert the currency quoted in the bid into the UNDP preferred currency, in accordance with the prevailing UN Operational Rate of Exchange on UNDP; and • In the event that UNDP selects a bid for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
17. 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, 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 bids shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.

18. Bid validity period	Bids shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of bids. A bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.
	During the bid validity period, the bidder shall maintain its original bid without any change, including the availability of the key personnel, the proposed rates and the total price.
	In exceptional circumstances, prior to the expiration of the bid validity period, UNDP may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing, and shall be considered integral to the bid.
	If the bidder agrees to extend the validity of its bid, it shall be done without any change to the original bid, but will be required to extend the validity of the bid security, if required, for the period of the extension, and in compliance with Article 19 (Bid security) in all respects.
	The bidder has the right to refuse to extend the validity of its bid without forfeiting the bid security, if required, in which case, the bid shall not be further evaluated.
19. Bid Security	A bid security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The bid security shall be valid for a minimum of thirty (30) days after the final date of validity of the bid.
	The bid security shall be included along with the bid. If a bid security is required by the ITB but is not found in the bid, the offer shall be rejected.
	If the bid security amount or its validity period is found to be less than is required by UNDP, UNDP shall reject the bid.
	In the event an electronic submission is allowed in Section 3: Data Sheet, bidders shall include a copy of the bid security in their bid and the original of the bid security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.
	Unsuccessful bidders' bid securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of bid validity prescribed by UNDP pursuant to Article 18 (Bid Validity Period).
	The bid security may be forfeited by UNDP, and the bid rejected, in the event of any, or combination, of the following conditions:
	- If the bidder withdraws its offer during the period of the bid validity specified in Section 3: Data Sheet, or; - In the event the successful bidder fails: - to sign the Contract after UNDP has issued an award; or - to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the bidder.
20. Joint Venture, Consortium or Association	If the bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for bid, each such legal entity will confirm in their joint bid that:
	- 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, and this will be evidenced by a duly notarised Agreement among the legal entities, which will be submitted along with the bid; and - if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.
	After the deadline for submission of bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
	If a JV, Consortium or Association's bid is the bid selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.
	The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 21 (Only one Bid) herein in respect of submitting only one bid.

	The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
	A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
	• Those that were undertaken together by the JV, Consortium or Association; and
	• Those that were undertaken by the individual entities of the JV, Consortium or Association.
	Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.
	JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.
21. Only one bid	The bidder (including the individual members of any Joint Venture) shall submit only one bid, either in its own name or as part of a Joint Venture.
	Bids submitted by two (2) or more bidders shall all be rejected if they are found to have any of the following:
	• they have at least one controlling partner, director or shareholder in common; or
	• any one of them receive or have received any direct or indirect subsidy from the other/s; or
	• they have the same legal representative for purposes of this ITB; or
	• 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 ITB process;
	• 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 some key personnel proposed to be in the team of one bidder participates in more than one bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one bid.
22. Alternative bids	Unless otherwise specified in Section 3: Data Sheet, alternative bids shall not be considered. If submission of alternative bid is allowed in Section 3: Data Sheet, a bidder may submit an alternative bid, but only if it also submits a bid conforming to the ITB requirements. 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 bid.
	If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid". If no indication is provided as to which bid is the main bid and which is/are the alternative bid(s), then all bids will be rejected.
23. Pre-bid conference	When appropriate, a pre-bid conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.
	If it is stated in Section 3: Data Sheet that the pre-bid conference is mandatory, a bidder which does not attend the pre-bid conference shall become ineligible to submit a bid under this ITB.
	If it is stated in Section 3: Data Sheet that the pre-bid conference is not mandatory, non-attendance shall not result in disqualification of an interested bidder.
	UNDP will not issue any formal answers to questions from bidders regarding the ITB or bid process during the pre-bid conference. All questions shall be submitted in accordance with Article 41 (Clarification of Bids).
	The pre-bid conference shall be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility) bidders shall not rely upon any information, statement or representation made at the pre-bid conference unless that information, statement or representation is confirmed by UNDP in writing.

		Minutes of the pre-bid conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the minutes of the bidder's conference or issued/posted as an amendment to ITB.
24. Site inspection		When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.
		If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a bidder which does not attend the site inspection shall become ineligible to submit a bid under this ITB.
		If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested bidder.
		Bidders participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the bidders to participate in a site inspection.
		Prior to attending a site inspection, bidders shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:
		(i) loss of or damage to any real or personal property;
		(ii) personal injury, disease or illness to, or death of, any person;
		(iii) financial loss or expense, arising out of the carrying out of that site inspection; and
		(iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.
		Click or tap here to enter text.will not issue any formal answers to questions from bidders regarding the ITB or bid process during a site inspection. All questions shall be submitted in accordance with Article 8 (Clarification of solicitation documents).
		A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 26 (Bidders Responsibility), bidders shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing.
25. Errors or omissions		Bidders shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the ITB, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.
		Bidders shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.
26. Bidders responsibility to inform themselves		Bidders shall be responsible for informing themselves in preparing their bid. In this regard, bidders shall ensure that they:
		• examine and fully inform themselves in relation to all aspects of the ITB, including the Contract and all other documents included or referred to in this ITB;
		• review the ITB to ensure that they have a complete copy of all documents;
		• obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;
		• verify all relevant representations, statements and information, including those contained or referred to in the ITB or made orally during any clarification meeting or site Inspection or any discussion with UNDP, its employees or agents;
		• attend any Pre-bid conference or site inspection if it is mandatory under this ITB;
		• fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the goods, works and/or services; and
		• form their own assessment of the nature and extent of the goods, works and /or services required as included in Section 5: Schedule of Requirements and properly account for all requirements in their bid.

		Bidders acknowledge that UNDP, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this ITB or any other information provided to the bidders.
27.	**No material change(s) in circumstances**	The bidder shall inform UNDP of any change(s) of circumstances arising during the ITB process, including but not limited to: • a change affecting any declaration, accreditation, license or approval; • major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the bidder or its major sub-contractors; • a change to any information on which UNDP may rely in assessing bids.
SUBMISSION AND OPENING OF BIDS		
28.	**Instruction for bid submission**	The bidder shall submit a duly signed and complete bid comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The Price Schedule shall be submitted together with the Technical Bid. The bid shall be delivered according to the method specified in Section 3: Data Sheet. The bid shall be signed by the bidder or person(s) duly authorized to commit the bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or, if requested, a Power of Attorney, accompanying the bid. Bidders must be aware that the mere act of submission of a bid, in and of itself, implies that the bidder fully accepts the UNDP General Conditions of Contract. Electronic submission through the portal, if allowed as specified in the BDS, shall be governed as follows: • Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; • Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.
29.	**Deadline for bid submission**	Complete bids must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Bid should be submitted, refer to http://www.timeanddate.com/worldclock/. It shall be the sole responsibility of the bidders to ensure that their bid is received by the closing date and time. UNDP shall accept no responsibility for bids that arrive late due to the courier company or any technical issues and shall only recognise the actual date and time that the bid was received by UNDP. UNDP may, at its discretion, extend this deadline for the submission of bids by amending the solicitation documents in accordance with Article 9 Amendment of solicitation documents. In this case, all rights and obligations of UNDP and bidders subject to the previous deadline will thereafter be subject to the new deadline as extended.
30.	**Withdrawal, substitution and modification of bids**	A bidder may withdraw, substitute or modify its bid after it has been submitted at any time prior to the deadline for submission by sending a written notice to UNDP, duly signed by an authorized representative and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of bids, by clearly marking them as "WITHDRAWAL", "SUBSTITUTION" OR "MODIFICATION". However, after the deadline for bid submission, the bids shall remain valid and open for acceptance by UNDP for the entire bid validity period, as may be extended. Quantum: A Bidder may modify its Bid by revising the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly revise and submit a modification of the Bid as needed. Detailed instructions on how to revise a Bid directly in the system are provided in the Bidder User Guide.
31.	**Storage of bids**	Bidders are encouraged to submit their bid in good time to avoid last minute challenges. Bids submitted in the supplier portal are kept confidential and secure by the system and no one in the organization has access to such information until deadline has passed and bids have been opened.

32. Bid opening	Once deadline has passed, bids will be opened for evaluation as per the UNDP evaluation procedures. If Public Bid Opening is provisioned, a Public Bid Opening report will be sent automatically by the system to all bidders who have posted a successful bid indicating names of the companies and their total bid price.	
33. Late bids	In exceptional circumstances, bid received outside portal within or after deadline may be accepted if it is determined that it was due to factors not reasonably foreseen by the bidder or was due to force majeure. Such bids received by UNDP will be destroyed unless the bidder requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned bidding documents.	
EVALUATION OF BIDS		
34. Confidentiality	Information relating to the examination, evaluation, and comparison of bids, and the recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process, even after publication of the contract award. Any effort by a bidder or anyone on behalf of the bidder to influence UNDP in the examination, evaluation and comparison of the bids or contract award decisions may, at UNDP's decision, result in the rejection of its bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.	

35. Evaluation of bids	UNDP shall evaluate a bid using only the methodologies and criteria defined in this ITB. No other criteria or methodology shall be permitted.
	
	UNDP shall conduct the evaluation solely on the basis of the bids received according to the evaluation criteria in Section 4.
	
	Evaluation of bids shall be undertaken in the following steps:
	    a) Preliminary examination
	    b) Evaluation of eligibility and qualification
	    c) Evaluation of technical bids
	    d) Evaluation of prices of bids found to be substantially compliant
	Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
	After completion of the evaluation, but prior to award, UNDP shall conduct a Post-qualification assessment of the bidder recommended for award (if pre-qualification was not done) as per Article 40 (Post-qualification).	

36. Preliminary examination	UNDP shall examine the bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any bid at this stage.	
37. Evaluation of eligibility and qualification	Eligibility and Qualification of the bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible Bidders). In general terms, vendors that meet the following criteria may be considered qualified: a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.	

38.	**Evaluation of technical bids**	Technical evaluation will be conducted to establish substantial compliance, as per the criteria included in Section 4: Evaluation Criteria. When the bid varies in one or more aspect/s from the minimum technical specifications and/or delivery requirements specified in Section 5: Schedule of Requirements, the bid will not be considered substantially compliant and will not be evaluated further. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
39.	**Evaluation of prices**	The prices of bids found to be substantially compliant, will be compared to identify the most substantially compliant bid which represents the lowest overall costs to UNDP.
40.	**Post-qualification/Due diligence**	UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following: a) Verification of accuracy, correctness and authenticity of information provided by the bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the bidder, or with previous clients, or any other entity that may have done business with the bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the bidder's offices, branches or other places where business transpires, with or without notice to the bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
41.	**Clarification of bids**	UNDP may request clarification or further information in writing from the bidders at any time during the evaluation process. The bidders' responses shall not contain any changes regarding the substance or price of the bid, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the bids, in accordance with Instructions to Bidders Article 25 (Errors or omissions). UNDP may use such information in interpreting and evaluating the relevant bid but is under no obligation to take it into account. Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.
42.	**Responsiveness of bid**	UNDP's determination of a bid's responsiveness is to be based on the contents of the bid itself. A substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that: a) affects in any substantial way the scope, quality, or performance of the goods, services and/or works specified in the contract; or b) limits in any substantial way, inconsistent with the bidding documents, UNDP's rights or the bidder's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids. If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.
43.	**Nonconformities, reparable errors and omission**	Provided that a bid is substantially responsive, UNDP may waive any non-conformities or omissions in the bid that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other bidders. Provided that a bid is substantially responsive UNDP may request the bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission

	shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.
	For bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:
	a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;
	b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
	c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
	If the bidder that submitted the lowest evaluated bid does not accept the correction of errors, its bid shall be rejected and its bid security may be forfeited.
44. Right to accept any bid and to reject any or all bids	UNDP reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
45. Samples	Where required as per Section 5: Schedule of Requirements, free, non-returnable samples shall be provided by the bid submission deadline for evaluation and testing by UNDP or their representative, of the item and/or the packing and packaging, prior to any award. Samples will be subject to technical review and laboratory analysis where appropriate. Samples provided to UNDP are non-returnable, unless otherwise stated. Samples should be marked with the ITB number.
	If a bidder fails to provide samples or documents requested by UNDP in a timely manner, UNDP may declare the bid unsuccessful.
AWARD OF CONTRACT	
46. Award criteria	In the event of a Contract award, UNDP shall award the Contract to a bidder who has been determined as eligible and qualified and whose bid has been determined to be the lowest priced, substantially compliant offer to the ITB. UNDP reserves the right to conduct negotiations with the bidder recommended for award on the content of their bid.
47. Right to vary requirement at time of award	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of goods, works and/or services, 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
48. Notification of award	Prior to the expiration of the period of bid validity, UNDP will notify the successful bidder in writing by email, fax or post, that its bid has been accepted. Please note that the bidder, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
49. Debriefing	In the event that a bidder is unsuccessful, the bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the bidder's submission, in order to assist the bidder in improving its future bids for UNDP procurement opportunities. The content of other bids and how they compare to the bidder's submission shall not be discussed.
50. Publication of Contract Award	UNDP will publish the contract award on UNDP Procurement Notices website https://procurement-notices.undp.org/view_awards.cfm with the ITB reference number, the information of the awarded bidder company name, contract amount or LTA and the date of the contract.
51. Contract Signature	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.

