

REQUEST FOR QUOTATION NO. RfQ25/03035

DEVELOPMENT AND MAINTENANCE OF WEBSITES FOR SECOND-LEVEL CONSTITUENCY ELECTORAL COUNCILS

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the "**Strengthening Democratic Resilience in Moldova**" (EDMITE) Project, kindly requests your quotation for the **Request for Quotation no. RfQ25/03035: Development and maintenance of websites for second-level Constituency Electoral Councils** as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This RFQ document generated by the online system

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements/Terms of Reference

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in Quantum NextGenERP supplier portal following the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00713** and subscribe to the tender in order to get notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile:

<https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D>

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

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

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

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

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

Thank you and we look forward to receiving your quotation.

UNDP Moldova

SECTION 2: GENERAL INSTRUCTIONS

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.</p>
Deadline for the Submission of Quotation	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p>NextGenERP supplier portal following this link: http://supplier.nextgenerp.partneragencies.org/ using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile:</p> <p>https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D</p> <p>Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.</p> <ul style="list-style-type: none"> ▪ File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. ▪ File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review. ▪ All files must be free of viruses and not corrupted.
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labor, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p> <p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at</p>

	http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
Gifts and Hospitality	Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
Currency of Quotation	Quotations shall be quoted in the currency indicated in the portal.
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>

Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote" directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	<p>Must be submitted directly in the portal using the messaging functionality.</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Publication of Contract Award	UNDP will publish the contract awards on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

SECTION 3: SPECIAL INSTRUCTIONS

General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section. Applicable GTC: <input checked="" type="checkbox"/> General Terms and Conditions for Contracts (for Goods and/or Services) Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days <input checked="" type="checkbox"/> Liquidates damages shall be imposed as follows: Percentage of contract price per week of delay: 2.5% up to a maximum of 10%, after which UNDP may terminate the contract.
Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section. All prices must: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Eligibility	A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP. It is Bidder's responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP. Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.
Language of quotation	<input checked="" type="checkbox"/> English / Romanian Including documentation including catalogues; instructions and operating manuals (in both languages).
Quotation validity period	Quotations shall remain valid for 90 (ninety) days from the deadline for the Submission of Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements

Clarifications	<p>Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal.</p> <p>PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL.</p> <p>Requests for clarification from bidders will not be accepted any later than 2 (two) days before the submission deadline. Responses to request clarification will be communicated directly on the portal.</p>
Documents to be submitted	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements/Terms of Reference in Annex 1, detailing the experience of the company, proposed methodology, approach, and implementation timeline to complete the assignment, and key personnel proposed <input checked="" type="checkbox"/> Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment <input checked="" type="checkbox"/> Copy of registration documents <input checked="" type="checkbox"/> List of completed and/or ongoing contracts for similar services and value undertaken within the past three (3) years including the following information: <ul style="list-style-type: none"> • Name of previous contracts • Client & Reference Contact • Details including e-mail • Contract Value Period of activity • Types of services undertaken <input checked="" type="checkbox"/> List of qualified Key Personnel together with professional CVs (mentioned under Schedule of Requirements/Terms of Reference in Annex 1), including experience relevant to the required skills <input checked="" type="checkbox"/> Chart for provision of services (Implementation Plan), for example GANTT <input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top 3 clients in terms of Contract value in similar field <input checked="" type="checkbox"/> Financial Statements (Income Statements and Balance Sheets) for the past 2 (two) years (2023-2024) <input checked="" type="checkbox"/> Quality Certificates (ISO, etc.) if available.
Evaluation method	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<p>The evaluation of quotations shall be conducted in accordance with Evaluation criteria listed below. Bidders must meet all these criteria to be deemed technically qualified and responsive. In the case of consortiums, all criteria listed below shall apply towards the Lead Member.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Be a legally registered entity or a consortium of firms/organizations <input checked="" type="checkbox"/> At least five (5) years of proven technical knowledge and experience in web development and maintenance <input checked="" type="checkbox"/> Minimum 3 (three) finalized contracts of similar size and complexity in web design and development in line with contemporary user-centred design, information architecture, and security principles over the last 5 years (copies of contracts and Terms of Reference/Schedule of Requirements to be presented with the offer) <input checked="" type="checkbox"/> Proposed key personnel with the minimum required academic and professional qualifications as per Annex 1 – Schedule of Requirements/Terms of Reference, proven by CVs submitted: <ol style="list-style-type: none"> 1. <u>Project Manager / Technical Coordinator</u>

