



# **REQUEST FOR PROPOSAL (RFP)**

**Procurement of ICT Consultancy Services to Audit and develop draft bylaws  
for the State Automated Information System - Elections**

RFP Reference No.:

**RFP25/03007**

Country:

Republic of Moldova

# Contents

SECTION 1: LETTER OF INVITATION .....	3
SECTION 2: INSTRUCTIONS TO PROPOSERS.....	5
SECTION 3: DATA SHEET (DS).....	18
SECTION 4: EVALUATION CRITERIA.....	22
SECTION 5: Terms of Reference.....	28
SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS.....	45
SECTION 7: PROPOSAL FORMS .....	46
FORM A: PROPOSAL CONFIRMATION .....	47
FORM B: CHECKLIST .....	48
FORM C: TECHNICAL PROPOSAL SUBMISSION .....	49
FORM D: PROPOSER INFORMATION .....	51
FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION .....	53
FORM F: ELIGIBILITY AND QUALIFICATION.....	54
FORM G: FORMAT FOR TECHNICAL PROPOSAL.....	56
FORM J: FINANCIAL PROPOSAL SUBMISSION.....	60
<b>FORM K: FORMAT FOR FINANCIAL PROPOSAL .....</b>	<b>61</b>

## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through “**Strengthening Democratic Resilience in Moldova**” (EDMITE III) Project, hereby invites prospective proposers to submit a proposal for the **Procurement of ICT Consultancy Services to Audit and develop draft bylaws for the State Automated Information System - Elections** in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

- Section 1: This Letter of Invitation
- Section 2: Instruction to Proposers
- Section 3: Data Sheet
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Conditions of Contract and Contract Forms
- Section 7: Proposal Forms
  - Form A: Proposal confirmation
  - Form B: Checklist
  - Form C: Technical Proposal Submission
  - Form D: Proposer Information
  - Form E: Joint Venture/Consortium/Association Information
  - Form F: Eligibility and Qualification
  - Form G: Format for Technical Proposal
  - Form H: Format for CV of Proposed Key Personnel
  - Form I: Statement of Exclusivity and Availability
  - Form J: Financial Proposal Submission
  - Form K: Format for Financial Proposal

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00690**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link](https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D) (<https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D> ) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

**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](mailto: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](mailto: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](mailto:sc.md@undp.org). Please pay attention that the proposal shall be submitted online through the Quantum system and any proposal sent to the above email shall be disqualified.

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

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

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

We look forward to receiving your proposal.

UNDP Moldova

## SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
<p><b>1. Scope</b></p>	<p>Proposers are invited to submit a proposal for the services specified in Section 5: Terms of Reference, in accordance with this Request for Proposal (RFP). A summary of the scope of the proposal is included in Section 3: Data Sheet.</p> <p>Proposers shall adhere to all the requirements of this RFP, including any amendment made in writing by UNDP. This RFP is conducted in accordance with Policies and Procedures of UNDP which can be accessed at <a href="#">UNDP Programme and Operations Policies and Procedures/Procurement</a>.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<p><b>2. Interpretation of the RFP</b></p>	<p>Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by UNDP. UNDP is under no obligation to award a contract to any proposer as a result of this RFP.</p>
<p><b>3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality</b></p>	<p>All proposers 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 <b>principles on labor, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>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.</p> <p>UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at:</p> <p><a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</a></p> <p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>In pursuance of this policy, UNDP:</p> <ol style="list-style-type: none"> <li>a) Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question;</li> <li>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.</li> </ol>
<p><b>4. Eligible proposers</b></p>	<p>Proposers shall have the legal capacity to enter into a binding contract with UNDP.</p> <p>A proposer, and all parties constituting the proposer, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A proposer shall be deemed to have the nationality of a country if the proposer is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.</p> <p>All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past,</p>

	<p>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, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process; were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>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 a conflict exists.</p> <p>Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p> <p>Proposers shall not be eligible to submit a proposal if at the time of proposal submission:</p> <ul style="list-style-type: none"> <li>☐ is included in the Ineligibility List, hosted by <a href="#">UNGM</a>, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;</li> <li>☐ is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a>, including the <a href="#">UN Security Council Resolution 1267/1989 list</a>;</li> <li>☐ is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a>.</li> </ul>
<p><b>5. Proprietary information</b></p>	<p>The RFP documents and any Terms of Reference or information issued or furnished by UNDP are issued solely for the purpose of enabling a proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to proposers shall remain the property of UNDP. All documents which may form part of the proposal will become the property of UNDP, who will not be required to return them to your firm.</p>
<p><b>6. Publicity</b></p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<p><b>SOLICITATION DOCUMENTS</b></p>	
<p><b>7. Clarification of solicitation documents</b></p>	<p>Proposers may request clarifications on any of the RFP 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.</p> <p>UNDP will provide the responses to clarifications through the method specified in</p>

	<p>Section 3: Data Sheet.</p> <p>UNDP shall endeavor 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 proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<b>8. Amendment of solicitation documents</b>	<p>At any time prior to the deadline for proposal submission, UNDP may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective proposers.</p> <p>If the amendment is substantial, UNDP may extend the deadline for submission of proposals to give the proposers reasonable time to incorporate the amendment into their proposal.</p>
<b>PREPARATION OF PROPOSALS</b>	
<b>9. Cost of preparation of proposal</b>	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<b>10. Language</b>	The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
<b>11. Documents establishing eligibility and qualifications of the proposer</b>	The proposer 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 proposer, its qualifications must be documented to UNDP's satisfaction.
<b>11.a Documents comprising the proposal</b>	<p>The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <ul style="list-style-type: none"> <li>▪ Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>▪ Technical Proposal;</li> <li>▪ Financial Proposal;</li> <li>▪ Proposal Security, if required by DS;</li> <li>▪ Any attachments and/or appendices to the Proposal.</li> </ul>
<b>12. Technical proposal format and content</b>	<p>The proposer is required to submit a technical proposal using the forms provided in Section 7 and taking into consideration the requirements in the RFP.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p>
<b>13. Financial proposal</b>	<p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>14. Currencies</b>	<p>All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where proposals are quoted in different currencies, for the purposes of comparison of all proposals:</p> <ul style="list-style-type: none"> <li>• UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange.</li> <li>• In the event that UNDP selects a proposal 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.</li> </ul>

<b>15. Duties and taxes</b>	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 proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.
<b>16. Proposal validity period</b>	<p>Proposals shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request proposers to extend the period of validity of their proposals. The request and the responses shall be made in writing and shall be considered integral to the proposal.</p> <p>If the proposer agrees to extend the validity of its proposal, it shall be done without any change to the original proposal but will be required to extend the validity of the proposal security, if required, for the period of the extension, and in compliance with Article 17 (Proposal security) in all respects.</p> <p>The proposer has the right to refuse to extend the validity of its proposal without forfeiting the proposal security, if required, in which case, the proposal shall not be further evaluated.</p>
<b>17. Proposal security</b>	<p>A proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal.</p> <p>The proposal security shall be included along with the proposal. If a proposal security is required by the RFP but is not found in the proposal, the offer shall be rejected.</p> <p>If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, proposers shall include a copy of the proposal security in their proposal and the original of the proposal security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful proposers' proposal securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of proposal validity prescribed by UNDP pursuant to Article 16 (Proposal Validity Period).</p> <p>The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>• If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;</li> <li>• In the event the successful Proposer fails: <ul style="list-style-type: none"> <li>○ to sign the contract after UNDP has issued an award; or</li> <li>○ 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 proposer.</li> </ul> </li> </ul>



<p><b>18. Joint Venture, Consortium or Association</b></p>	<p>If the proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the proposal, each such legal entity will confirm in their joint proposal that:</p> <ul style="list-style-type: none"> <li>• 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 notarized agreement among the legal entities, which will be submitted along with the proposal; and</li> <li>• 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.</li> </ul> <p>After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>If a JV, Consortium or Association’s proposal is the proposal 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.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal.</p> <p>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 RFP, both in the proposal 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.</p> <p>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>• Those that were undertaken together by the JV, Consortium or Association; and</li> <li>• Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>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.</p> <p>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.</p>
<p><b>19. Only one proposal</b></p>	<p>The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture. Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>• they have at least one controlling partner, director, or shareholder in common; or</li> <li>• any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>• they have the same legal representative for purposes of this RFP; or</li> <li>• 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 proposal of another proposer regarding this RFP process;</li> </ul>

	<ul style="list-style-type: none"> <li>• they are subcontractors to each other’s proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to</li> <li>• the personnel, does not apply to subcontractors being included in more than one proposal.</li> </ul>
<b>20. Alternative proposals</b>	<p>Unless otherwise specified in Section 3: Data Sheet, alternative proposals shall not be considered. If submission of alternative proposals is allowed in Section 3: Data Sheet, a proposer may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP 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 proposal.</p> <p>If multiple/alternative proposals are being submitted, proposer must create an alternate response directly in the system and upload all attachments relevant to the alternate proposal separately together with the alternate response.</p>
<b>21. Pre-proposal conference</b>	<p>When appropriate, a pre-proposal conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is mandatory, a Proposer which does not attend the pre-proposal conference shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is not mandatory, non-attendance shall not result in disqualification of an interested proposer.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or proposal process during the pre-proposal conference. All questions shall be submitted in accordance with Article 38 (Clarification of Proposals).</p> <p>The pre-proposal conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers’ responsibility) proposers shall not rely upon any information, statement or representation made at the pre-proposal conference unless that information, statement or representation is confirmed by UNDP in writing.</p> <p>Minutes of the pre-proposal 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 RFP, unless specifically incorporated in the minutes of the proposer’s conference or issued/posted as an amendment to RFP.</p>
<b>22. Site inspection</b>	<p>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.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer who does not attend the site inspection shall become ineligible to submit a proposal under this RFP.</p> <p>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 proposer.</p> <p>Proposers participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the proposers to participate in a site inspection.</p> <p>Prior to attending a site inspection, proposers shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:</p> <ul style="list-style-type: none"> <li>(i) loss of or damage to any real or personal property;</li> <li>(ii) personal injury, disease, or illness to, or death of, any person;</li> </ul>