52.	Contract Type and General Terms and Conditions	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
53.	Performance security	The successful bidder, if so specified in Section 3: Data Sheet shall furnish a performance security in the amount and form specified therein, within the specified number of days after receipt of the contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. UNDP shall promptly discharge the bid securities of the unsuccessful bidders pursuant to Article 19 (Bid Security). The Performance Security form is available here Failure of the successful bidder to submit the above-mentioned performance security or sign the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event UNDP may award the contract to the next lowest evaluated bidder, whose offer is substantially responsive and is determined by UNDP to be qualified to perform the contract satisfactorily.
54.	Bank guarantee for advance payment	Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the bidder shall submit a Bank Guarantee in the full amount of the advance payment using this bank guarantee form. Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.
55.	Liquidated Damages	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract.
56.	Bid protest	Any bidder that believes to have been unjustly treated in connection with this bid process or any contract that may be awarded as a result of such bid process may submit a complaint to UNDP. The following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
57.	Other Provisions	In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence. UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer

SECTION 3: DATA SHEET

The following specific data shall complement, supplement or amend the Provisions in Section 2: Instructions to Bidders. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Bidders.

Ref. Article in Section 2		Specific Instructions / Requirements
1.	Scope	The reference number of this Invitation to Bid (ITB) is **ItB24/02897: Services for development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the Energy Vulnerability Fund (EVF) Informational System and Case Management Informational System.** The scope of services and specifications of goods are further described in Section 5 of this ITB.
2.	Eligible bidders	Bidders from all countries are eligible to bid.
3.	Eligible services	Services with origin in all countries are eligible in this bidding process.
4.	Clarification of solicitation documents	Bidders must send their questions in the system using the messaging feature. Only in case of facing difficulties to register in the system and sending messages, bidder can write to the contact below to request support with the system: Focal Person: Procurement Unit E-mail address: sc.md@undp.org **ATTENTION: BIDS SHALL NOT BE SUBMITTED TO THE ABOVE ADDRESS BUT TO THE ADDRESS FOR BID SUBMISSION AS SET OUT BELOW (see Data Sheet Article 28).**
		Deadline for submitting requests for clarifications / questions: Date: 3 (three) days before the submission deadline Time: 18:00 Time zone: Moldova time/GMT+3
		UNDP will post the clarifications directly to the system.
5.	Language	All bids, information, documents, and correspondence exchanged between UNDP and the bidders in relation to this bid process shall be in **English and Romanian or Russian (acceptable).**
6.	Price adjustment	The price quoted by the Bidder shall not be subject to adjustment during the performance of the contract.
7.	Partial bids (lots)	Not allowed
8.	Bid currencies	Prices shall be quoted in **US Dollars (USD).** In case of contract award to a local company, payments will be made in Moldovan Leu based on UN Operational Rate of Exchange valid on the date of money transfer, as: https://treasury.un.org/operationalrates/OperationalRates.php UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.
9.	Duties and taxes	All prices shall: **Be exclusive of VAT and other applicable indirect taxes.**
10.	Bid validity period	90 days
11.	Bid security	Not required

12.	Alternative bids	Shall not be considered.
13.	Pre-bid conference	Will not be conducted
14.	Site inspection	A site inspection will not be held.
15.	Instruction for bid submission	Bidders must submit their bid directly in the online system. ▪ File Format: PDF files (preferred) ▪ All files must be free of viruses and not corrupted. ▪ It is recommended that bidders organize and name the files according to the requirements and structure of the bid to facilitate their review. ▪ The bidder should receive an email acknowledging email receipt from the system.
16.	Deadline for bid submission	Deadline is indicated in the supplier portal. In case of discrepancies between the deadline indicated in the portal and deadline indicated elsewhere, the deadline in the portal will prevail. It is the responsibility of the bidder to be informed on the tender deadline.
17.	Bid opening	☒ A Public bid opening report will be sent automatically from the system to all bidders who have submitted a bid for this tender.
18.	Evaluation Method for the Award of Contract	Lowest priced out of technically responsive, eligible and qualified bids.
19.	Expected date for commencement of contract	15 August 2024
20.	Maximum expected duration of contract	11 months, including warranty period
21.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased or decreased is 25%
22.	Contract award to one or more bidder	UNDP will award a contract to one bidder only
23.	Type of contract to be awarded	Contract for Goods and/or Services to UNDP See Section 6: for sample contract. http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
24.	Conditions of contract to apply	UNDP General Terms and Conditions for Contracts See Section 6 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
25.	Performance security	Not Required
26.	Advance payment	Not Allowed
27.	Liquidated Damages	Will be imposed as follows: 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.
28.	**Please attach the following documents with your Bid:**	▪ Bid Submission (as per Form C) ▪ Bidder Information (as per Form D) ▪ Company Profile, including detailed portfolio/previous corporate experience in similar related to the project's assignments ▪ Certificate of Incorporation/ Business Registration

		▪ Certified details of the ownership of the Bidder company (including each member of a JV consortium), providing the percentage ownership, share or stockholding of each party with an interest exceeding 5% of the company ownership (or Annex 1 to Business Registration Certificate – for local companies) ▪ Certified Letter of Appointment and power of attorney authorizing the representative of the Bidder to sign bids committing the Bidder and his joint venture partners (if any) to engagement for the Contract ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Joint Venture / Consortium / Association Information (as per Form E), if applicable ▪ Evidence of the capacities, capabilities and reputation of the JV partners/Subcontractors (if any) should meet respective requirements listed in Section 5 ▪ Eligibility and Qualification (as per Form F) ▪ Technical Bid (as per Form G) including description of the Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel (including team management workflow and solution for tracking and evidence of development hours consumed), as well as details of the Bidder's internal technical and quality assurance review mechanisms ▪ The latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2021-2023) ▪ Details of Previous Relevant Experience 3 (three) most relevant projects/ contracts) within the last five (5) years, indicating the Beneficiary name and contact details, scope of contract, contract amount and period of contract execution ▪ Copies of at least 3 Contracts proving the experience in the field of informational systems development services ▪ Statement of satisfactory Performance (references) from at least 3 (three) clients on similar assignments implementation *(informational systems development services)* ▪ List of qualified key personnel, together with CVs (as per Form G) and professional certificates, if applicable (valid at the date of presentation), indicating professional qualifications and relevant experience (as required in Section 5) ▪ Duly filled-in Consolidated Price Schedule (as per Form H), including detailed cost breakdown ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

All criteria will be evaluated on a Pass/Fail basis and checked during Preliminary Examination.

Criteria	Documents to establish compliance
Completeness of the bid	All documents and technical documentation requested in Section 2: Instructions to Bidders Article 12 have been provided and are complete.
Bidder accepts UNDP General Conditions of Contract as specified in Section 6.	Duly signed and stamped Form C: Bid Submission has been provided.
Bid Validity	Duly signed and stamped Form C: Bid Submission has been provided.
Appropriate signatures	Bid Form have been duly signed and stamped.
Power of Attorney [if applicable]	Certified Letter of Appointment and/or power of attorney authorizing the representative of the Bidder to sign bids has been provided.

Eligibility and Qualification Criteria

All criteria will be evaluated on a Pass/Fail basis.

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

Eligibility Criteria	Documents to establish compliance
Bidder is a legally registered entity that can ensure rapid local response **(including presence of staff in the country)** to any of the contract related requests (whether though a local branch or office, though a local consortium partner – all relationships to be documented though official documents and valid contracts submitted with the Bid).	Form D: Bidder Information
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: Bid Submission
No conflicts of interest in accordance with Section 2 Article 4.	Form C: Bid Submission
The bidder 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: Bid Submission
Certificates and Licences: • Official appointment as local representative, if bidder is submitting a bid on behalf of an entity located outside the country. • Patent Registration Certificates, if any of technologies submitted in the bid is patented by the bidder.	Form D: Bidder Information

Qualification Criteria	Documents to establish compliance
History of non-performing contracts[1]: Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the bidder for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	
Minimum five (5) years of relevant experience in developing IT products and/or informational systems development. *(For JV/Consortium/Association, **all Parties** cumulatively should meet the requirement).*	Form F: Eligibility and Qualification
At least three (3) contracts for development of informational systems implemented in the past 5 (five) years, out of which 1 contract developed using Agile methodology *(to be referenced in technical offer) (copies of the contracts shall be submitted along with the bid)* *(For JV/Consortium/Association, **all Parties** cumulatively should meet the requirement).*	Form F: Eligibility and Qualification
At least one (1) contract of similar nature implemented in the Republic of Moldova, implemented in the last 5 (five) years *(copy of the contract shall be submitted along with the bid).* *(For JV/Consortium/Association, **all Parties** cumulatively should meet the requirement).*	Form F: Eligibility and Qualification
Financial Standing:	
Turnover: Bidders should have average annual sales turnover of minimum 250,000 USD for the last three years (2021-2023). *(For JV/Consortium/Association, **all Parties** cumulatively should meet the requirement).*	Copy of financial statements for the last three years. Form F: Eligibility and Qualification
Key Personnel:	
The minimum personnel required for the implementation of the assignment is: • Key personnel 1: IT Project Manager • Key personnel 2: Senior Full-Stack developer • Key personnel 3: Senior Backend developer • Key personnel 4: Middle Backend developer • Key personnel 5: Middle Backend developer • Key personnel 6: Senior Frontend developer • Key personnel 7: Middle Frontend developer • Key personnel 8: Senior DevOps • Key personnel 9: Middle DevOps • Key personnel 10: Senior QA • Key personnel 11: Middle QA	Form G: Technical Bid

---

[1] Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

- Key personnel 12: Security engineer
- Key personnel 13: Designer
- Key personnel 14: IT Business Analyst

__Note: The above listed roles cannot be cumulated.__

*(For JV/Consortium/Association, **all Parties** cumulatively should meet the requirement).*

Technical Evaluation Criteria

Criteria	Documents to establish compliance
Services offered in the bid are substantially compliant and do not contain any material deviation(s) from the minimum required as included in Section 5: Schedule of Requirements.	Form G: Technical Bid
The bid is substantially compliant with the minimum Delivery Requirements included in Section 5: Schedule of Requirements and do not contain any material deviation(s).	Form G: Technical Bid

Evaluation of Prices

Criteria	Documents to establish compliance
Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form H.	Form H: Price Schedule

TERMS OF REFERENCE

Services for development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the EVF Informational System and Case Management Informational System

Table of Contents

Introduction

The Republic of Moldova's system of social protection relies on two inter-dependent pillars: social insurance and social assistance, which also encompasses social services. In financial terms, the social protection system represents the most expensive policy sector in Moldova.

Following a series of exogenous shocks (such as inflation in energy prices, the COVID-19 pandemic, and the war in Ukraine) and policy responses (including indexations and the introduction of the Energy Vulnerability Reduction Fund - EVRF), the volume of public resources allocated under various programs of the social protection system has grown dramatically, from MDL 29 billion in the year 2021 to an approved envelope of MDL 46 billion for the year 2023. Consequently, the share of social protection in the total National Public Budget expenditures increased from 36% to 38%. As a share of GDP, the costs of the system went from 11.7% in 2021 to an astonishing 14.7% in 2023. These figures underline just how important it is to address the systemic challenges of social protection – even relatively small efficiency gains can prove to be economically and socially significant.

Introduction of the EVRF in 2022 has been a defining policy development. Considering the public budget constraints, about 70% of the total resources under the EVRF have been provided by external development partners. Thanks to this initiative and the support provided, the EVRF played a key role in preventing energy poverty from escalating to unmanageable highs.

In 2023, almost 539 thousand households were categorized as having a "very high" level of vulnerability for electricity consumption, and about 335 thousand households for gas consumption, and received proportionate compensations on their bills. According to February 2023 figures, the per household compensation averaged MDL 950 for the natural gas bill and MDL 885 for electricity.

The social opinion appears generally supportive and favorable towards the measures implemented as part of the EVRF: about 68% of the surveyed beneficiaries were positive about the compensations they received, while 64% believe that their degrees of vulnerability were fairly assessed.

In the dynamic socio-economic landscape of the Republic of Moldova, the Ministry of Labour and Social Protection (MLSP or the Ministry) is the principal policy authority regulating social protection. The MLSP stands at the forefront of significant transformation, inter alia, by launching the social assistance reform RESTART programme.

This transformation is not merely a response to evolving needs but also a proactive stride towards a future where social protection is seamless, inclusive, and empowering for every citizen. At the heart of this transformation is the recognition of social protection as a fundamental human right, as emphasized by international conventions and Social Development Goal 1.3 of the 2030 Agenda.

The somewhat ad-hoc responses to the series of unexpected socio-economic crises in recent years underline the urgent need to revamp the national social assistance system. The Ministry's focus is on creating a more agile and citizen-centered framework, ensuring enhanced access, reducing exclusion errors, and fostering social cohesion. Despite all safeguard measures and internal controls, exclusion errors remain a worrying concern—about 25% of the beneficiaries of the EVRF believe that the level of their energy vulnerability has not been rated correctly. The necessity for a shock-responsive system, designed to adapt swiftly and effectively to unforeseen events like wars, climate-change-related incidents, or health pandemics, is more pronounced than ever.

The MLSP's ambitious reform programme encompasses a broader range than social assistance per se. In addition to targeting the improvement of social assistance (including cash benefits and services), it also aims at the modernization of the National Employment Agency (NEA), reshaping the Labour Inspectorate, and reforming the provision of social services. Some of these priorities, such as the Labour Inspectorate reform, are already in their initial stages of fulfilment.

Central to the reforms initiated by the MLSP is digitalization, identified in the RESTART program as one of the crucial enablers for their successful implementation. Despite Moldova's impressive strides in developing an e-governance system and the growing level of society's access to broadband internet, the current level of digitalization and internal capacity at the MLSP to utilize and develop digital tools remain limited. This gap has led to a situation where the potential of the national e-governance system for reforming and improving social protection systems is only marginally tapped.