	2. <u>Web Designer</u> <input checked="" type="checkbox"/> Maximum delivery period does not exceed terms specified in Annex 1 – Schedule of Requirements/Terms of Reference
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award.	20 May 2025

ANNEX 1: SCHEDULE OF REQUIREMENTS / TERMS OF REFERENCE

Title: Development and maintenance of websites for second-level Constituency Electoral Councils.

Background

The "Strengthening Democratic Resilience in Moldova" (EDMITE III) project, spanning from August 2024 to December 2028, aims to fortify Moldova's democratic consolidation against internal and external challenges such as cyber operations, information operations, illicit political financing, and efforts to delegitimize democratic processes. Developed in response to the 2024 UN Electoral Assistance Needs Assessment Mission, the project seeks to enhance oversight and transparency of political contestants, strengthen electoral institutions, and deepen civic engagement. It is structured around a theory of change that suggests improved oversight and transparency of political contestants, strengthened electoral institutions, and deepened civic engagement will collectively foster a more resilient democratic framework in Moldova.

The project focuses on three main outputs: improved oversight of political finance, parties, and campaigns; strengthened and more resilient electoral institutions; and improved civic engagement and inclusivity.

The implementation strategy is collaborative, engaging with government bodies, civil society, and international partners, and is divided into three phases, each focusing on specific electoral events and incorporating lessons learned for continuous improvement.

Context of the required services

The Moldovan electoral management system includes the Central Electoral Commission as well as the second and first level constituency electoral councils, the electoral offices of the polling stations, and the Central Electoral Council of Gagauzia. While the Central Electoral Commission is the hierarchically superior electoral body that operates permanently, second-level constituency electoral councils (CECE-IIs) are also permanent (apart from the constituency electoral councils established for polling stations outside the country and for localities on the left bank of the Nistru River).

Experts have recommended that the decisions of electoral commissions be published to improve transparency¹. The Central Electoral Commission with the Support of UNDP wish to enhance the transparency of the election administration by creating dedicated websites for each CECE-II.

Objective:

UNDP is seeking a qualified company (hereafter "the company") to design and develop public websites for the 35 Central Electoral Councils (CECE II). The websites will serve as a primary platform for publishing and managing electoral information, enhancing transparency, and facilitating public engagement.

This Terms of Reference (TOR) outlines the scope, requirements, and deliverables for the project.

¹ ODIHR Election Observation Mission Final Report, Republic of Moldova. Early Parliamentary Elections. 11 July 2021. Recommendation #8 "to enhance the transparency of the election administration, the publication of all DEC decisions should be required."

Duration:

The development activities will take place in the first 90 days of the contract, at which point we expect to have final working websites installed on mCloud and being used by the CECE as well as the public. Following the completion of the first phase, there will be a maintenance period of 12 months during which the firm will provide maintenance services to ensure that the websites are optimally operating and providing services to the public.

SCOPING AND DESIGN

The project will be initiated by a brief scoping and business process analysis. This initial phase involves the company understanding the requirements and the back-end business processes in the CEC and CECE II. The firm will develop and present to UNDP and CEC a structured briefing which outlines the scope, deliverables, and timelines, ensuring all stakeholders are aligned and informed throughout the process. This analysis of existing processes and systems will aid in specifying the required functionalities and technologies, such as content management systems and integrations with external software. This comprehensive analysis will culminate in a functional plan for the development phase, ensuring the website meets the required standards and delivers the expected outcomes.

CEC and UNDP have agreed on the following minimum requirements for the CECE II websites.

Single format, replicated across CECE II.

