



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

United Nations Development Programme, hereinafter referred to as UNDP, 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 the **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?prcBuld=300000127714247>

Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org. In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.

Computer firewall could block oracle or undp.org extension and Suppliers might not receive the Oracle notifications. Please turn down any firewalls on your computers to ensure receipt of email notification.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

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

Should you require further clarifications on the 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





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1 Overview

1.1 General Information

Title	ItB24/02897: Development of Automated Information System for the MLSP
Contact Point	Procurement Unit
Outcome	
E-Mail	sc.md@undp.org
Reference Number	ItB24/02897
Beneficiary Country	MDA
Introduction	

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

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Thank you and we look forward to receiving your bid.

UNDP Moldova



1.2 Tender Timeline

Preview Date
Open Date 10/07/24 06:25 AM
Close Date 31/07/24 13:30 PM
Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

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

1.4 Terms

Negotiation Currency USD



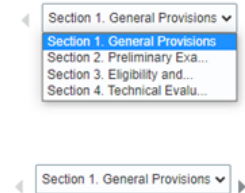
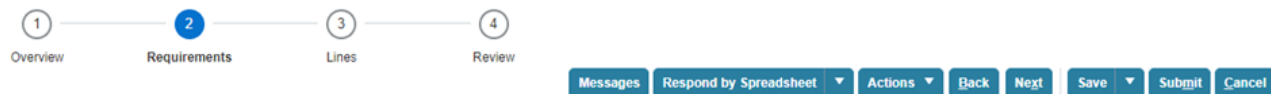
2 Requirements

**Response is required*

Please review carefully the requirements and questions in this section.

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

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



2.1 Section 1. General Provisions

1. General Instructions to Bidders

This solicitation process is governed by the General Instructions to Suppliers attached herewith and Bid Data Sheet and other information listed herewith. By submitting a bid response to this tender supplier confirms to have read, understood, and accepted such provisions.

2. Bid Data Sheet

Bid Data sheet contains information and instructions specific to this Tender. By submitting a bid you confirm to have read, understood, and accepted the provisions herewith attached.

2.2 Section 2. Evaluation Criteria - Preliminary Examination

*1. General Conditions of Contract

Do you accept the General Conditions of Contract (GTCs) as specified herewith?



***2. Proposal Validity**

Do you accept that your bid is valid as required in General Instructions and Bid Data Sheet?

***3. Bidding Forms**

Have you submitted the Bidding Forms, as follows?

- 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 (*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*)
- Form H: Price Schedule

***4. Company profile**

Please provide a Company Profile, which should not exceed fifteen (15) pages, including detailed portfolio/previous corporate experience in similar related to the project's assignments

***5. Legal documents**

Please provide legal documents including:

- 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)
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

***6. Tax Registration/Payment Certificate**

Please provide the Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.

***7. Financial Statements**

Please provide the 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 (2021-2023).



***8. Details of Previous Relevant Experience / Copies of Contracts**

Please provide 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 (stated under Section 4: Evaluation Criteria of the ITB).

***9. Statement of Satisfactory Performance**

Please provide statements of satisfactory Performance (references) from at least 3 (three) clients on similar assignments implementation (*informational systems development services*)

***10. Copies of relevant Contracts**

Please provide Copies of at least 3 Contracts proving the experience in the field of informational systems development services

***11. Quality Certificates (e.g., ISO, etc.)**

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

2.3 Section 3. Evaluation Criteria - Minimum eligibility

1. Evaluation Criteria - Minimum Eligibility

Eligibility 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 are listed below:

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 through a local branch or office, through a local consortium partner – all relationships to be documented through 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, is 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



<p>Certificates and Licences:</p> <ul style="list-style-type: none"> • 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. 	<p>Form D: Bidder Information</p>
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2.4 Section 4. Evaluation Criteria - Qualifications

1. Evaluation Criteria - Qualification

Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Qualification Criteria are presented below:

Qualification Criteria	Documents to establish compliance
<p>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.</p>	<p>Form F: Eligibility and Qualification</p>
<p>Litigation History: No consistent history of court/arbitral award decisions against the bidder for the last 3 years.</p>	<p>Form F: Eligibility and Qualification</p>
<p>Previous Experience:</p>	
<p>Minimum five (5) years of relevant experience in developing IT products and/or informational systems development.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet the requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>



<p>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 <i>(to be referenced in technical offer) (copies of the contracts shall be submitted along with the bid).</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet the requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>At least one (1) contract of similar nature implemented in the Republic of Moldova, implemented in the last 5 (five) years <i>(copy of the contract shall be submitted along with the bid).</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet the requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>Financial Standing:</p>	
<p><u>Turnover:</u> Bidders should have average annual sales turnover of minimum 250,000 USD for the last three years (2021-2023).</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet the requirement).</i></p>	<p>Copy of financial statements for the last three years.</p> <p>Form F: Eligibility and Qualification</p>
<p>Key Personnel:</p>	
<p>The minimum personnel required for the implementation of the assignment is:</p> <ul style="list-style-type: none"> • 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 • Key personnel 12: Security engineer 	<p>Form G: Technical Bid</p>



<ul style="list-style-type: none"> • Key personnel 13: Designer • Key personnel 14: IT Business Analyst <p><u>Note: The above listed roles cannot be cumulated.</u></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet the requirement).</i></p>	
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[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.

2.5 Section 5. Technical Evaluation Criteria

*1. 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

Response attachments are optional.

2.6 Section I-1.



3 Lines

Instructions **Please fill in this form in accordance with the lines below. Additionally, please supplement this online form with the duly filled in, signed and stamped Form H (Price Schedule).**

The currency of Bid shall be US Dollar / USD. The prices shall be exclusive of VAT.

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
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 compliant and documented source codes	81111700						
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	81111700						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
3-Deliverable 3. Technical and End-user documentation developed according to the MLSP documentation requirements defined in the Annex 1	81111700						
4-Deliverable 4. EVF Information System operationalization and monitoring for the 2024-2025 heating season	81111700						
5-Deliverable 5: Maintenance, Warranty and Technical Support Services for 3 months following the commissioning of the AIS	81111700						