	<p>(iii) financial loss or expense, arising out of the carrying out of that site inspection; and</p> <p>(iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents).</p> <p>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers 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.</p>
<b>23. Errors or omissions</b>	<p>Proposers shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.</p> <p>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.</p>
<b>24. Proposers' responsibility to inform themselves</b>	<p>Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:</p> <ul style="list-style-type: none"> <li>• examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP;</li> <li>• review the RFP to ensure that they have a complete copy of all documents;</li> <li>• obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</li> <li>• verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents;</li> <li>• attend any pre-proposal conference if it is mandatory under this RFP;</li> <li>• 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 services; and</li> <li>• form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal.</li> </ul> <p>Proposers 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 RFP or any other information provided to the proposers.</p>
<b>25. No material change(s) in circumstances</b>	<p>The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to:</p> <ul style="list-style-type: none"> <li>• a change affecting any declaration, accreditation, license or approval;</li> <li>• major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors;</li> <li>• a change to any information on which UNDP may rely in assessing proposals.</li> </ul>
<b>SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>26. Instruction for proposal submission</b>	<p>The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet. The proposal shall be submitted by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal.</p> <p>Proposers must be aware that the mere act of submission of a proposal, in and of itself, implies that the proposer fully accepts the UNDP General Conditions of Contract.</p>

<p><b>26a. Online submission</b></p>	<p>Electronic submission through online portal shall be governed as follows:</p> <ul style="list-style-type: none"> <li>• Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;</li> <li>• <b>The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</b></li> <li>• <b>The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system.</b></li> <li>• Documents which are required to be in original form (e.g., Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS.</li> </ul> <p>Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal.</p>
<p><b>27. Deadline for Submission of Proposals</b></p>	<p>Complete proposals 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 Proposal should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. UNDP shall accept no responsibility for proposals that arrive late due to any technical issues and shall only recognize the actual date and time that the proposal was received by UNDP.</p> <p>UNDP may, at its discretion, extend this deadline for the submission of proposals by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of UNDP and proposers subject to the previous deadline will thereafter be subject to the new deadline as extended.</p>
<p><b>28. Withdrawal, substitution and modification of proposals</b></p>	<p>A proposer may withdraw or modify its proposal after it has been submitted at any time prior to the deadline for submission directly in the system following the instructions provided in the user guide.</p> <p>However, after the deadline for proposal submission, the proposals shall remain valid and open for acceptance by UNDP for the entire proposal validity period, as may be extended.</p>
<p><b>29. Storage of proposals</b></p>	<p>Proposals received are kept confidential and unopened in the system as part security protocols built in the system until the proposal opening date stated in Section 3: Data Sheet.</p>
<p><b>30. Proposal opening</b></p>	<p>There is no mandatory public bid opening for RFPs however UNDP may at its discretion sent a public bid opening report from the system only to suppliers who successfully submitted a proposal. The report will include only the names of the companies but not the financial proposal.</p>
<p><b>31. Late proposals</b></p>	<p>Any proposal received by UNDP after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents.</p> <p>In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposal closing and the delay could not be reasonably foreseen by the proposer or were due to force majeure.</p>
<p><b>EVALUATION OF PROPOSALS</b></p>	
<p><b>32. Confidentiality</b></p>	<p>Information relating to the examination, evaluation, and comparison of proposals, and the recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>Any effort by a proposer or anyone on behalf of the proposer to influence UNDP in the examination, evaluation and comparison of the proposals or contract award decisions may, at UNDP's decision, result in the rejection of its proposal and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>

<p><b>33. Evaluation of proposals</b></p>	<p>UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>UNDP shall conduct the evaluation solely based on the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary examination;</li> <li>b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done);</li> <li>c) Evaluation of technical proposals;</li> <li>d) Evaluation of financial proposals.</li> </ul>
<p><b>34. Preliminary examination</b></p>	<p>UNDP shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any proposal at this stage.</p>
<p><b>35. Evaluation of eligibility and qualification</b></p>	<p>Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible proposers).</p> <p>In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>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;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;</li> <li>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;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>

<p><b>36. Evaluation of technical and financial proposals</b></p>	<p>The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in Section 4: Evaluation Criteria. A proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in Section 3: Data Sheet. When necessary, and if stated in the Data Sheet, UNDP may invite technically responsive proposers for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.</p> <p>When necessary, and if stated in the Section 3: Data Sheet, UNDP may invite technically responsive bidders for a presentation related to their technical Proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.</p> <p>The evaluation method that applies for this RFP shall be as indicated in Section 3: Data Sheet, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Proposers; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>When the Data Sheet specifies a <b>combined scoring method</b>, the formula for the rating of the proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p><b>37. Post-qualification/ Due Diligence</b></p>	<p>UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the proposer. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ol style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the proposer;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer;</li> <li>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;</li> <li>e) Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ol>
<p><b>38. Clarification of proposals</b></p>	<p>UNDP may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers' responses shall not contain any changes regarding the substance or price of the proposal, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions).</p>

	<p>UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.</p> <p>Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the proposals.</p>
<b>39. Responsiveness of proposal</b>	<p>UNDP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <ol style="list-style-type: none"> <li>a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or</li> <li>b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or</li> <li>c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.</li> </ol> <p>If a proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission.</p>
<b>40. Nonconformities, reparable errors and omission</b>	<p>Provided that a proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the proposal 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 proposers.</p> <p>Provided that a proposal is substantially responsive UNDP may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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</li> <li>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.</li> </ol> <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
<b>41. Right to accept any proposal and to reject any or all proposals</b>	<p>UNDP reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.</p>
<b>AWARD OF CONTRACT</b>	
<b>42. Award criteria</b>	<p>Prior to expiration of the proposal validity, UNDP shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet.</p>
<b>43. Right to vary requirement at time of award</b>	<p>At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of services originally specified 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 and the solicitation document.</p>

<b>44. Notification of award</b>	Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, 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.
<b>45. Debriefing</b>	In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
<b>46. Publication of contract award</b>	UNDP will publish the contract award on UNDP Procurement Notices website <a href="https://procurement-notices.undp.org/view_awards.cfm">https://procurement-notices.undp.org/view_awards.cfm</a> which is linked to the <a href="#">United Nations Global Marketplace</a> , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
<b>47. Contract Signature</b>	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.
<b>48. Contract Type and General Terms and Conditions</b>	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in Data Sheet, can be accessed at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>49. Performance security</b>	<p>The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a>, 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. The Performance Security form is available <a href="#">here</a>. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).</p> <p>Failure of the successful proposer 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 proposal security. In that event UNDP may award the contract to the next lowest ranked proposer.</p>
<b>50. Bank guarantee for advance payment</b>	<p>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 proposer shall submit a Bank Guarantee in the full amount of the advance payment using this <a href="#">bank guarantee form</a> available at: <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>.</p> <p>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.</p>
<b>51. Liquidated Damages</b>	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. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.



<b>52. Proposal protest</b>	<p>Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP.</p> <p>The following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a></p>
<b>53. Other Provisions</b>	<p>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.</p> <p>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.</p> <p>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 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

### SECTION 3: DATA SHEET (DS)

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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Request for Proposal (RFP) is <b>RFP25/03007</b>:</p> <p>The services include carrying out: <b>audit of State Automized Information System Elections (SAISE)</b>, including data, applications, technology and security; <b>assessment of the compliance with EU framework</b> governing the scope if SAISE; <b>drafting internal bylaws governing the use of SAISE</b> considering the Court of Accounts recommendations; <b>drafting the development plan for SAISE for the period 2025-2028 and beyond</b>; <b>elaboration and implementation oversight of the ToR for a new version of the IT system State Registry of Voters</b> as further described in Section 5 of this RFP.</p>
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	<p>Any request for clarification of solicitation documents must be sent directly in the system through <b>Quantum message functionality</b>.</p> <p><b>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</b></p> <p>Deadline for submitting requests for clarifications / questions: <b>5 (five) days before the submission deadline</b></p> <p>Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.</p>
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in <b>English and/or Romanian</b> .
5.	Partial proposals	N/A
6.	Currencies	<p>Prices shall be quoted only in the currency indicated in the system: <b>MDL (Moldovan Leu) for local suppliers</b> and <b>USD (US Dollars) for international suppliers.</b></p> <p>For evaluation purposes, all the rates shall be recalculated at UN Operational Rate of Exchange indicated on the submission deadline: <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a></p> <p>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.</p>
7.	Duties and taxes	<p>All prices shall: <b>Be exclusive of VAT and other applicable indirect taxes.</b></p>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
8.	Proposal validity period	90 days
9.	Proposal security	Not Required
10.	Alternative proposals	Shall be considered.
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	<p>Proposals must be <b>submitted directly in Quantum</b>.</p> <p>Allowable manner of submitting proposals:</p> <ul style="list-style-type: none"> <li>▪ File Format: PDF files only</li> <li>▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible.</li> <li>▪ The proposer should receive an email acknowledging receipt of the proposal by the system.</li> <li>▪ <b>The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the “Commercial section” of the requirements. Non-compliance with this instruction may result in rejection of the proposal received.</b></li> </ul>
14.	Deadline for proposal submission	Deadline for proposal submission is <b>indicated in the portal</b> . In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails.
15.	Proposal Opening	Public proposal opening will <b>NOT</b> be held
16.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <p><input checked="" type="checkbox"/> Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal</p> <p>The maximum number of technical points is detailed in Section 4: Evaluation Criteria</p> <p>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.</p>
17.	Right to vary requirement at time of award	<p>The maximum percentage by which quantities may be increased is 25%</p> <p>The maximum percentage by which quantities may be decreased is 25%</p>
18.	Contract award to one or more proposer	<p>UNDP will award a contract to:</p> <p><b>One Bidder Only</b></p>
19.	Type of contract to be awarded	<b>Contract Face Sheet</b>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<p>More information can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p> <p>See Section 6 for link to sample contract.</p>
20.	Expected date for commencement of contract	15 April 2025
21.	Conditions of contract to apply	<p><b>UNDP General Terms and Conditions for contracts (goods and/or services)</b></p> <p>See Section 6 for link to the contract terms.</p>
22.	Performance Security	Not Required
23.	Advance payment	Not Allowed
24.	Liquidated damages	<p>Will be imposed as follows:</p> <p>Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.</p>
25.	Documents to be submitted with your Proposal	<ul style="list-style-type: none"> <li>▪ Company Profile, which should not exceed fifteen (15) pages (experience, human resources, managerial and technical capacities in the field, etc.), including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package.</li> <li>▪ Certificate of Incorporation/ Business Registration.</li> <li>▪ List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register.</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ 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</li> <li>▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) 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)</li> <li>▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case)</li> <li>▪ A copy of preliminary Agreement in case of Consortium or sub-contracting</li> <li>▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel.</li> <li>▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria)</li> <li>▪ <u>[In case of subcontracting part of Services]</u> When subcontracting the activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of</li> </ul>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<p>resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal.</p> <ul style="list-style-type: none"> <li>▪ List of qualified key personnel, together with CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria), including experience relevant to the required skills</li> <li>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</li> <li>▪ <b>Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the “Technical section” of the requirements. Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.</b></li> </ul>

## 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 Proposal	All documents requested in Section 2: Instructions to Bidders Articles 11 and 12 have been provided and are complete.
Proposer accepts UNDP General Conditions of Contract as specified in Section 6.	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Proposal Validity	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Appropriate signatures	Proposal Forms 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.