One of the most telling indicators is the mere fact that the MLSP and its subordinate institutions currently operate 14 different automated information systems, each developed for distinct aspects of its work. This reflects an outdated model of silo-based technical solutions, responding to immediate institutional needs and resource constraints rather than adhering to wider decision-making coherence and unity. These systems, fragmented and built on varying software technologies, are not interoperable, leading to inefficiencies and challenges in data management and service delivery.

This situation has a substantial material impact as well. On the one hand, citizens often encounter the burden of costly travel to various state agencies and the need to submit identical documents multiple times for different benefits or support types. On the other hand, case managers face limitations in accessing comprehensive information on beneficiaries, thereby impeding their ability to provide timely and appropriate support. It is little surprise that, while the poverty rate is close to 25%, only 2.8% of the people benefit from the "Ajutor Social" (Social Aid) and only 12% benefit from the APRA ("Support for the Cold Season") programs.

This fragmentation not only reduces the Ministry's capacity to identify, eliminate, and prevent fraud but also hinders evidence-based policymaking. The lack of integrated digital databases further obstructs the beneficiaries' documentation and addressing geographical inequalities in access to social services and social assistance.

According to MLSP data, in districts like Dubasari, Ialoveni, and Cahul, only 1.5% of the population benefited from the "Ajutor Social" and APRA programs in the year 2022, while in other districts, such as Ocnita, Donduseni, or Soldanesti, the share goes up to 10% of the population, with no convincing reasons for such large disparities.

Geographic inequalities in social protection coverage extend beyond monetary benefits. Essential services such as daily care for children, family placement for adults, protected house services, support services for families with children, and mobile support teams – to name just a few – are absent in the absolute majority of districts in Moldova. Only two-thirds of the requests for personal assistance were fulfilled in 2022.

The number of children at risk has increased from 3,743 in 2017 to 8,252 in 2021 and, considering the prevailing social, economic, and security conditions, has likely remained high in 2023.

The MLSP's goal is to digitalize and integrate its various systems in order to streamline processes, improve the management and delivery of social protection schemes, and ultimately make the system more agile, effective, and citizen centric.

This digital transformation is expected to enable the Ministry to collect and cross-reference data more efficiently, enhancing the effectiveness of targeting and the proactive identification of beneficiaries. It will facilitate the connection of currently fragmented programs, such as cash benefits, social services, employment programs, and energy subsidies, ensuring that the issue of multi-dimensional poverty is comprehensively addressed.

1. General information

Over the past decade or more, the Ministry of Labour and Social Protection (MLSP) has created automated systems for separate aspects of its work. As a result, it now has 14 different information systems. (See visual representation in Annex 1.) These include systems to facilitate online application processes (front-office work); automate business processes, (back-office work); and store data on beneficiaries and the type of support they receive. However, these systems have been created in such a fragmented manner, and use such different software and technologies, that it is impossible to link them up and make them interoperable.

This situation creates numerous inefficiencies. For example, citizens may have to submit the same documents several times in order to apply for different types of benefits or support. Case managers cannot access documentation on all the past and present support received by any given household or individual beneficiary, and there are limited gains in the amount of time taken to process applications. Apart from not having access to data which can help improve the timeliness and type of support provided, this situation has also reduced the Ministry's capacity to identify and eliminate fraud. It hinders evidence-based policy-making, as data cannot be easily retrieved and merged for looking at targeting efficiency, impact assessments etc. The latter is currently a source of great frustration within the Ministry, as it limits the data available to guide and inform the current reform processes. Lack of digital links to the territorial offices means that there is no way to document geographical inequalities, for example in access to social services.

The Ministry has drawn up a Theory of Change (TOC) to underpin digitalization in the context of the Restart Reform Programme. This Initiation Plan will ensure that the groundwork is completed to support achievement of the three intermediate outcomes, namely:

- Most-used social and employment services are pro-activated
- Majority of social and employment services are radically simplified and digitalized
- A national network of single window centres for social and employment services is functional though a new Automated Informational System (AIS)

Following the thorough analysis of the conditions influencing the digital transformation of social protection, UNDP Moldova envisioned a digitalization-oriented workstream dedicated to the meticulous redesign and digitalization of the social protection services. It aims to significantly enhance the functionalities of provision of social services, optimizing them for improved usability by Ministry personnel, management, and the public at large. UNDP has committed its support to the Ministry in constructing a new, integrated Automated Information System (AIS) architecture for the social protection services. It involves a detailed analysis of what the system needs, designing the architecture, and defining the technical details to ensure it works well with the Ministry's current systems. A key aspect is to ensure the system's infrastructure is solid, flexible, and ready for ongoing advancements and innovative approaches in service delivery. These interventions and elements are essential for building a unified and efficient AIS architecture, thus making the delivery of social protection services more coherent, accessible, and resilient, enhancing the Ministry's ability to meet existing demands and adapt to future changes and the reform process.

1.1. Objectives

The Objectives of the Terms of Reference is to is to provide development capacities to design the back end and front-end architecture of the AIS and digitalize a list of services using Angular and .NET Core frameworks for front office digitalization and development of back-office systems (indicative list of services' groups is provided in the document below.

For the purpose of ensuring the objectives set, the following general principles should be considered when designing, producing and implementing the TOR:

- **Principle of legality**: implies setting up and operating the information system in line with the national legislation and international norms and standards recognized in the area.

- **Principe of focusing on stakeholders' needs** which implies that the information solution will supply complete functional capabilities to meet the needs of all stakeholders interested in human resources' evaluation processes.

- **Principle of decoupling the technological platform** which ensures that AIS will not be conditioned by selection of the technological platform based on which it will be implemented. The independence of the technological platform implies that the AIS will be able to be implemented and operated on a variety of technologies accessible for Ministry of Labour and Social Protection (MLSP), selecting the best technological option. Thus ensuring the rational use of available ICT resources and intelligent investments in ICT.

- **Principle of dividing the architecture by levels**: implies designing and implementing the functionalities in line with the interface standards between levels;

- **Principle of microservice oriented architecture** which implies distribution of functional components of the information system into smaller, distinct components – called services – which may be distributed into a network and may be used together to create applications meant to implement the business functions of the information system. These components will be able to be implemented without rigid mutual dependencies and will interact through external interfaces implemented based on open and independent standards of technology. This fact provides flexibility to choosing technologies and independent life cycles for components of the IS „NFR". It will also allow the stakeholders to select alternative technological options for capabilities to introduce and access data.

- **Principle of reusing existing capabilities** which implies that functionalities to the AIS will be implemented by reusing at the level of its components the current ICT capabilities to which MLSP has access. The development of new capabilities specific for the AIS will be performed only in case when they are missing in the current ICT architecture of MLSP (preserving the microservice architecture and ensuring the possibility of reusing these capabilities by other systems, where possible). This fact implies the use of governmental platform services or of platform solutions implemented within MLSP, for developing the components which are setting the AIS.

- **Principle of aligning to the wide-scale of ICT architecture of MLSP** which implies that the place of the AIS in wide-scale ICT architecture is explicitly delimited from other systems. The AIS should be implemented applying the principle of ICT architecture established by MLSP and should be able to interact with other components of the ICT architecture. At their turn, the ICT architecture principles are aligned to the principles of governmental architecture.

- **Principle of open and interoperable data model** which implies that the data model supported by the AIS is documented and communicated to all stakeholders. The AIS should be developed based on the good standards in the area and aligned to the governmental and departmental data model (adoption of already existing taxonomy and semantics at the national and departmental levels and their enrichment to meet the specific needs in the area).

- **Principle of security through design** which implies the design of the AIS with knowledge regarding the information security risks that may impact the good functional of the information system. The legal requirements applicable for personal data protection shall be considered when designing the AIS and implemented at the development stage. The AIS will ensure the controlled, transparent and responsible access to information.

- **Principle of integrity, completeness and accuracy of data**: implies the implementation of mechanisms which would allow preserving the content and the univocal interpretation of data in conditions of accidental influences and elimination of phenomena that would distort or liquidate them accidentally, supply of a volume of sufficient data for carrying out business functions of the information system and ensuring a high level of data compliance with the real condition of objects they represent and which are part of the Integrated Management System.

- **Principle of accessibility of public information and data security**: which implies the implementation of procedures to ensure access of applicants to public information provided by the information solution.

- **Principle of expansibility**: stipulates the possibility of extending and completing the information system with new functions or improving the existing ones;

- **Principle of the first persons/single center priority**: implies the existence of a responsible person of high level, with sufficient rights to take decisions and coordinate activities for setting up and operating the information system;

- **Principle of scalability**: implies ensuring constant performance of the information solution when the volume of data increases and the demand for the information system goes up;

- **Principle of simplicity and convenience in use**: implies the design and implementation of all applications, technical means and program means accessible to users of the AIS, based on exclusive visual, ergonomic and logical principles of conception.

1.2. Scope of work and Development approach

The scope of work of this assignment is to development capacities to design, develop, configure, and deploy the AIS and a list of e-services using as a fully functional information system with all functionalities in place, according to the specifications iteratively defined by the Ministry of Labour and Social Protection. The indicative set of requirements applicable for the AIS and each e-service is listed in Annex 1.

The development of the AIS and e-services will follow agile iterative software development principles. Since there are many dialects of agile software development and to avoid misunderstandings, this section provides key principles to be used in development of the solution.

Iterative development

In contrast to waterfall software development approach, the solution shall be developed in iterations named sprints. This means that the implementation of different functionalities will take place in phases with some modules being in production while others still being in development. The priorities of functionalities included in a sprint will be determined by the Technical Integration Specialist of the Development Unit to the Ministry of Labour. Sprint duration will be determined by the Development Unit of the Ministry together with the contracted company.

Agile development

The development shall follow agile principles by allowing change and flexibility in implementation. The Ministry though the Development Unit will maintain the master list of generic requirements for the solution – product backlog, which consists of ordered business and technical requirements as seen by the Ministry. Items in product backlog are ordered by the Ministry by their priorities. The Ministry is free to manage the product backlog by adding new items to it, removing items and reordering them as he/she desires. At the beginning of each sprint, the topmost N items that fit into a sprint are taken, and a sprint backlog is built out of them. Items in sprint backlog are further detailed and distributed to developers. Sprint backlog is not changed during the sprint.

Working product in each iteration

Each sprint ends up in a working product which is presented to the Development Unit of the Ministry of Labour for acceptance in the last day(s) of sprint. The working product shall meet the agreed criteria – Definition of Ready (e.g. it must be fully functional, fully tested, accompanied with relevant unit tests, accompanied with relevant documentation where necessary, complete commented source code supplied etc.). Services acceptance will be made upon successful delivery of working packages (one or more working products) deployed on MLSP/EGA development environment. In case the deliverables contain defects for reasons not imputable to the MLSP, the Company shall fix them without impacting the time schedule and at no additional costs, including possible visits

to MLSP site. Working products from different sprints can be combined into a release deployed in production at MLSP/EGA discretion. Any incidents reported by the MLSP after the release, shall be solved by the Company according to the Support and Warranty requirements.

To ensure that the development team is in position to deliver on time working products, the Technical Integration Specialist of the Development Unit will be permanently available to the team of the contracted company for answering eventual questions, thus not slowing down the implementation pace.

The contracted company will appoint a **Project Manager** (**Scrum Master)** from the team of developers for the entire duration of the project. The Scrum Master will be responsible for the day-to-day liaison with the Development Unit of the Ministry of Labour, to ensure the internal coordination and guidance of the project developers and the project coordination with external counterparts.

Client involvement

In contrast with commonly used waterfall model for procurement and implementation of information systems for the Government, the Ministry designated person – **Technical Integration Specialist of the Development Unit** – will be heavily involved in the development process. The Technical Integration Specialist will have three core responsibilities:

- Maintenance of product backlog up to date - so it reflects prioritized list of desired functionalities.
- Answering questions coming from developers – at all times available to the contracted company for answering their eventual clarification questions, thus avoiding complex and formal communication within the project. This is essential to ensure the team has all the information on time to deliver a working product at the end of the sprint.
- Acceptance of working packages – delivered working packages are presented to the Ministry for acceptance at the end of each sprint. The Ministry shall accept the working package or notify the contracted company of any defects during the following sprint.

The Technical Integration Specialist may participate in team stand up meetings listening for progress and eventual blockers for an immediate reaction. The Technical Integration Specialist also decides on product releases, as per release plan. Also, as per the principles of Agile project management methodology, the Ministry will define the Product Vision Statement and Product Roadmap in order to track progress and to ensure the appropriate product development.

Agile Development Cycle
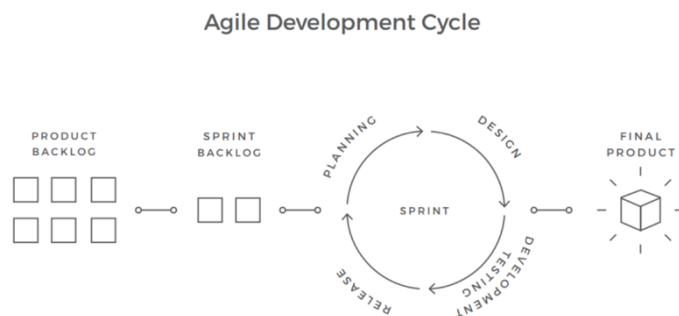
1.3. Technical specification

To follow the e-Government requirements, the solution shall be developed using the latest versions of the following technology stack:

- **.NET 8:** Core framework for building and running backend services, providing performance improvements and new features.
- **ASP.NET Core:** Framework for building web APIs, known for its high performance and modularity.
- **Entity Framework Core**: ORM for interacting with the database using .NET objects, simplifying data access and manipulation.
- **PostgreSQL 16+:** Relational database management system, offering robustness, performance, and a rich set of features.