### Minimum Eligibility and Qualification Criteria

Minimum eligibility and qualification criteria will be evaluated on a **Pass/Fail basis**.

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

Qualification Criteria	Documents to establish compliance
<b>History of non-performing contracts<sup>1</sup>:</b> Non-performance of a contract did not occur as a result of contractor default within the last 3 years <sup>1</sup> .	Form F: Eligibility and Qualification
<b>Litigation History:</b> No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
<b>Previous Experience</b>	
Minimum 5 (five) years of experience in auditing IT systems. <i>(For JV/Consortium/Association, TEAM Lead company should meet requirement, while the Consortium partners should have at least 2 years of experience in the requested field).</i>	Form F: Eligibility and Qualification
Minimum 3 (three) finalized contracts in IT systems audit over the last 5 (five) years. <i>(For JV/Consortium/Association, TEAM Lead company should meet requirement, while the Consortium partners should have at least 1 contract finalized in the requested field).</i>	Form F: Eligibility and Qualification
Minimum two (2) technical specifications documents developed for IT systems over the last 5 (five) years. <i>(For JV/Consortium/Association, TEAM Lead company should meet requirement, while the Consortium partners should prove at least 1 similar document developed).</i>	Form F: Eligibility and Qualification
<b>Minimum Key Personnel</b>	
The minimum personnel mandatory for the implementation of the contract: <ul style="list-style-type: none"> <li>• 1 (one) Project Manager</li> <li>• 1 (one) Expert in IT System Architecture</li> <li>• 1 (one) Expert in Analysing Business Processes</li> <li>• 1 (one) Expert in Technological Architecture</li> <li>• 1 (one) Information Security Expert</li> </ul> <i>Please note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.</i> <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.
<b>Financial Standing</b>	

<sup>1</sup> 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 Employer's 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.

<p><b>Liquidity:</b> The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. If QR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties &amp; banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not financially capable and/or had serious financial problems. <i>For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.  Form F: Eligibility and Qualification</p>
<p><b>Turnover:</b> Proposers should have minimum average sales turnover of USD 150,000 for the last 3 (three) years. <i>For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.  Form F: Eligibility and Qualification</p>

### Technical Evaluation Criteria

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

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 60 pts.) Organization / Company profile – 30 pts:</p> <ul style="list-style-type: none"> <li>• The company is a well-known market player with a good standing – 30 pts</li> <li>• The company is well-known but lacks a good standing in the field – 15 pts</li> </ul> <p>Financial statement – 30 pts:</p> <ul style="list-style-type: none"> <li>• Over \$200,000 of average annual turnover for last three years – 30 pts</li> <li>• Between \$150,000 and \$200,000 of average annual turnover for last three years – 25 pts</li> </ul>	60
1.2	<p>General Organizational Capability which is likely to affect implementation:</p> <ul style="list-style-type: none"> <li>• Age of the legal entity (service provider, etc.) (5 years – 10 pts, 5 pts for each additional year, up to 40 pts)</li> <li>• Project management controls (organigram) (up to 10 pts)</li> </ul>	50
1.3	<p>Relevance of specialized knowledge and experience:</p> <ul style="list-style-type: none"> <li>• Minimum 5 (five) years of relevant experience in auditing IT systems (5 years – 30 pts., each additional year – 5 pts., up to max 60 pts.);</li> </ul>	220



	<ul style="list-style-type: none"> <li>• Minimum 3 (three) <u>finalized contracts in IT systems audit</u> implemented over the last 5 years (3 contracts – 20 pts., each additional contract – 5 pts., up to max 40 pts.);</li> <li>• Minimum two (2) technical specifications documents developed for IT systems over the last 5 (five) years (2 documents – 20 pts., each additional document – 5 pts., up to max 30 pts.);</li> <li>• Demonstrated experience of working with Moldovan public institutions (3 assignments – 30 pts., each additional assignment – 5 pts., up to 40 pts.);</li> <li>• Demonstrated experience in the audit of IT applications / infrastructure / network for electoral processes would be an advantage (no – 0 pts., yes – 30 pts.);</li> <li>• Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.).</li> </ul>	
1.4	<p>Organizational Commitment to Sustainability:</p> <ul style="list-style-type: none"> <li>• Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (no – 0 pts., yes – 5 pts.);</li> <li>• Organization is a member of the UN Global Compact - (no – 0 pts., yes – 5 pts.);</li> <li>• Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) - (no – 0 pts., yes – 10 pts.).</li> </ul>	20
<b>Total Section 1</b>		<b>350</b>

<b>Section 2. Proposed methodology approach and implementation plan</b>		<b>Points obtainable</b>
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> <li>• The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 100 pts.;</li> <li>• The Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR, but require some adjustments to properly address all the tasks – up to 70 pts.;</li> <li>• The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – up to 35 pts.</li> </ul>	100
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> <li>• The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 90 pts.;</li> <li>• The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 60 pts.;</li> <li>• The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 30 pts.</li> </ul>	90
2.3	<p>The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project:</p> <ul style="list-style-type: none"> <li>• The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the bidder promise an efficient implementation of the project – up to 100 pts.;</li> </ul>	100

	<ul style="list-style-type: none"> <li>The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the bidder certainly are not sufficient – up to 70 pts.;</li> <li>The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the bidder are missing – up to 35 pts.</li> </ul>	
2.4	<p>To what extent have quality assurance procedures and risk mitigation measures been established?</p> <ul style="list-style-type: none"> <li>Quality assurance procedures and risk mitigation measures establish a clearly described mechanism that incorporates all aspects and requirements of the assignment – up to 60 pts.;</li> <li>Quality assurance procedures and risk mitigation measures requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 40 pts.;</li> <li>Quality assurance procedures and risk mitigation measures requires major adjustments to address all the aspects and requirements of the assignment – up to 20 pts.</li> </ul>	60
<b>Total Section 2</b>		<b>350</b>

<b>Section 3. Management Structure and Key Personnel</b>		<b>Points obtainable</b>	
3.1	<b>Project Manager</b>	<b>80</b>	
	Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment (bachelor's degree – 5 pts., master's degree – 10 pts.)		10
	At least five years of work experience as Manager of ICT Audit and Consultancy Projects (5 years – 15 pts., each additional year – 5 pts., up to a max. of 35 pts.)		35
	Proven experience as Project Manager in the ICT field with Moldovan state/governmental institutions and international development organisations in at least 2 (two) similar projects; (2 projects – 10 pts., each additional project – 5 pts., up to 25 pts.)		25
	Professional recognition certifications (PRINCE2/PMP, CISA, TOGAF, etc.) is an advantage (no – 0 pts., yes – 5 pts.)		5
	Excellent command of Romanian and English languages (English, Romanian – 2.5 pts. each)		5
3.2	<b>Expert in IT System Architecture</b>	<b>60</b>	
	Bachelor's or Master's Degree in Engineering, ITC, Business Management, Economy, or another relevant field to the proposed assignment (bachelor's degree – 5 pts., master's degree – 10 pts.)		10
	At least two consultancy projects, involving the development of IT System Architecture, where he/she held a key role (2 projects – 10 pts., each additional project – 2,5 pts., up to max 25 pts.)		25
	Previous proven experience of technologies promoted by the e-Government Agency (3 projects – 5 pts., each additional project – 2,5 pts., up to max 15 pts.)		15
	Professional recognition certifications TOGAF, CISA will be an advantage (each certification – 2,5 pts., up to a max of 5 pts.)	5	

	Excellent command of Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
3.3	<b>Expert in Analysing Business Processes</b>		60
	Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment (bachelor's degree – 5 pts., master's degree – 10 pts.)	10	
	At least four years of work experience in the field of designing IT Systems and drafting the IT System design or procurement documentation (4 years – 5 pts., each additional year – 5 pts., up to a max. of 15 pts.)	15	
	Knowledge of the methodology and rules for drafting technical documentation specific for the Republic of Moldova (2 documents – 5 pts., each additional document – 2,5 pts., up to max 15 pts.)	15	
	Previous experience in analysing business processes (3 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts., up to a max of 5 pts.)	5	
	Excellent command of Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
3.4	<b>Expert in Technological Architecture</b>		60
	Bachelor's or Master's degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment (bachelor's degree – 5 pts., master's degree – 10 pts.)	10	
	At least five years of work experience in the field of designing, implementing and operating complex technological platforms (5 years – 10 pts., each additional year – 5 pts., up to a max. of 25 pts.)	25	
	At least two consultancy projects dealing with the development of technological architecture, where he/she held a key role (2 projects – 10 pts., each additional project – 2.5 pts., up to max 20 pts.)	20	
	Excellent command of Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
3.5	<b>Information Security Expert</b>		40
	Bachelor's or Master's degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment (bachelor's degree – 2,5 pts., master's degree or equivalent – 5 pts.)	5	
	At least five years of work experience in the field of security audit and consultancy in the field of information security and information technology (5 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	
	At least one project where he/she held a key role dealing with information security (1 project – 10 pts., every additional project – 2,5 pts., up to max 15 pts.)	15	
	Mandatory professional recognition certifications: CISM/CISSP (no – 0 pts, yes – 5 pts.)	5	
	Excellent command of Romanian and English languages (English, Romanian – 2,5 pts. each)	5	
<b>Total Section 3</b>			<b>300</b>

## SECTION 5. Terms of Reference

# **SAISE Audit and by-laws**

## 1. Introduction

State Automated Information System - Elections

Version 1

January 2025

Terms of Reference for the Purchase of ICT Consultancy Services to Audit and develop draft bylaws for the State Automated Information System - Elections (SAISE).

## 2. General Information

Used terms

Acronyms and abbreviations used in this document are set out in table 1.1.

Table 1.1. Acronyms and used abbreviations

No.	Abbreviation/Acronym
1.	PSA – Public Services Agency
2.	CEC – Central Electoral Commission
3.	ITSM – Information Technology Service Management
4.	MoD – Ministry of Defense
5.	MEAEI – Ministry of External Affairs and European Integration
6.	MAI – Ministry of Internal Affairs
7.	MoE – Ministry of Education, Culture and Research
8.	MoJ – Ministry of Justice
9.	MoH – Ministry of Health, Labor and Social Protection
10.	SAISE – State Automated Information System “Elections”
11.	ISMS – Information Security Management System
12.	ITS – IT System
13.	TI – Information Technology
14.	ICT – Information and Communications Technology
15.	UNDP – United Nations Development Programme

### 2.1.1 References and legal aspects of development activities

#### Documents governing CEC Business Processes, including those in the ICT field

The legal framework of the Republic of Moldova comprises a number of legal and regulatory documents governing the CEC business processes, as well as the manner of implementing the IT solutions related to CEC activity. The following documents can be mentioned under this category:

1. Constitution of the Republic of Moldova adopted on 29.07.1994, Official Gazette No. 1 dated 12.08.1994.
2. The Electoral Code of the Republic of Moldova adopted by Law No. 1381 of 21.11.1997, Official Gazette No. 81 dated 08.12.1997.
3. Law No. 768 of 02.02.2000 of the Status of Locally Elected Officials, Official Gazette No. 34 dated 24.03.2000.
4. CEC Decision No. 137 of 14.02.2006 approving the Regulation on CEC Activity (amended by Decision No. 24 of 05.04.2011), Official Gazette No. 39-42 dated 10.03.2006.

5. Law No. 256 of 09.07.2004 approving the Regulation on the ID of Locally Elected Officials and the Regulation on the Badge of Locally Elected Officials, Official Gazette No. 132-137 dated 06.08.2004.
6. Law No. 294 of 21.12.2007 on Political Parties, Official Gazette No. 42-44 dated 29.02.2008.
7. Law No. 101 of 15.05.2008 on the Concept of the State Automated Information System “Elections”, Official Gazette No. 117-119 dated 04.07.2008.
8. CEC Decision No. 22 of 05.04.2011 approving the Regulation on the Register of Election Officials, Official Gazette No. 65-68 dated 22.04.2011.
9. Report of the Court of Account of the Republic of Moldova on Auditing the IT with Performance Components at the Central Electoral Commission, Court of Account Decision No. 3 dated 28.01.2013.
10. CEC Decision No. 2974 of 19.11.2014 approving the Regulation on the State Register of Voters, Official Gazette No. 11-21 dated 23.01.2015.
11. CEC Decision No. 3352 of 04.05.2015 approving the Regulation on Funding the Election Campaigns, Official Gazette No. 161-165 dated 26.06.2015.
12. CEC Decision No. 4401 of 23.12.2015 approving the Regulation on Funding the Political Parties Activity, Official Gazette No. 32-37 dated 12.02.2016.
13. Law No. 133 of 17.06.2016 on Declaring the Wealth and Personal Interests, Official Gazette No. 245-246 dated 30.07.2016.
14. CEC Decision No. 1568 of 24.04.2018 approving the Regulation on Pre-registration, Official Gazette No. 142-148 dated 04.05.2018.
15. CEC Decision No. 1730 of 03.07.2018 approving the Regulation on the manner of Preparing, Submitting and Verifying the Subscription Lists, Official Gazette No. 321-332 dated 24.08.2018.
16. CEC Regulations, <https://a.cec.md/ro/regulamente-3155.html>
17. CEC Guidelines, <https://a.cec.md/ro/instructiuni-3176.html>
18. CEC Strategic Plan for 2020-2023 adopted by CEC Decision No. 3586 dated 15.01.2020.

### **2.1.2 Documents governing the ICT Initiatives in the Republic of Moldova**

While rendering the ICT Consultancy Services, we deem appropriate to take account of and implement the requirements and recommendations referred to the legal and regulatory acts related to ICT Initiatives in the Republic of Moldova. To ensure compliance with the e-Government Framework promoted by the Government, it is binding to take account of the following documents:

19. Government Decision No. 945 of 05.09.2005 on Centres for Certifying Public Keys, Official Gazette No. 123-125 dated 16.09.2005.
20. Government Decision No. 320 of 28.03.2006 approving the Regulation on Affixing Digital Signatures on Electronic Documents issued by Public Authorities, Official Gazette No. 51-54 dated 31.03.2006.
21. Government Decision No. 844 of 26.07.2007 approving the Concept of the Integrated System for Electronic Document Circulation, Official Gazette No. 117-126/890 dated 10.08.2007.
22. Law No. 239 of 13.11.2008 on Transparency in Decision-making, Official Gazette No. 215-217 dated 05.12.2008.
23. Government Decision No. 7104 of 20.09.2011 approving the Strategic Programme for Governance Technology Upgrade (e-Transformation), Official Gazette No. 156-159 dated 23.09.2011.
24. Government Decision No. 330 of 28.05.2012 on Creating and Managing the Single Government Portal of Public Services, Official Gazette No. 104-108 dated 01.06.2012.
25. Government Decision No. 656 of 05.09.2012 approving the Programme on Interoperability Framework, Official Gazette No. 186-189 dated 07.09.2012.
26. Government Decision No. 1090 of 31.12.2013 on Government Electronic Service for Authentication and Access Control (MPass), Official Gazette No. 4-8 dated 10.01.2014.
27. Government Decision No. 128 of 20.02.2014 on Common Government Technology Platform (MCloud), Official Gazette No. 47-48 dated 25.02.2014.
28. Government Decision No. 405 of 02.06.2014 on Government Integrated Electronic Service for Electronic Signature (MSign), Official Gazette No. 147-151 dated 06.06.2014.

29. Law No. 91 dated 29.05.2014 on Electronic Signature and Electronic Document, Official Gazette No. 174-177 dated 04.07.2014.
30. Government Decision No. 708 of 28.08.2014 on Government Electronic Service for Logging (MLog), Official Gazette No. 261-267 05.09.2014.
31. Government Decision No. 701 of 25.08.2014 approving the Methodology for Publishing the Government Open Data, Official Gazette No. 256-260 dated 29.08.2014.
32. Law No. 142 of 19.07.2018 on Data Exchange and Interoperability, Official Gazette No. 295308 dated 10.08.2018.
33. Government Decision No. 211 of 03.04.2019 on the Interoperability Platform (MConnect), Official Gazette No. 132-138 dated 12.04.2019.

### **2.1.3 General Documents related to IT Solution Conceptualization, Development, Implementation and Operation**

In addition to the legal and regulatory documents based on which the ICT Consultancy Services shall be rendered under the terms and conditions of these Terms of Reference, there is a number of legal documents to be taken into account, which impose organizational measures and external constraints on SAISE operation, for which the Concepts shall be drafted. This category includes the following documents:

34. Law No. 982 of 11.05. 2000 on Access to Information, Official Gazette No. 88 dated 28.07.2000.
35. Law No. 1069 of 22.06.2000 on Computer Science, Official Gazette No. 073 dated 05.07.2001.
36. Government Decision No. 735 of 11.06.2002 on Special Telecommunications Systems of the Republic of Moldova, Official Gazette No. 79-81 dated 20.06.2002.
37. Law No. 467 of 21.11.2003 on Computerization and State Information Resources, Official Gazette No. 6-12/44 dated 01.01.2004.
38. Government Decision No. 840 of 26.07.2004 on Creating the Telecommunications System of Public Authorities, Official Gazette No. 130/1013 dated 30.07.20054.
39. Government Decision No. 562 of 22.05.2006 on Creating the State Automated Information Systems and Resources, Official Gazette No. 79-82/591 dated 26.05.2006.
40. Technical Regulation "Software life-cycle processes" TR 38370656-002:2006; Official Gazette No. 95-97/335 dated 23.06.2006.
41. Government Decision No. 33 of 11.01.2007 on the Development Rules and Unified Requirements to Policy Documents, Official Gazette No. 6-9/44 dated 19.01.2007.
42. Law No. 241 of 15.11.2007 on Electronic Communications, Official Gazette No. 51-54/155 dated 14.03.2008.
43. Written Order No. 94 of 17.09.2009 of the Ministry of Information Development approving certain Technical Regulations (the way of keeping records on public electronic services, providing public electronic services, ensuring information security while providing public electronic services, determining the cost for developing and implementing automated information systems), Official Gazette No. 58-60 dated 23.04.2010.
44. Government Decision No. 1123 of 14.12.2010 approving the Requirements aimed at ensuring Personal Data Security during their Computerized Processing, Official Gazette No. 254-256 dated 24.12.2010.
45. Law No. 133 of 08.07.2011 on Personal Data Protection, Official Gazette No. 171-175 dated 14.10.2011.

To develop the deliverables for this Section, the Company shall review and use the following sources:

46. Electoral Code of the Republic of Moldova;
47. Law No. 101 of 15.05.2008 on the Concept of the State Automated Information System "Elections";
48. Specifications and Project documentation of the implemented SAISE ITSSs;
49. Report of the Court of Account of the Republic of Moldova on Auditing the IT with Performance Components at the Central Electoral Commission, Court of Account Decision No. 3 dated 28.01.2013.

### 3. Institutional Environment

#### 3.1. Central Electoral Commission

The Central Electoral Commission is an independent state body established to carry out electoral policies aimed at ensuring smooth holding of elections, oversight, and control of compliance with the legal provisions related to the funding of political parties and election campaigns.

Please find details of the CEC mandate and structure on the official website of the CEC:

- <https://a.cec.md/ro/subdivisions-ale-apatului-2803.html>
- <https://a.cec.md/ro/regulament-de-activitate-2769.html>
- <http://cicde.md/index.php?pag=page&id=1050&l=ro>

#### 3.2. SAISE Overview

SAISE IT Subsystems (ITSSs) are based on WEB interfaces, which are accessible through widely used Internet browsers (MS Edge/MS Internet Explorer, Mozilla Firefox, Opera, Google Chrome or Safari). From a functional standpoint, reliable and scalable solutions have been developed for the increased number of concurrent users and for the increased volume of information managed by it.

SAISE is not an isolated IT solution; it interacts with other CEC IT subsystems or with external IT solutions. To this end, all SAISE ITSS components shall support its integration with other IT subsystems.

The SAISE IT Subsystems shall be based on an n-tier client-server architecture (that excludes any direct application-database interaction), based on cutting-edge WEB technologies.

To ensure an appropriate level of information security, all SAISE ITSSs shall enable secure connections between client stations and application server to ensure safety of information sent (via VPN channels and TLS/SSL sessions).