- **MinIO:** High-performance, S3-compatible object storage, ideal for handling large-scale file storage needs.
- **Kafka:** Distributed event streaming platform, enabling reliable and scalable message brokering.
- **Elasticsearch:** Search and analytics engine, providing powerful full-text search and real-time data analysis.

The system runs centrally on hardware infrastructure designed for 99.9% availability and is hosted on the Common Government Technology Platform (MCloud). The hardware platform made available by the Ministry is dimensioned and allows the system to function in good conditions.

1.4. Warranty

The Company shall provide 3 months of warranty for the developed solutions, extended directly to the MLSP as the beneficiary of the services. The warranty period starts after final release of the AIS and e-services. During the development and warranty period the Company shall fix any identified defects. The development and operations must be in compliance with the legal and regulatory documents listed in chapter 1.6 below.

1.5. Expected Deliverables

The following deliverables will be provided by the company during the current assignment:

Development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the EVF Informational System and Case Management Informational System.	Timeline
Deliverable 1. A fully functional AIS and e-services with all functionalities developed and deployed according to the requirements defined in Annex 1, including compliable and documented source codes	31 December 2024
Deliverable 2. Sprint Reports, including release notes, breakdown and duration of tasks implemented during the sprint, velocity, issues and outstanding problems, proposed actions to be taken	
Deliverable 3. Technical and End-user documentation developed according to the MLSP documentation requirements defined in the Annex 1	
Deliverable 4. EVF Information System operationalization and for the 2024-2025 heating season	31 March 2025
Deliverable 5: Maintenance, Warranty and Technical Support Services for 3 months following the commissioning of the AIS	30 June 2025

1.6. Legal Framework and principles of references

The normative basis of AIS includes the national legislation and international conventions and treaties, to which the Republic of Moldova is party, namely:

- Law nr.91/2014 on electronic signature and electronic document
- Law nr.71/2007 on registries
- Law nr.1069/2000 on informatics
- Law nr.467/2003 on informatics and state informational resources
- Law nr.982/2000 on access to information
- Law nr.133/2011 on personal data protection
- Law nr.142/2018 on data exchange and interoperability
- Government Decision nr.710/2011 on approving strategic Programme of technological modernization of government (e-Transformation)
- Government Decision nr.1140/2017 on approving the Regulationof the activity of the certification service providers in the field application of the electronic signature

- Government Decision nr.1141/2017 on approving the Regulation on modality of application of the electronic signature on electronic documents by functionaries of legal persons governed by public law in the electronic document circulation
- Government Decision nr.128/2014 on Government single technological platform (MCloud)
- Government Decision nr.1090/2013 on the governmental electronic service of authentication and access control (MPass)
- Government Decision nr.405/2014 on the governmental electronic integrated service for digital signature (MSign)
- Government Decision nr.708/2014 on the governmental electronic journaling service (MLog)
- Government Decision nr.916/2007 on the concept of a Government Portal
- Government Decision nr.330/28.05.2012 on development and administration of a single Service providers portal
- Government Decision nr.701/2014 approving the Methodology of government open data publication

1.7. Owner and holder of the information system

The final beneficiary of the AIS is the Ministry of Labor and Social Protection. MLSP will be able to attribute roles and rights to authorized persons, to operate the information system depending on their service duties. As well, the Ministry of Labor and Social Protection through the IT Service of the MLSP will ensure the totality of support activities, maintenance and continuous development of the AIS.

1.8. Administrator of the information system

The MLSP is responsible for all administrative and procedural aspects of the functionality of the AIS and e-services. A **Technical Integration Specialist** will be appointed by the MLSP, who will coordinate all issues related to the technical elements during the implementation process. The **Technical Integration Specialist** will coordinate with UNDP the administrative notice on the requested start date of the implementation of the contract and other duties. UNDP will issue further notices to the contractor.

The MLSP will provide the following:
- infrastructure resources for testing and production environments.
- code repository, issue tracking system, CI/CD environment, task management system via the Client's subscription in Azure DevOps. **The Company shall not include Azure DevOps subscription in its financial proposal.**

The Company will be responsible for day-to-day management of the project team and availability of all necessary resources. The Company will organize the Kick-off meeting and initial Backlog discussion. All Company's developers shall participate in the Kick-off meeting and initial Backlog discussion. The communication language will be Romanian or English. The Company shall work under the coordination of the appointed **Technical Integration Specialist** and under the supervision of the **UNDP Project Manager**.

1.9. Registrar of the information system

The registrars of the AIS is MLSP, including:
- the responsible persons from the local public administration authorities, including the specialists of the unified service provision centers, who will be authorized to operate in the AIS, namely the introduction, modification of the data of the applicants for the assignment of the vulnerability category;
- the persons authorized by the AIS holder to register the applicants for the assignment of the vulnerability category;
- individuals who have a mobile phone connected to the national mobile phone network can register through the AIS interface.

1.10. Institutional arrangements

The Company 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 Associate for administrative aspects.

The Company will cooperate closely with the Development Unit under the MLSP, EGA, STISC, and other related Agencies for technical implementation purpose. ***The Company's Project Manager (Scrum Master) and Business Analyst should ensure 100% of workload in the country.***

Before submission of final deliverables, the Company will discuss the draft documents with the parties involved, so that the final products reflect their comments. All the deliverables of the Company shall be coordinated with the UNDP Moldova Project, MLSP and EGA. The Company should submit all deliverables in due time and allocate enough time for review and feedback. Generally, UNDP expects a maximum of 7 days (depending on the implementation stage) to review the deliverables, provide comments, approve/deny, or certify acceptance of deliverables. Before submission of the final versions of deliverables, the Company shall discuss the preliminary versions with the parties involved, so that the final products reflect their comments and suggestions.

2. Period of Performance

The duration of this current assignment is **August 2024 – 30 June 2025**, including 3 months of Maintenance, Warranty and Technical Support Services. It is expected that the Company will allocate the number of experts/days that will be required for the implementation of this contract. Should the experts be changed during the implementation process, the company should ensure that they meet the criteria for the position replaced, as indicated in this ToR. Moreover, a timely notification should be sent to the Project Team and Beneficiary in this sense.

3. Requirements for offerors

The competition is open to companies specialized in providing IT services and/or informational systems development that meet the following requirements:
- Bidder is a legally registered entity that can ensure rapid local response (including presence of staff in the country) to any of the contract related requests (whether though a local branch or office, though a local consortium partner of a local subcontracted company – all relationships to be documented though official documents and valid contracts submitted with the Bid);
- Minimum five (5) years of relevant experience in developing IT products and/or informational systems development;
- At least three (3) contracts for development of informational systems implemented in the past 5 (five) years, out of which 1 contract developed using Agile methodology;
- At least one (1) contract of similar nature implemented in the Republic of Moldova, implemented in the last 5 (five) years;
- Minimum average annual turnover of USD 250,000 for the past three (3) years;
- Key personnel with the minimum required academic and professional qualifications, as per the below requirements.

The Companies are required to bid against the below assessed workload volume, in line with the development requirements of the AIS designed by the Technical Integration Specialist of the Development Unit under the MLSP and validated with the MLSP and EGA.

Description of Activity	Unit of measure (day, unit etc.)	Quantity
I. Personnel Service		
Key personnel 1: IT Project Manager (Scrum Master)	Working days	140
Key personnel 2: Senior Full-Stack developer	Working days	80
Key personnel 3: Senior Backend developer	Working days	140
Key personnel 4: Middle Backend developer	Working days	140

Key personnel 5: Middle Backend developer	Working days	140
Key personnel 6: Senior Frontend developer	Working days	100
Key personnel 7: Middle Frontend developer	Working days	80
Key personnel 8: Senior DevOps	Working days	60
Key personnel 9: Middle DevOps	Working days	60
Key personnel 10: Senior QA	Working days	60
Key personnel 11: Middle QA	Working days	60
Key personnel 12: Security engineer	Working days	82
Key personnel 13: Designer	Working days	80
Key personnel 14: IT Business Analyst	Working days	88

CVs of the key-personnel to be proposed will be assessed on PASS/FAIL basis against the following minimum required qualifications. *The CVs must clearly specify the experience that meet each of the below requirements.*

Key personnel 1: IT Project Manager (Scrum Master):

- Minimum of 4 years' experience working as a Scrum Master in software development projects;
- Minimum of 3 years' experience with Agile methodologies;
- Minimum of 2 years' experience in facilitating Scrum events;
- Minimum 1 previous assignment in working with software development teams using modern JavaScript frameworks like Angular, React, or Vue;
- Minimum 1 previous assignment in implementing cloud-based development with Microsoft Azure;
- Minimum 1 previous assignment in implementing Test-Driven Development (TDD) practices;
- Fluency in Romanian or Russian and English.

Key personnel 2: Senior Full-Stack developer

- Minimum 5 years' experience in software development;
- Minimum 3 years' experience in Angular, React, Vue, and/or other modern JavaScript frameworks;
- Minimum 3 years' experience in mobile application development using Xamarin.Forms and Xamarin.Native (iOS and Android);
- Minimum 2-year experience in integration with backend services and APIs;
- Minimum 1 previous assignment in implementing Test-Driven Development (TDD) practices;
- Minimum 1 previous assignment in implementing cloud-based development with Microsoft Azure;
- Minimum 2 years' experience in development of mobile applications deployed to app stores (Google Play Store and Apple App Store);
- Fluency in Romanian or Russian.

Key personnel 3: Senior Backend developer:

- Minimum 4 years' experience in .NET development;
- Minimum 2 years' experience in Angular, React, Vue, or other modern JavaScript frameworks;
- Minimum 1 previous assignment in C#, ASP.NET, MVC, Entity Framework, or other .NET technologies;
- Minimum 1 previous assignment with cloud platforms (e.g., Azure, AWS) and microservices architecture;
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities;
- Minimum 1 previous assignment in database systems like PostgreSQL, MSSQL and MongoDB;
- Fluency in Romanian or Russian.

Key personnel 4: Middle Backend developer:

- Minimum 3 years' experience in .NET development;
- Minimum 1 years' experience in Angular, React, Vue, or other modern JavaScript frameworks;
- Minimum 1 previous assignment in C#, ASP.NET, MVC, Entity Framework, or other .NET technologies;
- Minimum 1 previous assignment with cloud platforms (e.g., Azure, AWS) and microservices architecture;
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities;
- Minimum 1 previous assignment in database systems like PostgreSQL, MSSQL and MongoDB;
- Fluency in Romanian or Russian.

Key personnel 5: Middle Backend developer:

- Minimum 3 years' experience in .NET development;
- Minimum 1 years' experience in Angular, React, Vue, or other modern JavaScript frameworks;
- Minimum 1 previous assignment in C#, ASP.NET, MVC, Entity Framework, or other .NET technologies;
- Minimum 1 previous assignment with cloud platforms (e.g., Azure, AWS) and microservices architecture;
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities;
- Minimum 1 previous assignment in database systems like PostgreSQL, MSSQL and MongoDB;
- Fluency in Romanian or Russian.

Key personnel 6: Senior Frontend developer:

- Minimum 4 years' experience in software development;
- Minimum experience of 3 years in Angular, React, Vue, or other modern JavaScript frameworks;
- Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes;
- Minimum 1 previous assignment with database systems like PostgreSQL, MSSQL and MongoDB;
- Minimum 1 previous assignment in implementing cloud-based development with Microsoft Azure;
- Minimum 1 previous assignment with TDD practices to ensure software quality;
- Fluency in Romanian or Russian.

Key personnel 7: Middle Frontend developer:

- Minimum 3 years' experience of in software development;
- Minimum 1 year experience in Angular, React, Vue, or other modern JavaScript frameworks;
- Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes;
- Minimum 1 previous assignment in database systems like PostgreSQL, MSSQL and MongoDB;
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities;
- Minimum 1 previous assignment in implementing cloud-based development with Microsoft Azure;
- Minimum 1 previous assignment with TDD practices to ensure software quality;
- Fluency in Romanian or Russian.

Key personnel 8: Senior DevOps:

- Minimum 5 years' experience in DevOps;
- Minimum 2 years' experience with CI/CD tools (such as GitHub Actions, GitLab CI, CircleCI, Azure DevOps, Bitbucket Pipelines);
- Minimum 1 previous assignment with cloud services (such as AWS, DigitalOcean Cloud, Hetzner Cloud, Azure Cloud);

- Minimum 1 previous assignment in containerization and orchestration technologies in Docker or Kubernetes);
- Minimum 1 previous assignment with infrastructure as code (IaC) tools;
- Minimum 1 previous assignment with system monitoring tools (like Prometheus, Grafana) and logging tools (such as ELK stack, Splunk);
- Fluency in Romanian or Russian.

Key personnel 9: Middle DevOps:

- Minimum 3 (three) years' experience in DevOps;
- Minimum 1 year experience with CI/CD tools (such as GitHub Actions, GitLab CI, CircleCI, Azure DevOps, Bitbucket Pipelines);
- Minimum 1 previous assignment with cloud services (AWS, DigitalOcean Cloud, Hetzner Cloud, Familiar with Azure Cloud);
- Minimum 1 previous assignment in containerization and orchestration technologies (Docker, Kubernetes);
- Minimum 1 previous assignment with infrastructure as code (IaC) tools;
- Minimum 1 previous assignment with system monitoring tools (like Prometheus, Grafana) and logging tools (such as ELK stack, Splunk);
- Fluency in Romanian or Russian.