The SAISE current software solution has been developed based on the cutting-edge Internet/Intranet technologies. The interaction of all IT Subsystem actors and hubs is shown in Figure 1.



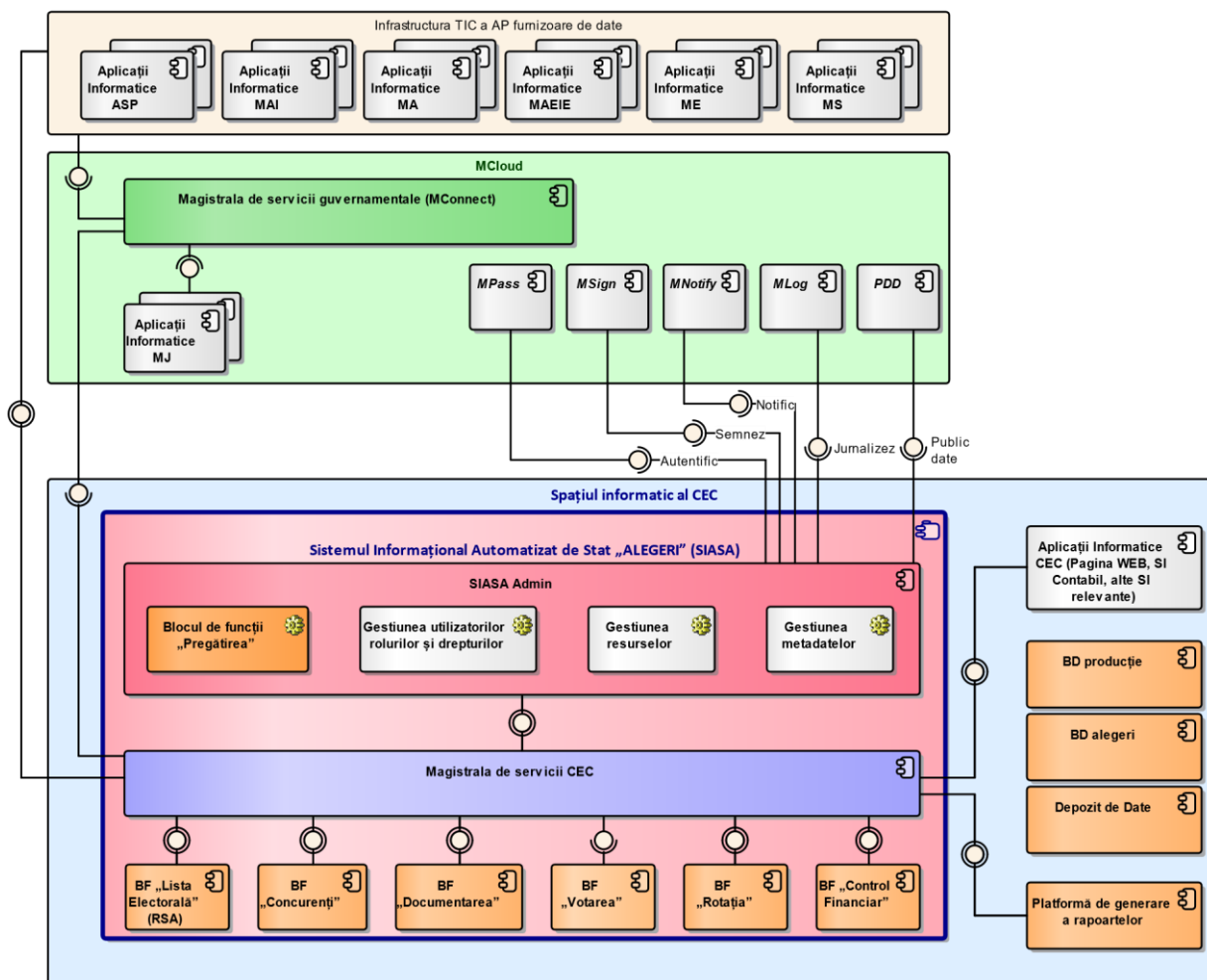


Figure 1. SAISE Architecture

As shown in Figure 1, the resource pooling solution to ensure the SAISE functionality consists of four distinct types of hubs:

- CEC Data Centre – CEC ICT infrastructure that hosts the SAISE and has a range of IT systems installed, with which SAISE interacts;
- MCloud – the ICT infrastructure of the common government technology platform that makes up the government cloud (MCloud), which hosts a series of IT Systems to interact with SAISE or which services are to be used by SAISE IT Subsystems. In the long-run, all connections with external IT Systems shall be ensured mainly through the interoperability platform MConnect (even for the IT Systems that are not hosted in MCloud);
- Public Authorities Data Centre – the ICT infrastructure of Public Authorities, which IT Systems would serve as data sources for SAISE and interact with SAISE either directly, using the services displayed by them, or through the Interoperability Platform (MConnect). In the long-run, priority shall be given to interconnections via MConnect;
- Client computers – computers from where Users will access the functionalities of SAISE IT Subsystems (depending on their assigned roles and rights).

To access and use the SAISE IT Subsystems, client computers shall use as Client Application at least two of major Internet browsers (compatibility with MS Edge/MS Internet Explorer is mandatory). The interface and functionalities delivered to each User will depend on the User’s level, its rights and roles. Regardless of the User’s access level, all connections with SAISE shall be performed exclusively via secure connections (VPN and TLS/SSL).

As shown in Figure 1, SAISE consists of the following functional components:

- Function Block “Preparation” – includes functions for preparing the elections (configuration of elections infrastructure: polling stations, members of District Electoral Councils and of Precinct Electoral Bureaus, members of the initiative group for holding a Referendum, accredited observers, representatives of electoral candidates, etc.). This Function Bloc is implemented through the SAISE Admin ITSS, which, in addition to preparation functions, shall provide other SAISE ITSSs with interoperability facilities, platform specific services, and centralized management of metadata system. “Preliminary Registration” ITSS;
- Function Block “Voters’ List” – includes functions of preparing the voters’ list within a Polling Station and managing the voters’ profiles in SAISE. This Function Bloc is implemented through the State Register of Voters (SRV), “Check yourself in the SRV” ITSS;
- Function Block “Candidates” – includes functions of recording all candidates and their trustworthy persons in SAISE. This Function Bloc is implemented through the “Electronic Subscription List” ITSS, “SAISE Admin” ITSS;
- Function Block “Documentation” – includes functions of issuing registration and accreditation documents, ID/service cards to elected persons, generating samples of acts of organization and of disposition. This Function Bloc is implemented through the “Register of Election Officials” ITSS, “Observers” ITSS, “Documentation” ITSS, “Ballot Paper” ITSS;
- Function Block “Voting” – includes functions of recordkeeping of voting process, of votes casted for certain candidates, electronic voting, calculating the number of voters who have voted, preparing the preliminary voting results. This Function Bloc is implemented through the “e-Day” ITSS, “i-Voting” ITSS (at the Concept level);
- Function Block “Rotation” – includes functions of recordkeeping on persons discharged from elective positions and on persons who can be appointed to vacant elective positions. This Function Bloc is implemented through the “Rotation” ITSS;
- Function Block “Financial Control” – includes control functions over the use of funds by candidates during the election campaigns, recordkeeping on amounts lent to candidates by the state, exercising control over the use and repayment of amounts lent by the state, as well as over the funds provided to political parties (financing of political parties). This Function Bloc is implemented through “Financial Control” ITSS;
- Report Generation Platform – represents a universal mechanism reused by all CEC IT applications aimed at processing and presenting the data as reports intended for the generation of standard documents or for processing and retrieval of analytical information;
- Database in Production – the DB used by SAISE for the storage and processing of current data, which has been optimized to ensure quick data storage;
- Election Database – the DB used by the IT application of FB “Voting” on the Day of Elections (represents a specific DB exported from the SAISE Database in Production on the Eve of elections);
- CEC Data Repository – represents a repository of CEC data, which has been optimized for quick reading and processing, where all election-related historical data are to be stored.

#### 4. The purpose, objectives and tasks

Over the past 16 years, the Central Electoral Commission, in partnership with UNDP, has modernized electoral management processes through the State Automated Information System "Elections" (SAISE). During this time, a number of individual sub-systems have been developed by a range of software development firms using a range of technologies. The system was most recently audited by an independent external auditor in 2021. The developments within SAISE since the last audit, coupled with the need for its compliance with national and European frameworks and alignment with the CEC Strategic Objectives, have highlighted the necessity of providing an updated overview of SAISE.

In this regard, UNDP is seeking to contract a specialised IT consultancy Company, further on referred to as the Company, to conduct an audit of SAISE, assess system's functionalities compliance with EU framework, draft internal bylaws governing the use of the system, and a development plan for the period 2025-2028 and beyond.

#### **4.1 The ICT Consultancy Services purchase aim to:**

1. Conduct a comprehensive audit of SAISE including data, applications, technology and security. This audit shall use a 2021 audit as the baseline, updating the findings and recommendations for the current context.
2. Assess compliance with relevant EU legal requirements and policy frameworks and recommend changes to ensure that SAISE meets European Benchmarks before 2030.
3. Develop bylaws for the operation and management of the system in line with the recommendations of the Court of Accounts.
4. Develop a development plan for the period of 2025 – 2028 and beyond to deliver an updated system in line with security requirements, CEC Strategic Objectives, and compliance.
5. Elaborate the ToR for a new version of the IT system State Registry of Voters (SRV) development considering electoral legislation amendments, upgraded technology solutions, and improved technical specifications and requirements.

#### **4.2 Expected outcomes**

The objective of the assignment is to provide UNDP and CEC with the following 4 key outcomes:

1. High quality assessment report of the SAISE which provides well-evidenced analysis of the status of data, applications, technology, and security, with precise recommendations for action by CEC, UNDP, and other stakeholders.
2. A report on system compliance with relevant EU legislation and policy, with specific actionable recommendations to bring the system into compliance in line with the EU accession timeframe.
3. Updated SAISE Bylaws for consideration and adoption by CEC.
4. A development plan for the period of 2025 – 2028 of changes and updates in line with security requirements, CEC Strategic Objectives, and compliance.
5. A ToR for the new version of the IT system SRV considering electoral legislation amendments, upgraded technology solutions, and improved technical specifications and requirements.

### **5. Specification of Services Required**

UNDP requires the Company to conduct the following activities.

#### **5.1 Initiation Report.**

The Company shall develop and submit an Inception Report following initial consultations with beneficiary, stakeholders, and onboarded team. The report shall contain detailed workplans, coordination plan, milestones, deadlines, validation process, and recommendations for implementation to project team and the beneficiary.

#### **5.2 Audit of SAISE.**

The Company shall conduct a comprehensive audit of SAISE and produce a high-quality assessment report of the SAISE which provides well-evidenced analysis of the status of data management and architecture, applications, technology, and security, with precise recommendations for action by CEC, UNDP, and other stakeholders. To that, the Company may apply, alone or combined, the following frameworks and standards: COBIT, TOGAF, ITIL, etc.

## Rationale

SAISE has been developed for 16 years, during which time a number of individual sub-systems have been developed by a range of software development firms using a range of technologies.

The system was most recently audited by an independent external auditor in 2021, via the application of TOGAF standards and ArchiMate modelling language. Since that time additional developments have occurred, modules have been updated, and the cyber threat environment has evolved.

The 2025 audit will be an update of the audit of 2021 addressing the changes and developments which have occurred since the conduct of the previous audit. UNDP will provide the Company documents related to the previous audit, which is expected to make the delivery of this objective more streamlined to deliver.

Furthermore, the purpose of the audit is to independently evaluate the current condition of SAISE and objectively determine the changes and developments required to deliver the optimal package of functionalities to CEC in a medium and long term.

## Objectives

- Evaluate the extent to which the recommendations of the 2021 SAISE Audit have been implemented.
- Assess the status of data management, technologies, and systems' resilience against cyber threats (i.e vulnerability assessments, penetration testing, incident response planning, etc).
- Assess the extent to which SAISE technologies systems and business processes are fit for purpose to support the delivery of the CEC strategic plan 2025 -2026 and beyond.
- Provide evidenced recommendations for CEC, STISC, UNDP and other stakeholders to ensure that SAISE is fit for purpose in the medium and long term.

### 5.2.1 Status of 2021 Audit Recommendations.

The Company shall review the 2021 audit report and assess the extent to which the audit recommendations have been implemented.

Deliverable: Evidence based status report detailing the extent to which 2021 audit recommendations have been delivered. The report shall analyze each of the component of the 2021 Audit. The language of the report should be Romanian and English.

### 5.2.2 Updated map of SAISE Architecture.

A system architecture mapping outlines the structure, components, and interactions within SAISE, providing a clear visual and conceptual understanding of how the system operates.

This mapping is crucial for communication among stakeholders, maintenance, performance optimization, security analysis, and planning for future enhancements or integrations.

The SAISE architecture was previously mapped in 2021, as part of the previous audit; the Company shall update the 2021 map to match the current architecture.

This shall include:

1. Updated inventory of SAISE data architecture. The Company shall update the previous assessment to reflect all data and information (hard and soft) used in the SAISE activities, including those managed by CEC and its subordinated institutions as holders of state registers.

The inventory shall include at a minimum, the holder, the intended use, the consumers (subdivisions/institutions/functions), the applicative systems storing and accessing the data, the type of data (transactional, master, reference), the external supports for data storage and the location of their storage, the age of data, data classification (public, sensitive, confidential).

2. Updated inventory of SAISE application architecture. A number of updates to applications and new functionality have been introduced since the 2021 audit. The Company shall update the 2021 application inventory to reflect these changes.

For each identified application and IT service, inventory reflect the holder (the person responsible primarily for smooth functioning of the application/IT service), the manager (the person responsible primarily for the operation of the application/IT service), the consumers (subdivisions/institutions/functions), the intended use for each consumer, the implementation date, the supplier, information regarding the maintenance, interfaces with other applications and IT services. The technical characteristics of each interface shall be identified, as well as the related information flows.

3. Update the Inventory of technologies incorporated in SAISE. The technological architecture of SAISE has been significantly modified since the 2021 Audit. The Company shall update the map of the key components related to SAISE technological platform, including: premises for servers, server equipment, data storage equipment, operating environments, DB management services, supporting IT services, computer networks (LAN&WAN), external connections, important network hubs, etc. The technological platform components may belong to CEC or may be delivered by third parties (for example, STISC). The Company shall identify all dependency risks and vulnerabilities among the technological platform components. The Company shall identify all dependency relations of applications and IT services and SAISE technological platform components. The Company shall explore the identification of potential integration with other systems and national e-gov platforms.

#### **Deliverable**

The updated map of SAISE Architecture shall consist of the following:

#### **Updated SAISE Data Inventory**

- Updated Organizational Matrix related to Data Architecture (Types of data x CEC subdivisions x intended use of data within the subdivision).
- Updated Register Intersection Matrix, which shall contain the types of data contained in both registers for every two registers implemented through SAISE.
- Updated Graphical Models of Data Architectures within CEC subdivisions.

#### **Updated Application Architecture**

- Updated Catalogue of Applications and IT services. The Catalogue shall contain all applications and IT services identified during the inventory.
- Updated Application Architecture Matrix. (Applications/IT services x CEC subdivision x intended use)
- Updated Catalogue of Communication Interfaces between the Applications and IT services. The Catalogue shall contain all communication interfaces between the applications identified during the inventory and describe the information flows for each interface.
- Updated Graphical Models of Applications Architecture.

#### **Updated Technological Architecture**

- Updated Catalogue of Technological Platform Components. The Catalogue shall contain all important components of the CEC technological platform involved in the production and accessing of applications and IT services identified in the applications architecture.
- Updated Catalogue of dependency relations of Technological Platform Applications. The Catalogue shall contain information regarding the applications dependency relations on technological platform components, as well as the nature of those relations.
- Updated Catalogue of Dependency Relations at the level of Technological Platform. The Catalogue shall contain the information regarding the dependency relations of technological platform components, as well as the nature of these relations.
- Updated Graphical Model for Technological Architecture.

### 5.2.3 Updated Audit of SAISE

The update of the 2021 audit shall cover the following topic areas, but the Company may include other relevant areas, or re-structure or reorganize these according to European standards:

1. **Assessment of Controls:** This includes evaluating SAISE internal controls to ensure they are functioning as intended. May include access controls, data integrity checks, and backup procedures.
2. **Security Review:** Check for vulnerabilities in the system that could be exploited by hostile actors both foreign and domestic. Will involve looking at aspects like vulnerability assessments (software, hardware and network infrastructure), penetration testing, incident response planning, user authentication, and protection against malware or cyber-attacks.
3. **Compliance Verification:** Evaluate the extent to which the system adheres to relevant laws, regulations, standards, or organizational policies. This shall include checking compliance with GDPR and other European standards, legislation and policy, looking ahead to 2030 EU accession.
4. **Performance Analysis:** Reviewing how well the system performs at peak usage during electoral events, looking for bottlenecks or inefficiencies, and suggesting improvements.
5. **Functionality & Service Delivery.** Assess the degree to which the functionalities/services delivered to users and digitalized business processes meet the expectations of users including electoral stakeholders such as parties.
6. **Data Integrity and Privacy:** Evaluate the extent to which data is accurate, complete, and secure, particularly focusing on how personal or sensitive data is handled. Identify areas where data is duplicative between applications. Assess compliance with data privacy regulations and ensure the confidentiality, integrity, and availability of sensitive voter data.
7. **Audit Trails and Logging:** Examining how actions within the system are logged and can be traced back to individuals, which is crucial for accountability and in case of forensic analysis.
8. **Risk Assessment:** Identifying potential risks to the system, including both internal risks (such as insider threats) and external ones (such as hacking attempts, distributed denial of service attacks, etc.).
9. **Documentation Review:** Evaluate the extent to which all documentation is up-to-date, accurate, and reflective of the actual system operations and configurations. See also deliverable on bylaws below.
10. **Recommendations for Improvement:** After identifying issues or areas for enhancement, the firm to provide recommendations on how to improve security, efficiency, or compliance.

#### **Deliverables**

Following the services rendered pursuant to the requirements mentioned in this Section, the Company is expected to produce the following deliverable:

Audit Report. CEC and UNDP require a well-written and well-structured audit report which effectively communicates and explains the audit findings and recommendations. The primary consumer of the audit report shall be the members of the CEC as well as other Government policy makers and international partners. While this is an update of the previous audit, UNDP encourages the Company to optimize the structure of the report.

The Company will annex a log of findings and recommendations including data on the level of severity and recommended remedy measures.

### 5.3. EU Compliance Report.

A report on system compliance with relevant EU legislation and policy, with specific actionable recommendations to bring the system into compliance in line with the EU accession timeframe ahead to 2030 EU accession.

#### **5.4. Bylaws.**

Draft and present one (1) bylaw (regulation) on SAISE considering the Court of Accounts recommendations and alignment with the other CEC bylaws for consideration and adoption by CEC.

#### **5.5. SAISE Development Plan.**

A development plan for SAISE for the period of 2025 – 2028 of IT changes and updates in line with security requirements, CEC Strategic Objectives, and compliance.

The SAISE concept was most recently updated in 2021. The Company shall update the SAISE concept to align with contemporary cyber-security imperatives, national and European policy frameworks, user feedback, lessons learnt, European legal and policy frameworks, and the CEC Strategic Plan.

UNDP encourages the Company to reflect critically on the scope of SAISE functionality including evaluating if there are functionalities which can be streamlined or delivered more effectively using other systems.

The concept should include the following:

- i. Vision. The Company should update the vision, in line with the findings of the lessons learnt, audit, user feedback, etcetera;
- ii. SAISE concept. A well-developed updated concept, clearly articulated with a sufficient level of detail for implementation. We encourage the use of diagrams to illustrate use cases, business processes, deployments, components, classes, etcetera;
- iii. Feasibility analysis. Analysis of digital capabilities, fiscal, management and human resource constraints, and sustainability.

#### **Deliverable**

One report containing at minimum the following content:

1. Updated vision of SAISE architecture on data, applications, technology architecture and security in line with security requirements, CEC Strategic Objectives, and compliance.
2. Updated concept as described above.
3. Feasibility study of digital capabilities, fiscal, management and human resource constraints, and sustainability.

#### **5.6. ToR for State Registry of Voters.**

The Company shall develop and submit the ToR for a new version of the IT system State Registry of Voters (SRV) development considering electoral legislation amendments, upgraded technology solutions, and improved technical specifications and requirements. The development of the ToR shall be based on consultations held with the CEC, Public Service Agency, Electronic Government Agency, STISC and UNDP Project.

The Company would develop and submit for clearance to the UNDP Project analytical contributions to the evaluation of the technical offers for procurement of the IT services required for the development of the SRV.