Key personnel 10: Senior QA:

- Minimum 5 years' experience in QA Engineering;
- Minimum 2 years' experience with Agile and Scrum methodologies;
- Minimum 1 previous assignment in designing, executing, and documenting manual test cases;
- Minimum 1 previous assignment with manual testing methodologies and best practices;
- Fluency in Romanian or Russian.

Key personnel 11: Middle QA:

- Minimum 2 years' experience in QA Engineering;
- Minimum 1 previous assignment with Agile and Scrum methodologies;
- Minimum 1 previous assignment in designing, executing, and documenting manual test cases;
- Minimum 1 previous assignment with Agile and Scrum methodologies;
- Fluency in Romanian or Russian.

Key personnel 12: Security engineer:

- Minimum 5 years' experience in offensive cybersecurity;
- Minimum 1 previous assignment in reverse engineering, source code review and audit;
- Minimum 1 previous assignment with CI/CD tools (such as Jenkins, GitLab CI, CircleCI);
- Minimum 1 previous assignment with system monitoring tools (like Prometheus, Grafana) and logging tools (such as ELK stack, Splunk);
- Minimum 1 previous assignment of networking, security, and database management in a DevOps context;
- Fluency in Romanian or Russian.

Key personnel 13: Designer:

- Minimum 5 years' experience in UI UX Design;
- Minimum 1 previous assignment of user-centred design (UCD) development;
- Minimum 1 previous assignment to conduct user research, interviews and surveys, and use the information to create journey maps and prototypes;

- Minimum 1 previous assignment in standard UX software such as Sketch, OmniGraffle, Axure, InVision, UXPin, Balsamiq, Framer;
- Minimum 1 previous assignment of designing solutions for digital environments using Agile methodology;
- Fluency in Romanian or Russian.

Key personnel 14: IT Business Analyst:

- Minimum 5 (five) years' experience in Software Development projects;
- Minimum 1 previous assignment in multi-stakeholder projects focused on improving existing business processes;
- Minimum 1 previous assignment in development software business processes from non-IT beneficiaries;
- Minimum 1 previous assignment with Agile and Scrum methodologies;
- Fluency in Romanian or Russian.

Framework for Business Requirements of the AIS, EVF and Case Management services.

This Annex describes the general Functional, Non-Functional, Technical and Architectural Requirements for AIS, EVF and Case Management Service.

1. Functional Requirements

1.1. Functional Requirements for AIS Service

The Automated Information System (AIS) is a comprehensive digital platform designed as a single window platform to streamline and integrate access to various social services. It aims to improve the efficiency and accessibility of these services for citizens, social workers, and administrators by providing a unified point of access. The AIS allows users to interact with multiple subsystems such as the Case Management System and the Energy Vulnerability Fund (EVF) System, with plans to extend the platform to include additional social services in the future.

Key Features:

- **User-Friendly Interface:** Accessible via web portals and mobile applications, ensuring a responsive and intuitive user experience across devices.
- **Single Window Platform:** Provides centralized access to various social service subsystems, including the Case Management System and the EVF System.
- **Case Management System Access:** Enables social workers and administrators to access case management functionalities such as case creation, assignment, tracking, and closure through the AIS interface.
- **Energy Vulnerability Fund (EVF) System Access:** Manages the application, verification, calculation, and disbursement of energy subsidies to eligible households, accessible through the AIS.
- **Application Processing:** Allows citizens to submit applications for social services and benefits, track their status, and receive notifications about updates.
- **Document Management:** Supports the upload, storage, and verification of documents required for various applications and services.
- **Integration Capabilities:** Seamlessly integrates with external systems and databases, such as the State Register of Population (SRP) and governmental services like MPass, MConnect, and MLog.
- **Data Security and Compliance:** Ensures that all sensitive data is encrypted and access-controlled, complying with relevant regulations and standards.
- **Reporting and Analytics:** Provides tools for generating standard and custom reports, as well as dashboards for visualizing data trends and insights.
- **Future Expansion:** The AIS is designed to be extendable, allowing for the integration of additional social services in the future to further enhance the platform's capabilities.

The AIS aims to enhance the delivery and management of social services by providing a secure, efficient, and user-friendly platform that meets the needs of all stakeholders involved.

Use cases:

ID	Use Case	Description	Steps
UC-001	User Login and Authentication	Users securely log in to the AIS using MPass.	1. User navigates to the AIS login page. 2. User selects MPass for authentication. 3. User enters credentials and logs in.

			4. System verifies credentials and grants access.
UC-002	Role-Based Access Control (RBAC)	Ensure users can only access functionalities relevant to their roles.	1. Administrator assigns roles and permissions during user registration. 2. User logs in and system identifies user role. 3. System grants access to functionalities based on user role.
UC-003	User Registration	Administrators create and manage user accounts.	1. Administrator navigates to the user management section. 2. Administrator creates a new user account. 3. Administrator assigns roles and permissions. 4. Administrator saves the new user account.
UC-004	Profile Management	Users view and update their profile information.	1. User logs in to the AIS. 2. User navigates to the profile management section. 3. User updates personal information. 4. User saves the changes.
UC-005	Access Embedded Services	Social Workers access the embedded AIS services.	1. Social Worker logs in to the AIS. 2. Social Worker navigates to the embedded services. 3. Social Worker open the embedded service and use them
UC-006	Document Management	Upload, view, and manage documents related to each case.	1. User logs in to the AIS. 2. User navigates to the document management section. 3. User uploads or views documents related to a case. 4. System ensures document integrity and security.
UC-007	Application Submission	Citizens submit applications for social services and benefits.	1. Citizen logs in to the AIS. 2. Citizen navigates to the application submission section. 3. Citizen fills out the application form and uploads necessary documents. 4. Citizen submits the application. 5. System confirms receipt of the application.
UC-008	Application Tracking	Citizens track the status of their applications.	1. Citizen logs in to the AIS. 2. Citizen navigates to the application tracking section. 3. Citizen views the status of their application. 4. System sends notifications for updates or required actions.
UC-009	Data Verification	Verify data submitted by users or imported from other systems.	1. System receives data from user submission or external system. 2. System cross-references data with external databases. 3. System performs automated checks for data accuracy.

			4. System flags any discrepancies for review.
UC-010	Generate Standard Reports	Generate and export standard reports on application status, case management, and user activity.	1. User logs in to the AIS. 2. User navigates to the reporting section. 3. User selects the desired standard report. 4. System generates the report. 5. User exports the report in the desired format.
UC-011	Create Custom Reports	Create custom reports based on specific criteria and filters.	1. User logs in to the AIS. 2. User navigates to the custom reporting section. 3. User sets criteria and filters for the custom report. 4. System generates the custom report. 5. User reviews and exports the custom report.
UC-012	Data Analytics and Dashboards	Visualize data trends and insights using analytics tools and customizable dashboards.	1. User logs in to the AIS. 2. User navigates to the analytics section. 3. User configures and customizes dashboards to display KPIs. 4. System displays data trends and insights.
UC-013	Configure Notification Preferences	Configure notification preferences for updates and alerts.	1. User logs in to the AIS. 2. User navigates to the notification settings section. 3. User configures notification preferences (email, SMS, in-app). 4. System saves the preferences.
UC-014	Generate Alerts for Important Events	Generate alerts for application updates, deadlines, and system issues.	1. System identifies important events (e.g., application updates). 2. System generates alerts for these events. 3. System sends alerts to users based on their notification preferences. 4. System logs and tracks alerts for audit purposes.
UC-015	Integrate with External Databases	Integrate with external systems for data verification and interoperability.	1. System connects to external databases (e.g., State Register of Population). 2. System exchanges data with external databases. 3. System verifies data and updates records accordingly.
UC-016	Compliance with Data Protection Regulations	Ensure compliance with relevant data protection regulations and standards.	1. System implements data protection measures according to regulations. 2. System maintains audit logs for all data access and modifications.

UC-017	Responsive User Interface	Ensure the user interface is responsive and accessible on various devices.	1. User accesses the AIS on a desktop, tablet, or mobile device. 2. System adapts the interface to the device's screen size and resolution. 3. User navigates the interface easily on any device.
UC-018	User-Friendly Navigation	Provide intuitive navigation and easy access to key functionalities.	1. User logs in to the AIS. 2. User navigates through the system using menus and links. 3. System provides clear pathways to key functionalities.
UC-019	Provide User Support	Offer support mechanisms for users, including FAQs, helpdesk, and live support.	1. User accesses the support section in the AIS. 2. User views FAQs and user guides. 3. User contacts helpdesk or live support for assistance.
UC-020	System Maintenance	Apply regular updates and patches to ensure system security and functionality.	1. Administrator schedules system maintenance tasks. 2. System applies updates and patches. 3. System performs backup and recovery procedures as needed.

Functional Requirements:

ID	Functional Requirement	Description
FR-001	User Login and Authentication	The system must support secure user login also support MPass.
FR-002	Role-Based Access Control (RBAC)	The system must support RBAC to ensure users can only access functionalities relevant to their roles.
FR-003	User Registration	The system must allow administrators to create and manage user accounts and assign roles.
FR-004	Profile Management	Users should be able to view and update their profile information with logging and auditing of updates.
FR-005	Case Creation and Assignment	Social Workers should be able to create new cases and assign them to specific social workers or teams.
FR-006	Case Tracking	The system should track the status and progress of each case, sending notifications and alerts as needed.
FR-007	Case Notes and Updates	Users should be able to add and view notes and updates related to a case, with timestamping and saving.
FR-008	Case Closure and Reopening	Social Workers should be able to close and reopen cases, with closed cases being archivable.

FR-009	Assign Case Tasks	Social Workers should be able to assign tasks to team members related to a case, with task notifications.
FR-010	Application Submission	Citizens should be able to submit applications for social services and benefits through the AIS.
FR-011	Application Tracking	Citizens should be able to track the status of their applications and receive notifications for updates.
FR-012	Standard Reports	The system must provide standard reports on application status, case management, and user activity, exportable in various formats.
FR-013	Custom Reports	Users should be able to create custom reports based on specific criteria and filters, using a report builder tool.
FR-014	Data Analytics	The system should offer analytics tools for visualizing data trends and insights, with customizable dashboards.
FR-015	Notification System	The system must support sending notifications and alerts via email, SMS, and in-app messages.
FR-016	Alert Management	The system should generate and log alerts for important events such as application updates and deadlines.
FR-017	Data Integration	The system must integrate with external systems for data verification, providing APIs for seamless integration.
FR-018	Service Integration	The system should integrate with governmental services like MPass, MConnect, and MLog, including data import and export capabilities.
FR-019	Data Security	All sensitive data must be encrypted both in transit and at rest, with strict access control measures.
FR-020	Compliance	The system must comply with relevant regulations and standards for data protection and social services, maintaining audit logs for all actions.
FR-021	Responsive Design	The user interface must be responsive and accessible on various devices (desktop, tablet, mobile).
FR-022	User-Friendly Navigation	The system should offer intuitive navigation and easy access to key functionalities, with integrated help and support features.
FR-023	User Support and Help Desk	The system should provide support mechanisms for users, including FAQs, helpdesk, and live support.
FR-024	System Maintenance	Regular updates and patches should be applied to ensure system security and functionality, with backup and recovery procedures in place.
FR-025	Audit Logs	The system must maintain detailed audit logs for all user actions and system events, which are searchable and exportable for compliance and review.
FR-026	Compliance Management	The system should ensure compliance with relevant regulations and standards for data protection and social services, with compliance reports available for review.
FR-027	Unified Access	Ensure the AIS provides a seamless user experience by integrating with other services, allowing navigation without re-authentication.
FR-028	Data Sharing	Allow data related to social services to be shareable with other services within the AIS for holistic service delivery, ensuring integration with AIS's data management and analytics tools.

1.2. Functional Requirements for EVF Informational system Services

The EVF information service is meant to automate the business processes for energy subsidy system for Moldova. Based on the existing legislative basis and objective needs of the MOL, the following objectives may be determined for be achieved after integration of the EVF Service:

- development of a secure and reliable electronic energy subsidy system for Moldova;
- elimination of direct human factor in the defining the energy poverty category for citizens of Moldova;
- reducing the image risks caused by delays, contradictory messages or actions due to deficit of information from decision makers;
- increase of transparency in the activity and quality of the decision-making process in the energy subsidy system of Moldova;
- supply of authentic, accurate, current and consistent information to all stakeholders involved in the relevant business processes of the EVF Service;
- reducing the response time and ensuring the information support for decision-making process;
- reducing operational costs, increasing quality and diversity of communication means.

The primary goal of the EVF service is to develop a platform through which it would be possible to unify and centralize the national energy subsidy system for Moldova. At the same time, the information system will implement the work flows meant to conclude and process all the documents related to business events specific for human resources' evaluation.

The main advantage of the EVF Service is the fact that in future, all related energy subsidies will be carried out through electronic work flows of the EVF Service hence eliminating the need to conclude traditional hardcopy documents. All the interactions among stakeholders, including among the relevant institutions will be carried out electronically.