The Company would provide expertise and support in the monitoring and evaluation of the progress, testing quality of deliverables provided by the company/es contracted for the development of the SRV, including participation in the presentation of final products. The quality of deliverables provided by the company/es contracted shall be attested by a brief report/note on testing stages and results.

## 6. Other Requirements and Institutional Arrangements

### 6.1 General Requirements

The duration of this current assignment is April 2025 – December 2026. 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.

The Company should submit all deliverables in due time and allocate enough time for review and feedback. Generally, UNDP expects a maximum of 14 (fourteen) 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 Service Provider shall discuss the preliminary versions with the parties involved, so that the final products reflect their comments and suggestions. All the deliverables of the Service Provider shall be coordinated with the Project Team accordingly.

The working language for this assignment shall be Romanian. All technical, end-user documentation and other materials related to the assignment shall be developed as specified in the Documentation requirements table. The Service Provider will work under the guidance of the Beneficiary (the CEC) and the UNDP Project Manager, Project Component Manager and Chief Technical Advisor for substantive aspects of the assignment, as well as under the direct supervision of the UNDP Project Associate for administrative aspects.

The Service Provider is expected to cooperate closely with representatives of the CEC management and delegated staffers from the specialized departments, as well as other relevant parties involved, when applicable.

The following general requirements – ordered alphabetically – apply to this contract.

**Approvals.** Experts to be deployed must be pre-approved by the focal points. Deliverables must be approved by the CEC focal point, the UNDP Chief Technical Advisor, Project Manager and Project Component Manager. No deliverables which don't meet the requirements set forth in this TOR and elaborated in the technical proposal shall be approved.

**Confidentiality.** Materials provided to the Company and its personnel and all proceedings within the contract shall be regarded as confidential, both during and after the contract. Violation of confidentiality requirements may result in immediate termination of contract. This obligation of confidentiality shall survive the termination of the contract. The obligation would be reinforced by signed NDA between the CEC and the Company.

**Coordination.** A weekly coordination meeting will be held at the premises of CEC or UNDP. In-person presence will be required for a majority of meetings.

**Direction.** The Company will work under the matrix direction of focal points specified by UNDP and CEC.

**File formats.** The soft copies shall be delivered in a format enabling the beneficiary to edit them and use subsequently.

**Language.** All deliverables shall be submitted in both English and Romanian language. Machine translations are acceptable, provided they have been proofread by a human.

**Level of effort.** The offeror will include in its proposal, information regarding the volume of allocated resources. A breakdown per working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, the Service Provider shall ensure a clear presentation of distribution of tasks and allocation of working days deemed necessary for engagement of Key staff.

**Project Management.** The Company is responsible for the Project management, for carrying out the Project activities and Action Plan pursuant to the schedule jointly agreed upon with the project manager and Company



administrator. The Company is responsible for the identification and mobilization of experts to carry out the activities laid down in the Project Plan at the highest possible quality standards.

**Security Clearances.** All individuals involved in sensitive aspects of the project shall be screened by the competent authorities. Companies are required to address any obstacles that may arise during this process. Failure or inability to resolve such issues may result in the termination of the contract.

**General note on language:**

Each of the deliverables must be a practical policy document for use by non-specialist policymakers. As such the Company should deliver documents written in concise language, limit the use of jargon wherever possible, and explain all acronyms or non-obvious concepts.

**6.2 Timeline of deliverable submission**

	<b>Deliverables</b>	<b>Tentative timeframe</b>
1	<b>Initiation Report</b> to be submitted following initial consultations with stakeholders, team is onboarded, and detailed workplans, milestones, and deadlines have been agreed per section 5.1 of TOR.	1 month from Contract start date
2	<b>Updated Audit Report</b> per section 5.2 of TOR.	2 months from Contract start date
3	<b>EU Compliance Report</b> per section 5.3 of TOR.	3 months from Contract start date
4	<b>SAISE Bylaws</b> per section 5.4 of TOR.	4 months from Contract start date
5	<b>SAISE Development plan</b> per section 5.5 of TOR.	4.5 months from Contract start date
6	<b>ToR for SRV</b> per section 5.6 of TOR.	18 months from Contract start date

**7. Qualification and Evaluation Requirements**

The Bidder shall provide sound argumentation of its proposal by demonstrating compliance with the ToR, including information on the volume of allocated resources to carry out the assignment. A breakdown per working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, the provided information shall clearly reflect the distribution of tasks and allocation of working days deemed necessary for the respective engagement.

**7.1 Criteria for the evaluation of the Bidder / Company**

A successful bidder shall meet the following minimum qualification requirements for the assignment:

**Eligibility** - Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.

**Conflict of Interest** - No conflicts of interest.

**Bankruptcy** - Not declared bankruptcy, 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.

**Diversity, Inclusion and Belonging** - Vendor belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.

**History of Non-Performing Contracts** - Non-performance of a contract did not occur as a result of contractor default for the last 3 years.

**Litigation History** - No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.

### Previous Experience

- Minimum 5 (five) years of relevant experience in auditing IT systems;
- Minimum 3 (three) finalized contracts in IT systems audit implemented over the last 5 years;
- Minimum two (2) technical specifications documents developed for IT systems over the last 5 (five) years;
- Demonstrated experience of working with Moldovan public institutions would be a strong advantage;
- Demonstrated experience in the audit of IT applications / infrastructure / network for electoral processes would be an advantage;
- Working experience with UN Agencies and/or other international organizations will be an advantage.

**Financial Standing** - Minimum average sales turnover of USD 150,000 for the last 3 (three) years. Bidder must also demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.

### 7.2 Criteria for the evaluation of key personnel

The proposed team should consist of but not be limited to the following members:

1. Project Manager
2. Expert in IT System Architecture
3. Expert in Analysing Business Processes
4. Expert in Technological Architecture
5. Information Security Expert

In order to organize the Project, the Company shall appoint a Project Manager in charge for the Project Team. The latter shall comprise at least the following key professionals holding the following minimum qualifications:

Bidders should enclose a resume for Key personnel and separately for each person anticipated to be assigned to the project and should include specific information on the experience and roles.

Bidders agree that the Key staff included into the bid will participate in the project at the level and duration specified unless agreement is provided in writing by the UNDP Project Team to allow substitutions. Descriptions of subcontractor Key staff members, if applicable, should follow the format utilized for the Bidder organization.

The resumes submitted for the Key project personnel should be detailed and comprehensive. Specifically, resumes should include:

- Anticipated role and level of participation in the project;
- Previous experience relevant to the assigned role in the project;
- Education, training and certification details;
- Contact information (name, title, organization, mailing address, phone, and email) of a minimum of three business references;
- Linguistic skills.

1. **Project Manager** (1 person) – responsible for the co-ordination of the whole ICT Consultancy mission and for ensuring the quality of Project deliverables:

- Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment;
- At least five years of work experience as Manager of Audit and Consultancy Projects;
- Proven experience as Project Manager in the ICT field with Moldovan state/governmental institutions and international development organisations in at least 2 (two) similar projects;
- Professional recognition certifications: PRINCE2/PMP, CISA, TOGAF is an advantage;
- Excellent command of Romanian and English.

2. **Expert in IT System Architecture** (1 person) – responsible for the analysis of SAISE applications architecture. The required minimum qualifications:
  - Bachelor's or Master's Degree in the Engineering, ITC, Business Management, Economy, or another relevant field to the proposed assignment;
  - At least two consultancy projects, involving the development of IT System Architecture, where he/she held a key role;
  - Knowledge of technologies promoted by the e-Government Agency;
  - Excellent command of Romanian and English languages;
  - Professional recognition certifications TOGAF, CISA will be an advantage.
  
3. **Expert in Analysing Business Processes** (1 person) – responsible for the analysis of CEC business processes implemented within SAISE. The required minimum qualifications:
  - Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed;
  - At least four years of work experience in the field of designing IT Systems and drafting the IT System design or procurement documentation;
  - Knowledge of the methodology and rules for drafting technical documentation specific for the Republic of Moldova;
  - Knowledge of the field where he/she will work;
  - Excellent command of Romanian and English languages.
  
4. **Expert in Technological Architecture** (1 person) – responsible for the analysis of CEC technological architecture related to SAISE. The required minimum qualifications:
  - Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment;
  - At least five years of work experience in the field of designing, implementing and operating complex technological platforms;
  - At least three consultancy projects dealing with the development of technological architecture, where he/she held a key role;
  - Excellent command of Romanian and English languages.
  
5. **Information Security Expert** (1 person) – responsible for the evaluation of information security, setting the needs for information security and integration of those requirements in all Project deliverables. The required minimum qualifications:
  - Bachelor's or Master's Degree in Engineering, ITC, Business Management, International Relations, Public Administration, or another relevant field to the proposed assignment;
  - At least five years of work experience in the field of security audit and consultancy in the field of information security and information technology;
  - At least one project where he/she held a key role dealing with information security;
  - Mandatory professional recognition certifications: CISM/CISSP;
  - Excellent command of Romanian and English languages.

In its Proposal, the Company shall include the suggested Project management organizational structure. The Company shall argue its choice, proving its appropriateness relative to the Project objectives and implementation environment. The Company Project Manager shall be assigned at least the following duties within the Project:

- ensure proper Project risk management, the quality of deliverables and control the progress achieved at each Project phase;
- ensure control of interdependency of Project components to minimize any Project stagnation risk;



- ensure efficient communication within the Project by setting, at least, progress reporting on a weekly basis;
- ensure adequate Project management transparency through accurate documentation of all Project management matters.

The bidder will provide support facilities to their team of experts (back-stopping) during the implementation of the contract.

Should any changes be necessary in this regard, a formal request for the agreement of the EDMITE Project team to allow substitutions, shall be submitted.

UNDP may at any time request the withdrawal or replacement of any of the Service Provider personnel should non-performance happen. Replacement will be at the Service Provider expense.

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

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



## SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

**6.1** The types of Contract to be signed and the applicable **UNDP Contract General Terms and Conditions**, as specified in Data Sheet, can be accessed at

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

### **6.2 Special Conditions of Contract**

N/A

## SECTION 7: PROPOSAL FORMS

- **Form A: Proposal Confirmation**
- **Form B: Checklist**
- **Form C: Technical Proposal Submission**
- **Form D: Proposer Information**
- **Form E: Joint Venture/Consortium/Association Information**
- **Form F: Eligibility and Qualification**
- **Form G: Format for Technical Proposal**
- **Form H: Format for CV of Proposed Key Personnel**
- **Form I: Statement of Exclusivity and Availability**
- **Form J: Financial Proposal Submission** *[Form J is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form K: Format for Financial Proposal** *[Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*





**FORM B: CHECKLIST**

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

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

**Technical Proposal:**

<b>Have you duly completed all the Returnable Proposal Forms?</b>	
▪ Form C: Technical Proposal Submission	<input type="checkbox"/>
▪ Form D: Proposer information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Form G: Technical Proposal	<input type="checkbox"/>
▪ Form H: CVs of proposed key personnel	<input type="checkbox"/>
▪ Form I: Statements of exclusivity and availability for key personnel	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
<b>Have you provided the required documents in support of Form D: Proposer Information?</b>	<input type="checkbox"/>

**Financial Proposal:**

▪ Form J: Financial Proposal Submission	<input type="checkbox"/>
▪ Form K: Financial Proposal	<input type="checkbox"/>

Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.



FORM C: TECHNICAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

We, the undersigned, offer to supply the services required for [Click or tap here to enter text.](#) in accordance with your Request for Proposals No. [Click or tap here to enter text.](#) We hereby submit our Proposal, which includes this Technical Proposal and our Financial Proposal uploaded separately under the commercial section in the system as instructed.

**Proposer 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	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFP, including the RFP Information and Data Sheet, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the proposer agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the proposer has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this proposal I/we warrant that the proposer: 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 RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the proposer has no actual, potential or perceived conflict of Interest in submitting this proposal, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process the proposer will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions and Sanctions:</b> I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	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);
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Proposal Validity Period:</b> I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any proposal you receive.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.



Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Proposer]*

FORM D: PROPOSER INFORMATION

<b>RFP Reference</b>	Click or tap here to enter text.
<b>Legal name of Proposer</b>	Click or tap here to enter text.
<b>Legal Address, City, Country</b>	Click or tap here to enter text.
<b>Website</b>	Click or tap here to enter text.
<b>Year of registration</b>	Click or tap here to enter text.
<b>Proposer's Authorized Representative information</b>	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.
<b>Legal structure</b>	Choose an item.
<b>No. of full-time employees</b>	Click or tap here to enter number.
<b>No. of staff involved in similar contracts</b>	Click or tap here to enter number.
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
<b>Years of supplying to UN organisations</b>	Click or tap here to enter text.
<b>Are you a Click or tap here to enter text.vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert Vendor Number
<b>Countries of operation</b>	Click or tap here to enter text.
<b>Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)</b>	Click or tap here to enter text.
<b>Commercial Representatives in the country: Name/Address/Phone (for international companies only)</b>	Click or tap here to enter text.
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	Click or tap here to enter text.
<b>Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent? (If yes, provide a Copy of the valid Certificate):</b>	<p>Tick all that apply and <b>provide supporting documentation:</b></p> <input type="checkbox"/> Corporate Environmental Policy <input type="checkbox"/> ISO 14001 <input type="checkbox"/> ISO 14064 <input type="checkbox"/> Other, specify Click or tap here to enter text.
<b>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have</b>	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:

<p><b>been identified in the UN Sustainable Procurement Framework?</b></p> <ul style="list-style-type: none"> <li>• <b>Environmental:</b> prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.</li> <li>• <b>Social:</b> human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.</li> <li>• <b>Economic:</b> whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.</li> </ul>	<p>Tick all that are attached:</p> <p><input type="checkbox"/> Formal statement</p> <p><input type="checkbox"/> Sustainability report</p> <p><input type="checkbox"/> UN Global Compact Communication on Progress</p> <p><input type="checkbox"/> Other, specify <a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</b></p> <p><i>(If yes, please provide details and documentation)</i></p>	<p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Is your company a member of the UN Global Compact?</b></p>	<p>Choose an item.</p> <p>If yes, please provide link to Global Compact profile:</p> <p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Bank Information</b></p>	<p>Bank Name: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Address: <a href="#">Click or tap here to enter text.</a></p> <p>IBAN: <a href="#">Click or tap here to enter text.</a></p> <p>SWIFT/BIC: <a href="#">Click or tap here to enter text.</a></p> <p>Account Currency: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Account Number: <a href="#">Click or tap here to enter text.</a></p>
<p><b>Contact person that <a href="#">Click or tap here to enter text.</a> may contact for requests for clarifications during Proposal evaluation</b></p>	<p>Name and Title: <a href="#">Click or tap here to enter text.</a></p> <p>Telephone numbers: <a href="#">Click or tap here to enter text.</a></p> <p>Email: <a href="#">Click or tap here to enter text.</a></p>



FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

To be completed and returned with your Proposal if the Proposal 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 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.

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

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:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

FORM F: ELIGIBILITY AND QUALIFICATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

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

**History of Non- Performing Contracts**

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> 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)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> 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 5 years**.

List only those assignments for which the Proposer was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Proposer’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the Proposer, or that of the Proposer’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Proposer 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 (please include the currency)	Period of activity and status (month/ year)	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

Proposers 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

<b>Annual Turnover for the last 3 years</b>	<b>Year 2023</b>	Currency: USD	Amount
	<b>Year 2022</b>	Currency: USD	Amount
	<b>Year 2021</b>	Currency: USD	Amount
<b>Latest Credit Rating (if any), indicate the source and date.</b>			

Financial information (state currency)	Historic information for the last 3 years		
	2021	2022	2023
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
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 Proposer 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: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

The proposer's proposal must be organised to follow the format of this Technical Proposal Form. Where the proposer is presented with a requirement or asked to use a specific approach, the proposer must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### Section 1: Proposer's qualification, capacity and expertise

**1.1** Brief description of the organisation, including the year and country of incorporation, and types of activities undertaken.

**1.2** 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).

**1.3** Relevance of specialised knowledge and experience on similar engagements done in the region/country.

**1.4** Quality assurance procedures and risk mitigation measures.

**1.5** Organization's commitment to sustainability.

### Section 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

**2.1** A detailed description of the approach, conceptual framework and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered.

**2.2** A detailed description of the Bidder's internal technical and quality assurance mechanisms and risks identified, if any.

**2.3** Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

**2.4** In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal. **The share of allowable services that may be subcontracted shall not exceed 25% of the total value of the offer.**

**2.5** Any other comments or information regarding the project approach and methodology that will be adopted.





### Section 3: Management Structure and Key Personnel

**3.1** Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the ToR. Include an organisation 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** For each of the key personnel provide: the CV using the format in **Form H** and the statement of exclusivity and availability using the format in Form I. *Please provide copies of Certifications/Awards for the Key Personnel to be involved in the project.*

FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

<b>Position (as per ToR)</b>		
<b>Personnel Information</b>	Name:	
	Nationality:	Date of birth:
	Language Proficiency:	
<b>Present Employment</b>	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
<b>Education / Qualifications</b>	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
<b>Professional Certifications</b>	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.</i>	
<b>References:</b>	<i>Provide names, addresses, phone and email contact information for two (2) references.</i>	

Summarise professional experience over the last 20 years in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

I, the undersigned, certify that, to the best of my knowledge and belief, this CV is accurate.

Signature of Personnel

Date (Day/Month/Year)



FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABILITY

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

I, the undersigned, hereby declare that I agree to participate exclusively with the Proposer Click or tap here to enter text.in the above referenced RFP. I further declare that I am able and willing to work for the period(s) foreseen for the position for which my CV has been included in the event that this proposal is successful, namely:

From	To
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

I confirm that I am not engaged in other projects in a position for which my services are required during the periods where my services are required under this RFP.

By making this declaration, I understand that I am not allowed to present myself as a candidate to any other proposer submitting a proposal for this RFP. I am fully aware that if I do so, I will be excluded from this RFP, the proposals may be rejected, and I may also be subject to exclusion from other UNDP’s solicitation procedures and contracts.

Furthermore, should this proposal be successful, I am fully aware that if I am not available at the expected start date of my services for reasons other than ill-health or *force majeure*, I may be subject to exclusion from other Click or tap here to enter text. solicitation procedures and contracts and that the notification of award of contract to the Proposer may be rendered null and void.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



## FORM J: FINANCIAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

We, the undersigned, offer to provide the services indicated in our proposal and in accordance with your Request for Proposal. We are hereby submitting our Financial Proposal in the amount indicated herewith.

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet.

We understand that you are not bound to accept any Proposal that you receive.

**Our attached Financial Proposal is for the sum of *[Insert amount in words and figures]*.** Please make sure the total matches with the total indicated in the deliverables section of the system (lines) and with the total deriving from the cost breakdown (form K).

**FORM K: FORMAT FOR FINANCIAL PROPOSAL**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03007		

The proposer is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Proposers. **The inclusion of any financial information in the Technical Proposal shall lead to disqualification of the Proposer.** The Financial Proposal should align with the requirements of the Terms of Reference and the proposer's Technical Proposal.

**Currency of the proposal: MDL (Moldovan Leu) for local suppliers and USD (US Dollars) for international suppliers, VAT exclusive**

**Table 1: Summary of Overall Prices**

Costs	Amount <i>[Please specify currency]</i>
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
<b>Total Amount of Financial Proposal</b> <i>[Please specify currency]</i>	

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate <i>[Please specify currency]</i>	No. of days / months / hours	Total Amount <i>[Please specify currency]</i>
		A	B	C=A*B
	1 (one) Project Manager			
	1 (one) Expert in IT System Architecture			
	1 (one) Expert in Analysing Business Processes			
	1 (one) Expert in Technological Architecture			
	1 (one) Information Security Expert			
	Other experts (if any) <i>[Please list]</i>			
<b>Subtotal Professional Fees</b> <i>[Please specify currency]</i>				

**Table 3: Breakdown of Other Costs**

Description	Unit of Measure	Quantity	Unit Price <i>[Please specify currency]</i>	Total Amount <i>[Please specify currency]</i>
International flights	Return trip			
Subsistence allowance	Day			
Local transportation costs	Lump sum			
Out-of-pocket expenses				
Other costs <i>[Please specify]</i>				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable / Activity**

Deliverable / Milestone as per Terms of Reference	Time (person days)	Professional Fees <i>[Please specify currency]</i>	Other Costs <i>[Please specify currency]</i>	Total <i>[Please specify currency]</i>
<b>Deliverable 1:</b> Initiation Report				
<b>Deliverable 2:</b> Updated Audit Report				
<b>Deliverable 3:</b> EU Compliance Report				
<b>Deliverable 4:</b> SAISE Bylaws				
<b>Deliverable 5:</b> SAISE Development plan				
<b>Deliverable 6:</b> ToR for SRV				
<b>Total Amount of Financial Proposal</b> <i>[Please specify currency]</i>				