The system should be developed and integrated in AIS system and perform next use cases:

Use cases:

ID	Use Case	Description	Steps
UC-021	User Login and Authentication	Users securely log in to the EVF system using MPass.	1. User navigates to the EVF system login page. 2. User selects MPass for authentication. 3. User enters credentials and logs in. 4. System verifies credentials and grants access.
UC-022	Multi-Factor Authentication	Implement multi-factor authentication (MFA) for added security.	1. User logs in with username and password. 2. System prompts for a second authentication factor. 3. User provides the second factor (e.g., SMS code, authenticator app). 4. System verifies the second factor and grants access.
UC-023	Role-Based Access Control (RBAC)	Ensure users can only access functionalities relevant to their roles.	1. Administrator assigns roles and permissions during user registration. 2. User logs in and system identifies user role. 3. System grants access to functionalities based on user role.

UC-024	User Registration	Administrators create and manage user accounts.	1. Administrator navigates to the user management section. 2. Administrator creates a new user account. 3. Administrator assigns roles and permissions. 4. Administrator saves the new user account.
UC-025	Profile Management	Users view and update their profile information.	1. User logs in to the EVF system. 2. User navigates to the profile management section. 3. User updates personal information. 4. User saves the changes.
UC-026	Application Submission	Citizens submit applications for energy compensation.	1. Citizen logs in to the EVF system. 2. Citizen navigates to the application submission section. 3. Citizen fills out the application. 4. Citizen submits the application. 5. System confirms receipt of the application.
UC-027	Application Tracking	Citizens track the status of their applications.	1. Citizen logs in to the EVF system. 2. Citizen navigates to the application section. 3. Citizen views the status of their application. 4. System sends notifications for updates or required actions.
UC-028	Create Editable Registers	Create registers for administrator to edit suppliers, associations, and educational institutions or other entity.	1. User acces the register. 2. System show register data. 3. User edit register data. 4. System save changes to register.
UC-029	Data Verification	Verify added data in requests.	1. System process imputed data. 2. System check data with external sources. 3. System performs automated checks for validation. 4. System flags any discrepancies for review.
UC-030	Compensation Calculation	Calculate subsidy amounts based on predefined criteria and formulas.	1. System receives application data. 2. System applies predefined criteria and formulas. 3. System calculates subsidy amount. 4. System stores and displays subsidy amount.
UC-031	Send lists with compensation.	Send list with compensation throw MConnect.	1. System verifies eligible citizens. 2. System schedules disbursement. 3. System transfers subsidy amounts to citizens. 4. System confirms disbursement completion.
UC-032	Generate Standard Reports	Generate and export standard reports on application status, subsidy disbursements, and user activity.	1. User logs in to the EVF system. 2. User navigates to the reporting section. 3. User selects the desired standard report. 4. System generates the report. 5. User exports the report in the desired format.
UC-033	Create Custom Reports	Create custom reports based on specific criteria and filters.	1. User logs in to the EVF system. 2. User navigates to the custom reporting section. 3. User sets criteria and filters for the custom report. 4. System generates the custom report. 5. User reviews and exports the custom report.

UC-034	Data Analytics and Dashboards	Visualize data trends and insights using analytics tools and customizable dashboards.	1. User logs in to the EVF system. 2. User navigates to the analytics section. 3. User configures and customizes dashboards to display KPIs. 4. System displays data trends and insights.
UC-035	Configure Notification Preferences	Configure notification preferences for updates and alerts.	1. User logs in to the EVF system. 2. User navigates to the notification settings section. 3. User configures notification preferences (email, SMS, in-app). 4. System saves the preferences.
UC-036	Generate Alerts for Important Events	Generate alerts for application updates, deadlines, and system issues.	1. System identifies important events (e.g., application updates). 2. System generates alerts for these events. 3. System sends alerts to users based on their notification preferences. 4. System logs and tracks alerts for audit purposes.
UC-037	Integrate with External Databases	Integrate with external systems for data verification and interoperability throw MConnect.	1. System connects to external databases (e.g., State Register of Population). 2. System exchanges data with external databases. 3. System verifies data and updates records accordingly.
UC-038	Data Anomaly Analysis Module	Administrator set anomaly limits to prevent erroneous data entry and generate reports for social inspection.	1. User sets anomaly limits. 2. System generates anomaly reports.
UC-039	Data Encryption and Protection	Encrypt all sensitive data both in transit and at rest.	1. System encrypts data during transmission. 2. System encrypts data stored in databases. 3. System ensures only authorized users can access encrypted data.
UC-040	Compliance with Data Protection Regulations	Ensure compliance with relevant data protection regulations and standards.	1. System implements data protection measures according to regulations. 2. System maintains audit logs for all data access and modifications. 3. System generates compliance reports for review.
UC-041	Responsive User Interface	Ensure the user interface is responsive and accessible on various devices.	1. User accesses the EVF system on a desktop, tablet, or mobile device. 2. System adapts the interface to the device's screen size and resolution. 3. User navigates the interface easily on any device.
UC-042	User-Friendly Navigation	Provide intuitive navigation and easy access to key functionalities.	1. User logs in to the EVF system. 2. User navigates through the system using menus and links. 3. System provides clear pathways to key functionalities.
UC-043	Provide User Support	Offer support mechanisms for users,	1. User accesses the support section in the EVF system. 2. User views FAQs and user guides. 3. User contacts helpdesk.

		including FAQs and helpdesk.	
UC-044	System Maintenance	Apply regular updates and patches to ensure system security and functionality.	1. Administrator schedules system maintenance tasks. 2. System applies updates and patches. 3. System performs backup and recovery procedures as needed.
UC-045	Activity Module (Journaling Module)	Log every change made to applications, including time and author and value.	1. System logs every change made to applications. 2. Log includes time and author and changed value
UC-046	Create Import Lists Module	Import credit lists with data about beneficiaries.	1. Administrator imports lists with data. 2. System show data imported with row counts. 3. User can exports results of import for validation.
UC-047	Save Constant Versions	Save collection of constants used in calculation of category of vulnerability each time a change is made, including the active period.	1. System logs constant changes. 2. System saves version details and active period of previous version of constant..
UC-048	User Authentication Validation	Prevent users from creating new accounts if one exists with the same IDNP.	1. User attempts to create a new account. 2. System checks for existing account with IDNP. 3. System prevents duplicate account creation.
UC-049	Transition to Monetary Compensation	Transition to monetary compensation instead of compensation in bill.	1. System calculates monetary compensation. 2. System send monetary payments.
UC-050	Process Monetary Compensation	Process monetary compensation payments using MPAY or another processor and track their status.	1. System processes payments via payments processor. 2. System tracks payment status.
UC-051	Implement Percentage Limits for Income	Apply percentage caps on incomes for each type of income.	1. System applies percentage limits during income calculations. 2. System calculate vulnerability grade based on applied values.
UC-052	Decision Making Module for Administrators	Enable decision-making based on all variables determining vulnerability grades.	1. Administrator accesses decision-making module. 2. System displays the decision on vulnerability category. 3. Administrator download a PDF with decision.
UC-053	Integrate Mobile Assets in Vulnerability Calculation	Include mobile assets in the vulnerability grading process by connection via Mconnect.	1. System process user data. 2. System includes mobile assets received from external systems in grading calculation.

UC-054	Simplified Document Type for Application Registration	Simplify registration by adding only the IDNP.	1. User registers application for compensation. 2. System requires only IDNP for validation of user.
UC-055	Additional Verification Processes	Verify minors during application creation and deceased individuals at the time of application.	1. System verifies minors after application creation. 2. System verifies deceased individuals after application creation. 3. System invalidate the identified compensation requests.
UC-056	Print Application Functionality	Allow managers to print applications online.	1. Manager accesses print application feature. 2. Manager prints and confirms application.
UC-057	View Payment Status for Registrars	Enable registrars to view payment status on the application page.	1. Registrar logs into the system. 2. Registrar views payment status on application page.
UC-058	Automatic Exclusion of Deceased Persons	Automatically exclude deceased persons using EVENTS from EGA or monthly data queries via Mconnect.	1. System receives data from EGA or Mconnect. 2. System excludes deceased persons from applications.
UC-059	Petition/Communication Module	Provide a contact form for users to redirect emails to support.	1. User accesses petition/communication module. 2. User submits query through contact form.
UC-060	Review User Roles	Add roles for social inspection with full data access.	1. Administrator assigns social inspection role. 2. User with role accesses full data.
UC-061	Integration with Border Police for Beneficiary Status	Integrate with Border Police to determine if beneficiaries are abroad.	1. System queries Border Police for beneficiary status. 2. System updates beneficiary records.
UC-062	Integration with IGM for Refugee Status via Mconnect	Query refugee status with IGM for applicants.	1. System queries IGM for refugee status. 2. System updates applicant records.
UC-063	Receiving rent payments contracts via Mconnect	Add rental amounts as expenses for applicants with official rental contracts registered with SFS.	1. System queries SFS for rental contracts. 2. System adds rental amounts as expenses in process of grade calculation.

Functional Requirements:

ID	Functional Requirement	Description
FR-029	User Login and Authentication	The system must support secure user login with password and MPass from AIS system

FR-030	Role-Based Access Control (RBAC)	The system must support RBAC to ensure users can only access functionalities relevant to their roles.
FR-031	User Registration	The system must allow administrators to create and manage user accounts and assign roles.
FR-032	Profile Management	Users should be able to view and update their profile information with logging and auditing of updates.
FR-033	Application Submission	Citizens should be able to submit applications for energy subsidies through the AIS.
FR-034	Application Tracking	Citizens should be able to track the status of their applications and receive notifications for updates.
FR-035	Document Verification	The system must support verification of uploaded documents, including cross-referencing with external databases.
FR-036	Subsidy Calculation	The system must calculate subsidy amounts based on predefined criteria and formulas.
FR-037	Subsidy Disbursement	The system should manage the disbursement of subsidies to eligible citizens, including direct bank transfers or other payment mechanisms.
FR-038	Standard Reports	The system must provide standard reports on application status, subsidy disbursements, and user activity, exportable in various formats.
FR-039	Custom Reports	Users should be able to create custom reports based on specific criteria and filters, using a report builder tool.
FR-040	Data Analytics	The system should offer analytics tools for visualizing data trends and insights, with customizable dashboards.
FR-041	Notification System	The system must support sending notifications and alerts via email, SMS, and in-app messages.
FR-042	Alert Management	The system should generate and log alerts for important events such as application updates and deadlines.
FR-043	Data Integration	The system must integrate with external systems for data verification, providing APIs for seamless integration.
FR-044	Service Integration	The system should integrate with governmental services like MPass, MConnect, and MLog, including data import and export capabilities.
FR-045	Data Security	All sensitive data must be encrypted both in transit and at rest, with strict access control measures.
FR-046	Compliance	The system must comply with relevant regulations and standards for data protection and social services, maintaining audit logs for all actions.
FR-047	Responsive Design	The user interface must be responsive and accessible on various devices (desktop, tablet, mobile).
FR-048	User-Friendly Navigation	The system should offer intuitive navigation and easy access to key functionalities, with integrated help and support features.
FR-049	User Support and Help Desk	The system should provide support mechanisms for users, including FAQs, helpdesk, and live support.

FR-050	System Maintenance	Regular updates and patches should be applied to ensure system security and functionality, with backup and recovery procedures in place.
FR-051	Audit Logs	The system must maintain detailed audit logs for all user actions and system events, which are searchable and exportable for compliance and review.
FR-052	Compliance Management	The system should ensure compliance with relevant regulations and standards for data protection and social services, with compliance reports available for review.
FR-053	Unified Access	Ensure the EVF provides a seamless user experience by integrating with other services, allowing navigation without re-authentication.
FR-054	Data Sharing	Allow data related to energy subsidies to be shareable with other services within the AIS for holistic service delivery, ensuring integration with AIS's data management and analytics tools.

1.3.   Functional Requirements for Case Management Service

The Case Management System is a specialized subsystem within the Automated Information System (AIS) designed to manage and streamline the processes associated with social work cases. It enables social workers, administrators, and other relevant stakeholders to efficiently handle case-related activities, from initial creation to final resolution.

Key Features:

- **Case Creation and Assignment:** Social workers can create new cases for individuals or families and assign them to specific social workers or teams.
- **Case Tracking:** The system tracks the status and progress of each case, providing real-time updates and sending notifications for important events or deadlines.
- **Case Notes and Updates:** Users can add detailed notes and updates to each case, ensuring that all relevant information is recorded and accessible. Notes are timestamped and securely stored.
- **Case Closure and Reopening:** Cases can be closed once resolved and reopened if further action is needed. Closed cases are archived for future reference.
- **Task Management:** Social workers can assign tasks to team members related to specific cases, with notifications sent to assignees and the ability to track task completion.
- **Document Management:** The system supports the upload, storage, and management of documents related to each case, ensuring document integrity and security.
- **Reporting and Analytics:** Provides standard and custom reporting tools to generate insights on case statuses, activities, and outcomes. Reports can be exported in various formats.
- **Integration with External Systems:** Seamlessly integrates with external databases and systems for data verification and interoperability.
- **Audit and Compliance:** Maintains detailed audit logs of all case activities and changes, ensuring compliance with relevant regulations and standards.
- **User-Friendly Interface:** Offers an intuitive interface for easy navigation and access to case management functionalities across devices, including desktops, tablets, and smartphones.

The Case Management System is an essential tool for social workers and administrators, helping to ensure efficient, transparent, and effective management of social work cases. It improves collaboration, accountability, and service delivery within the social services sector.

The Functional Requirements are defined as User Stories. Each user story is described as a need of an identified user of Case Management Service.

Use cases:

ID	Use Case	Description	Steps
UC-064	Case Creation and Assignment	Social Workers create new cases for individuals or families and assign them.	1. Social Worker logs in to the AIS. 2. Social Worker navigates to the case management section. 3. Social Worker creates a new case and enters case details. 4. Social Worker assigns the case to a specific team or worker. 5. Social Worker saves the case.
UC-065	Case Tracking	Track the status and progress of each case.	1. User logs in to the AIS. 2. User navigates to the case tracking section. 3. User views the status and progress of assigned cases. 4. System sends notifications and alerts for updates.
UC-066	Document Upload and Management	Upload, view, and manage documents related to each case.	1. User logs in to the AIS. 2. User navigates to the document management section. 3. User uploads or views documents related to a case. 4. System ensures document integrity and security.
UC-067	Document Verification	Verify documents related to cases.	1. System receives uploaded documents. 2. System cross-references documents with external databases. 3. System performs automated checks for document accuracy. 4. System flags any discrepancies for review.
UC-068	Case Notes and Updates	Record and view case notes and updates	1. User logs in to the AIS. 2. User navigates to the case notes section. 3. User adds or views notes and updates related to a case. 4. System timestamps and saves the notes.
UC-069	Case Closure	Close cases once resolved or completed	1. Social Worker logs in to the AIS. 2. Social Worker navigates to the case management section. 3. Social Worker selects a case to close. 4. Social Worker updates the case status to closed. 5. System archives the case.
UC-070	Case Reopening	Reopen closed cases if necessary	1. Social Worker logs in to the AIS. 2. Social Worker navigates to the case management section. 3. Social Worker selects a closed case to reopen. 4. Social Worker updates the case status to active. 5. System updates the case status.
UC-071	Assign Case Tasks	Assign tasks to team members related to a case	1. Social Worker logs in to the AIS. 2. Social Worker navigates to the case tasks section. 3. Social Worker assigns tasks to team members. 4. System notifies team members of assigned tasks. 5. Team members update task status upon completion.
UC-072	Case Reporting	Generate reports on case status, activities, and outcomes	1. User logs in to the AIS. 2. User navigates to the reporting section. 3. User selects criteria for case reports. 4. System generates the report. 5. User exports or views the report.

UC-073	Case Notifications	Send notifications related to case updates and actions	1. System identifies important case updates or actions. 2. System generates notifications for relevant users. 3. Users receive notifications via email, SMS, or in-app messages. 4. System logs and tracks notifications.
UC-074	Case Audit	Audit case activities and changes	1. Administrator logs in to the AIS. 2. Administrator navigates to the case audit section. 3. Administrator reviews logs of case activities and changes. 4. System provides detailed audit logs. 5. Administrator exports audit logs if needed.

Functional requirements:

ID	Functional Requirement	Description
FR-055	Case Creation and Assignment	Social Workers should be able to create new cases and assign them to specific social workers or teams.
FR-056	Case Tracking	The system should track the status and progress of each case, sending notifications and alerts as needed.
FR-057	Case Notes and Updates	Users should be able to add and view notes and updates related to a case, with timestamping and saving.
FR-058	Case Closure and Reopening	Social Workers should be able to close and reopen cases, with closed cases being archivable.
FR-059	Assign Case Tasks	Social Workers should be able to assign tasks to team members related to a case, with task notifications.
FR-060	Document Upload and Management	Users should be able to upload, view, and manage documents related to each case, ensuring document integrity and security.
FR-061	Document Verification	The system must support verification of uploaded documents, including cross-referencing with external databases.
FR-062	Case Reporting	The system must provide standard and custom reports on case status, activities, and outcomes, exportable in various formats.
FR-063	Case Notifications	The system should generate and send notifications related to case updates and actions via email, SMS, and in-app messages.
FR-064	Case Audit	The system must maintain detailed audit logs for all case activities and changes, which are searchable and exportable for compliance and review.
FR-065	Case Data Security	All sensitive data related to cases must be encrypted both in transit and at rest, with strict access control measures.
FR-066	User-Friendly Navigation	The system should offer intuitive navigation and easy access to case management functionalities, with integrated help and support features.
FR-067	Responsive Design	The user interface must be responsive and accessible on various devices (desktop, tablet, mobile).
FR-068	Integration with External Systems	The system must integrate with external systems for data verification and interoperability, providing APIs for seamless integration.

FR-069	User Support and Help Desk	The system should provide support mechanisms for users, including FAQs, helpdesk, and live support.
FR-070	System Maintenance	Regular updates and patches should be applied to ensure system security and functionality, with backup and recovery procedures in place.
FR-071	Compliance Management	The system should ensure compliance with relevant regulations and standards for data protection and social services, with compliance reports available for review.
FR-072	Unified Access	Ensure the Case Management System provides a seamless user experience by integrating with other services, allowing navigation without re-authentication.
FR-073	Data Sharing	Allow data related to case management to be shareable with other services within the AIS for holistic service delivery, ensuring integration with AIS's data management and analytics tools.

2. Technical Requirements

The technical requirements for the Automated Information System (AIS), including its subsystems such as the Energy Vulnerability Fund (EVF) and the Case Management System, outline the necessary specifications and standards to ensure these systems are secure, reliable, and efficient. These requirements cover various aspects, including system architecture, security, integration, and user experience.

2.1. Technical requirements for the software platforms

Encoding		Requirement
M	01.01	The software platform of the System shall be the industrial platform for the tasks of implementation of IS Portal, and include components that meet specified requirements to System functionality specified in this document. In the System there shall not be restrictions on the number of workstations for access to authorized users of the System.
M	01.02	This microservices architecture features a robust system for managing user interactions and data processing, employing a combination of frontend applications, core microservices, and data storage solutions. Key technologies like Docker, Kubernetes, Kafka, and Elasticsearch ensure scalability, real-time data streaming, efficient search capabilities, and seamless integration with external systems and services, all while maintaining high security and performance standards.
M	01.03	Systems shall ensure the smooth operation of the constantly changing number of users, depending on the Internet connections, for working on the Server, according to the technical characteristics submitted in Section 5.12 of this TS.
M	01.04	The project must utilize Docker for containerizing all application components, ensuring consistent deployment across environments. Kubernetes will handle orchestration and scaling, managing the containers efficiently in production. Integration with the CI/CD pipeline and adherence to Docker and Kubernetes security best practices are mandatory.
M	01.05	The platform shall support the storage of the System metadata in an industrial relational DBMS.
M	01.06	The platform shall have mechanisms for extension libraries.
M	01.07	The platform shall support scalability and load balancing between individual computing nodes.
M	01.08	The platform shall support as the data sources, the industrial databases of several manufacturers to ensure the modification of the system with minimal risks.

M	01.09	The platform shall support the possibility of further expansion of the functionality of the standard solution through the software products/components of the platform used in the implementation of the software.
M	01.10	Software platforms shall be included in the scope of the Project implementation, and shall include the composition of the software products/components without the need for subsequent additional AIS acquisition of any supplied components required depending on the solution architecture or other circumstances, except for increasing the number of processors on the central server, which has an application server installed. The software components/components of the software platform shall include components that are appropriate and sufficient for the specified functional and technological capabilities, and the parameters of the System, and have an application within the framework of the AIS implementation of state bodies in the Republic of Moldova. Supplier shall provide as the result of the software supply: • Related documentation for software platforms; • CD (distributions), in the kit and composition, according to the requirements of this section.

2.2. DBMS requirements for the software platforms

Encoding		Requirement
M	02.01	The software platforms shall include an industrial DBMS.

2.3. Functional units requirements for the software platforms

Encoding		Requirement
M	03.01	Software platforms shall be able to generate requests to public services to obtain the necessary information;
M	03.02	Software platforms shall form a register of Recipients of services;
M	03.03	Software platforms shall be interacted with the register of social statuses and public services;
M	03.04	Develop a module "Personal account" with a distinction between the roles of access to information;
M	03.05	Develop a module for the rendering public services;
M	03.06	Develop a monitoring module for generating reports in tabular and graphical form.
M	03.07	Detailed requirements for AIS Portal functionality shall be developed by the Supplier within the framework and tools described in **Chapter 4**.

2.4. User interface requirements for the software platforms

Encoding		Requirement
M	04.01	System shall meet modern requirements for ergonomics and technical aesthetics. This requires a convenient and intuitive interface at all stages of input, processing, analysis and transmission of information, allowing the user to freely navigate in the information and functional space of the system.
M	04.02	Software platforms shall support a user interface in Romanian and Russian languages.
M	04.03	Software platforms shall provide processing of data in Romanian and Russian languages.
M	04.04	Interaction of users with the System shall be carried out through a visual graphical web interface.
M	04.05	The system shall provide handling of emergency situations caused by incorrect user actions, invalid format or invalid input values. In these cases the system shall give the user the

Encoding		Requirement
		appropriate messages and then return to the operational state that preceded the invalid (inadmissible) command or incorrect data entry.
M	04.06	Screen forms shall be designed taking into account the requirements of unification: • All screen forms of the user interface shall be made in a single graphic design with the same layout of the main controls and navigation; • To indicate similar operations there shall be used similar graphic icons, buttons and other control (navigation) elements. The terms used to denote typical operations (adding an information entity, editing the data field) as well as the sequence of user actions when executing them, shall be unified; • External behaviour of similar interface elements (reaction to mouse pointer hovering, focus switching, button pressing) shall be implemented equally for the same type of elements.

2.5. Functioning modes requirements for the software platforms

Encoding		Requirement
M	05.01	The software platforms shall operate 24 hours a day in an uninterrupted mode, except for preventive or other works related to the functioning of the IS Portal. The total downtime of the system per year, with the exception of preventive works, shall not exceed 24 hours.
M	05.02	When implementing the software platforms, the prospects for increasing the number of users of the System shall be taken into account.

2.6. Staff requirements for the software platforms

Encoding		Requirement
M	06.01	A complete list of requirements for the Customer's staff shall be defined and recorded in the operational documentation for software platforms.

2.7. Information protection requirements for the software platforms

Encoding		Requirement
M	07.01	Software platforms shall be protected from unauthorized access of the users who have no access rights.
M	07.02	Protection of information from unauthorized access should be ensured: • at the operating system level by configuring security settings; • on the server - authentication, authorization and user identification; • at the level of the database management system (DBMS) - rigid authorization of access to databases and their tables; • at the level of integration with other services - authorization of access to services; • software tools, on the basis of which software platforms shall operate by delineating and authorizing users' access to information at the level of business concepts (passport, journal, document) and at the level of individual objects.
M	07.03	To software platforms shall be implemented the logging of actions of users of the system.

3. Architectural Requirements

This architecture ensures a robust, secure, and user-friendly system that efficiently manages various social services and integrates seamlessly with external systems. Architecture is structured in layers as presented bellow.

3.1. Frontend Applications

Portal (Frontend): The entry point for citizens (beneficiaries) to interact with the platform. Served using NodeJS SSR server.

Back Office (Frontend): The back-office platform for MMPS employees or authorized users to manage and operate the system. Served with NGINX static server

3.2. Routing and Load Balancing

External Gateway:
- Manages external access to services within the cluster.
- Functions as an external load balancer, router, and reverse proxy to route traffic.

Internal Gateway:

- Facilitates communication and routing of traffic between different services and components running within the cluster.

3.3. Services
- **Core**: The main module of the application, comprising multiple microservices:
- **Identity**: Manages user authentication, authorization, and related identity functionalities.
- **MConnect**: Communicates with external systems to extract, aggregate, or validate information.
- **Notifications**: Provides users with timely notifications and alerts via SMS, email, Web Sockets, and MNotify Integration.
- **Audit**: Monitors and documents user actions and system events, transmitting logs to MLog for centralized storage and security monitoring.
- **Search**: Implements real-time search capabilities using Elasticsearch.
- **Event Streaming**: Utilizes Kafka for real-time stream processing within the microservices ecosystem.
- **Platform Data Hub**: Acts as a central repository for platform-wide data shared across microservices.
- **CMS (Content Management System)**: Central hub for managing content across the platform.
- **Cache(memory) Storage**: Offers fast read and write speeds for frequently accessed or temporary data.
- **Incorporated Services:** group of services from MMPS being incorporated or assimilated into the centralized platform.

3.4. Data Storage

- **Object Storage**: Manages unstructured data in the form of objects, such as files, images, videos, and documents.
- **Elastic Search**: Provides search capabilities across stored data.
- **PostgreSQL**: Relational database for structured data storage
- **Dragonfly DB**: In-memory data store for caching

3.5. Supporting Components

- **Monitoring and Logging**: Utilizing Prometheus, Grafana, and Elastic Search and Kibana for system monitoring, logging, and visualization.
- **Security Services**: Identity and Access Management (IAM) to ensure secure access to services and data.

3.6. Developer Tools

- **CI/CD Pipeline**: Ensures continuous integration and deployment of new features and services.
- **Code Repositories**: Managed using Git.

3.7. Data Warehouse (Technology Selection Ongoing)

- **Definition**: The Data Warehouse concept establishes a centralized repository for structured data from various sources.
- **Purpose**: Central repository for storing structured and organized data from various sources.
- **Functionality**:
    - **Data Processing**: Aggregates, transforms, and cleanses data from multiple sources for analysis.
    - **Data Analysis**: Provides tools and frameworks for performing complex queries, data mining, and statistical analysis.
    - **Reporting**: Enables generation of comprehensive and customizable reports based on analysed data.
- **Key Technologies and Potential Possibilities**:
    - **Data Mining**: Utilizes algorithms and techniques to discover patterns, correlations, and insights from large datasets.
    - **Business Intelligence (BI)**: Offers interactive dashboards, ad-hoc querying, and data visualization tools for business users to explore data and make informed decisions.
    - **Advanced Analytics**: Enables predictive modelling, machine learning, and AI algorithms for forecasting and predictive analysis.
    - **Reporting Tools**: Integrates with reporting tools like Power BI, Tableau, or custom-built reporting solutions to create rich, interactive reports and visualizations.
- **Benefits**
    - **Centralized Data**: Provides a single source of truth for the organization's data, ensuring consistency and reliability.
    - **Data-driven Decision Making**: Empowers stakeholders with timely and accurate insights for making informed decisions.
    - **Efficient Reporting**: Streamlines the reporting process with standardized data structures and automated report generation.
    - **Future Expansion**: Serves as a foundation for future expansion and integration with advanced analytics and AI technologies.
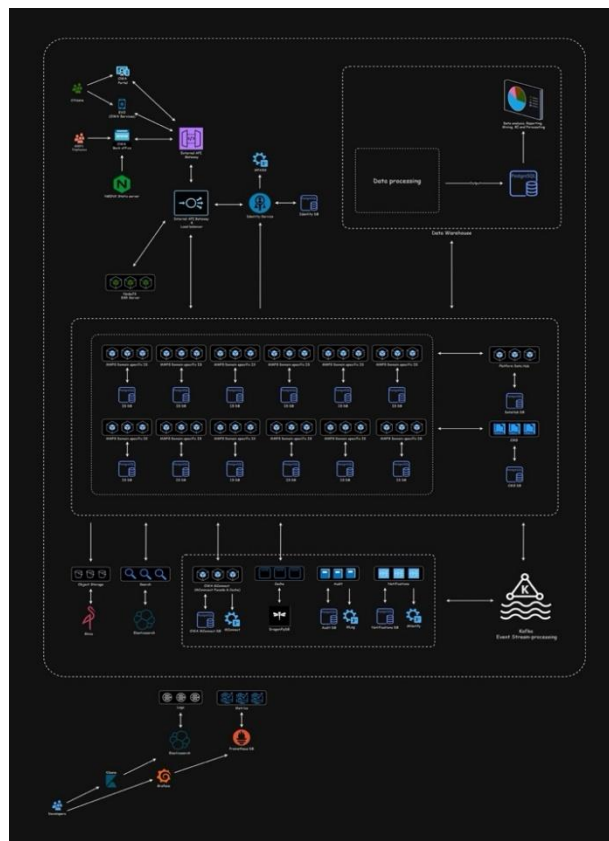

Image 1. AIS and embedded services architecture.

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

6.1 General Conditions of Contract

In the event of a Contract, the following General Conditions of Contract (GCC) will apply:

UNDP General Terms and Conditions for Contracts.

The conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

6.2 Special Conditions of Contract

N/A

6.3 Contract Form

In the event of an award, the following sample Contract will be used:

Contract for Goods and/or Services to UNDP.

The conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

SECTION 7: BIDDING FORMS

Form A: Bid Confirmation

Form B: Checklist

Form C: Bid Submission

Form D: Bidder Information

Form E: Joint Venture / Consortium / Association Information

Form F: Eligibility and Qualification

Form G: Technical Bid

Form H: Price Schedule

FORM A: BID CONFIRMATION

Please acknowledge receipt of this ITB by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

To: Insert name of contact person   Email: Insert contact person's email - do not enter secure bid email address

From: Insert name of bidder

Subject   ITB reference Click or tap here to enter text.

Check the appropriate box	Description
☐	**YES**, we intend to submit a bid.
☐	**NO**. We are unable to submit a competitive offer for the requested goods/works/services at the moment

If you selected NO above, please state the reason(s) below:

Check applicable	Description
☐	The requested goods/services are not within our range of supply
☐	We are unable to submit a competitive offer for the requested products at the moment
☐	The requested products are not available at the moment
☐	We cannot meet the requested specifications
☐	We cannot offer the requested type of packing
☐	We can only offer FCA prices
☐	The information provided for bidding purposes is insufficient
☐	Your ITB is too complicated
☐	Insufficient time is allowed to prepare a bid
☐	We cannot meet the delivery requirements
☐	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc.. Please provide details below.
☐	Sustainability criteria/requirements are too stringent (if applicable)
☐	We do not export
☐	We do not sell to the UN
☐	Your volume is too small and does not meet our order quantity
☐	Our production capacity is currently full
☐	We are closed during the holiday season
☐	We had to give priority to other clients' requests
☐	We do not sell directly but through distributors
☐	We have no after-sales service available
☐	The person handling the bids is away from the office
☐	Other (please provide reasons below):
Further information: Click or tap here to enter text.	
☐	We would like to receive future ITBs for this type of goods
☐	We don't want to receive ITBs for this type of goods

Questions to the bidder concerning the reasons for NO BID should be addressed to Click or tap here to enter text. **phone** Click or tap here to enter number., **email** Click or tap here to enter text..

FORM B: CHECKLIST

This form serves as a checklist for preparation of your bid. Please complete the returnable bidding forms in accordance with the instructions and return them as part of your bid submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your bid, please ensure compliance with the instructions in Section 2: Instructions to Bidders and Section 3: Data Sheet.

Technical bid:

Have you duly completed all the returnable bidding forms?	
▪ Form C: Bid Submission	☐
▪ Form D: Bidder Information	☐
▪ Form E: Joint Venture/Consortium/Association Information	☐
▪ Form F: Eligibility and Qualification	☐
▪ Form G: Technical Bid/Bill of Quantities	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐
Have you provided the required documents in support of Form D: Bidder Information?	☐

Price Schedule:

▪ Form H: Price Schedule	☐

FORM C: BID SUBMISSION

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

We, the undersigned, offer to supply the goods and related services required for Click or tap here to enter text.in accordance with your Invitation to Bid No. xxx. We hereby submit our bid, which includes this Technical Bid and Price Schedule.

Bidder Declaration: on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

Yes	No	
☐	☐	**Requirements and Terms and Conditions:** I/We have read and fully understand the ITB, including the ITB Information and Data Sheet, 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.
☐	☐	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.
☐	☐	**Ethics**: In submitting this bid 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 ITB; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
☐	☐	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.
☐	☐	**Conflict of interest:** I/We warrant that the bidder has no actual, potential or perceived conflict of Interest in submitting this bid, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the ITB process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
☐	☐	**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.
☐	☐	I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
☐	☐	**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.
☐	☐	**Bid Validity Period:** I/We confirm that this bid, including the price, remains open for acceptance for the bid validity period.
☐	☐	I/We understand and recognize that you are not bound to accept any bid you receive and we certify that the goods offered in our bid are new and unused.
☐	☐	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the bidder]

FORM D: BIDDER INFORMATION

ITB Reference	Click or tap here to enter text.
Legal name of bidder	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.
Bidder's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
Organisational type	Choose an item.
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	Click or tap here to enter text.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar supply contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, insert UNGM Vendor Number
Years of supplying to UN organisations	Click or tap here to enter text.
Are you a UNDP vendor?	☐ Yes ☐ No If yes, insert Vendor Number
Countries of operation	Click or tap here to enter text.
Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the bid)	Click or tap here to enter text.
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	Click or tap here to enter text.
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):*	Click or tap here to enter text.
Presence and characteristics of in-house quality control laboratory (if relevant to bid)	Click or tap here to enter text.
Does your Company have a corporate environmental policy or environmental management system such as ISO 14001 or ISO 14064 or equivalent?	Tick all that apply and **provide supporting documentation.** ☐ Corporate Environmental Policy ☐ ISO 14001

	☐ ISO 14064
	☐ Other, specify Click or tap here to enter text.
Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework? • **Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.** • **Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.** • **Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.**	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as: Tick all that are attached: ☐ Formal statement ☐ Sustainability report ☐ UN Global Compact Communication on Progress ☐ Other, specify Click or tap here to enter text.
Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other? *(If yes, please provide details and documentation]*	Click or tap here to enter text.
Is your company a member of the UN Global Compact	Choose an item. If yes, please provide a link to your Global Compact profile: Click or tap here to enter text.
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.
Contact person that Click or tap here to enter text. **may contact for requests for clarifications during bid evaluation**	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.

FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

To be completed and returned with your bid if the bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information *(address, telephone numbers, fax numbers, e-mail address)*	Proposed proportion of responsibilities (in %) and type of goods, works and/or services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	Click or tap here to enter text.

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to Click or tap here to enter text for the fulfilment of the provisions of the Contract.

Name of partner: Name of partner:
_____   _____

Signature: _____   Signature: _____

Date: _____   Date: _____

Name of partner: Name of partner:
_____   _____

Signature: _____   Signature: _____

Date: _____   Date: _____

FORM F: ELIGIBILITY AND QUALIFICATION FORM

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

If JV/Consortium/Association, to be completed by each partner.

History of Non- Performing Contracts

☐No non-performing contracts during the last 3 years			
☐ Contract(s) not performed in the last 3 years			
Year	**Non- performed portion of contract**	**Contract Identification**	**Total Contract Amount** (current value in US$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years			
☐ Litigation History as indicated below			
Year of dispute	**Amount in dispute** (state currency)	**Contract Identification**	**Total Contract Amount** (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 (three) years.

List only those assignments for which the bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the bidder, or that of the bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value *(insert currency)*	Period of activity and status *(start date – end date; month/year)*	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	2021	USD	Amount
	2022	USD	Amount
	2023	USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	**Historic information for the last 3 years**		
	2021	2022	2023
	Information from Balance Sheet		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	Information from Income Statement		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

  a)   Must reflect the financial situation of the bidder or party to a JV, and not sister or parent companies;
  b)   Historic financial statements must be audited by a certified public accountant;
  c)   Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM G: TECHNICAL BID

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

1.1   General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).

1.2   Relevance of specialized knowledge and experience on similar engagements done.

1.3   Quality assurance procedures and risk mitigation measures.

1.4   Organization's commitment to sustainability.

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

2.1   Implementation Plan (sequence of actions) for the services required in the ToR

2.2   Clear distribution of roles and responsibilities of the proposed key personnel (including team management workflow and solution for tracking and evidence of development hours consumed).

2.3   Details of the Bidder's internal technical and quality assurance review mechanisms.

Goods and/or services to be Supplied and Technical Requirements	Bidder's response				
	Compliance with Technical Requirements		Delivery Date *(confirm that you comply or indicate your delivery date)*	Quality Certificate **(ISO certification related to scope of the assignment (ISO 9001 and/or others))** *(indicate all that apply and attach)*	**Comments**
	Yes, we comply	**No, we cannot comply** *(indicate discrepancies)*			
Provision of services for development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its					

7

integration with back-office systems of the EVF Informational System and Case Management Informational System according to SECTION 5: SCHEDULE OF REQUIREMENTS					8

SECTION 3: Management Structure and Key Personnel

3.1   Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.

3.2   Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the scope of the assignment.

Format for CV of Proposed Key Personnel

Please clearly specify the experience that meet each of the requirements of Section 5: Terms of Reference (pt. 3 – Requirements for Offerors).

*Please insert additional rows in the CV format below to include other experience and qualifications

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	*[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]*
	[Insert]
Professional certifications	*[Provide details of professional certifications relevant to the scope of goods and/or services]* ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	*[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]*
	[Insert]
References	*[Provide names, addresses, phone and email contact information for two (2) references]* Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

_____   _____

Signature of Personnel   Date (Day/Month/Year)

FORM H: PRICE SCHEDULE

Name of bidder:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
ITB reference:	Click or tap here to enter text.		

Bidders shall fill in these Price Schedule Forms in accordance with the instructions indicated. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any. Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

Currency of the Bid: US Dollar

Price Schedule

Item #	Description	Price, USD Excl. VAT
Development, configuration, and deployment of the Automated Information System (AIS) to the Ministry of Labour and Social Protection and its integration with back-office systems of the EVF Informational System and Case Management Informational System.		
1.	**Deliverable 1.** A fully functional AIS and e-services with all functionalities developed and deployed according to the requirements defined in Annex 1, including compliable and documented source codes	
2.	**Deliverable 2.** Sprint Reports, including release notes, breakdown and duration of tasks implemented during the sprint, velocity, issues and outstanding problems, proposed actions to be taken	
3.	**Deliverable 3.** Technical and End-user documentation developed according to the MLSP documentation requirements defined in the Annex 1	
4.	**Deliverable 4.** EVF Information System operationalization and monitoring for the 2024-2025 heating season	
5.	**Deliverable 5:** Maintenance, Warranty and Technical Support Services for 3 months following the commissioning of the AIS	
	TOTAL	

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price, USD	Total Price, USD
Personnel	day			
Key personnel 1: IT Project Manager (Scrum Master)	day	140		
Key personnel 2: Senior Full-Stack developer	day	80		
Key personnel 3: Senior Backend developer	day	140		
Key personnel 4: Middle Backend developer	day	140		
Key personnel 5: Middle Backend developer	day	140		
Key personnel 6: Senior Frontend developer	day	100		
Key personnel 7: Middle Frontend developer	day	80		
Key personnel 8: Senior DevOps	day	60		
Key personnel 9: Middle DevOps	day	60		
Key personnel 10: Senior QA	day	60		
Key personnel 11: Middle QA	day	60		
Key personnel 12: Security engineer	day	82		
Key personnel 13: Designer	day	80		

Key personnel 14: IT Business Analyst	day	88		
Other expenses				
Other Costs: (please specify)				
Total				

I, the undersigned, certify that I am duly authorized by Click or tap here to enter text. to sign this bid and bind Click or tap here to enter text.should Click or tap here to enter text.accept this bid:

Name   : _____

Title   : _____

Date   : _____

Signature : _____