- A single, simple, user-friendly format should be designed which will be replicated for each CECE II.
- Users will select a specific CECE site to visit/view, and the system will remember this selection for the duration of the each lesson.
- Ensure easy access for users with different levels of training and technical expertise to the various sections and categories of content.
- The visual style shall match <https://a.cec.md>
- It should be simple and intuitive, maintaining a logical structure for information perception and search.
- There will be a single URL for all CECE II, a subdomain such as cece.cec.md.
- CECE will provide the textual content for static informational pages of each CECE II, with only some contact details and other specific information differing.

Responsive Design:

- The website must adapt its user interface (responsive design) based on the device used (notebook, desktop computer, smartphone, tablet, etc.).
- The website is for use by the general public and electoral stakeholders such as parties, candidates, and observers.
- The design should be compliant with the Web Content Accessibility Guidelines

User Roles and Access Management:

- Role-based access system with three levels: Administrator CEC, CECE President, and CECE Operators. Administrator CEC, CECE President access will be perennial, while CECE Operators have access only during the electoral period.
- Integrate electronic signature (mSign) for secure login. The CEC will provide the necessary integration guides. All roles to authenticate with MPass.
- Allow administrators to create and manage roles with adjustable access rights.
- Have an accessible navigation menu, displayed clearly and visibly.

Content Management System (CMS):

- Provide a CMS that enables authorized operators to publish and manage information on the public page.
- Include a user guide accessible from the administration panel for all user levels.

Main Page Features:

- Include links/icons to other public pages managed by the CEC and CICDE with brief descriptions.
- Display a reverse countdown timer for elections/referendums with an interactive calendar for event tracking.
- Allow users to select which CECE-specific information to display on the main page.
- Permanently display contact details and working schedules of CECE Presidents and electoral bodies.

Icon and Template Management:

- Create a system for generating individualized icons with relevant information, organized into categories or subcategories. See the icon system on <https://a.cec.md> for an example.
- Provide a selection of pre-designed icon templates that administrators can choose from within the CMS (as well as upload new ones)

Press Releases and Media:

- Feature for publishing press releases with brief descriptions, graphics, and videos.
- Include the option for promotional videos to play automatically on the main page.

Document Management:

- Design a tool for uploading and organizing documents in various formats (e.g., PDF, JPEG, Excel, Word) into multilevel files.
- Ensure that CECE II users can view only their uploaded documents, while administrators have access to all documents.

Widgets and Customization:

- Allow the publication of widgets on the page to enhance user experience.

Multilingual Support:

- The website shall have a multilingual (Ro/Ru/En) interface. Default option should be Romanian.
- Option to deactivate languages as needed.
- Provide the opportunity for the integration of AI-based machine translation of content (but not attachments, PDFs etc.) The workflow should allow administrators to edit any AI output.

Accessibility Features:

- The use of contrasting colours to facilitate text readability and site navigation for people with visual impairments or colour deficiencies.
- A clear structure of the official website, including a logical ordering of information and the use of headings and subheadings to facilitate navigation and reading for people with cognitive or learning disabilities.
- Implementation of a simple and accessible keyboard-friendly menu, enabling easy navigation for individuals with physical disabilities or visual impairments.
- The use of frames is not recommended, as they complicate the exact identification of lower-level pages on the server. Additionally, design solutions that hinder the proper identification of user navigation actions should be avoided.

Sitemap and Search Engine:

- Develop a sitemap tool to display page subcategories in a list format.
- Implement an advanced search engine that allows searching by type, date, category, election, or keywords across all CECE II or individually.

Interactive Map:

- Embed an interactive map displaying the locations of district electoral councils and polling stations with accessibility data and contact details. This will draw from existing databases available within CEC.
- Allow administrators to extract data related to polling stations in Excel, PDF, and CSV. Provider to provide a user friendly data structure

Web Analytics:

- Integrate a web traffic and user behaviour analysis tool (e.g., Google Analytics) to track visitor interactions and improve site usability.

Error Reporting:

- Develop a section on the website for users to describe and submit errors, including attaching screen shots. The administrator will receive all reports by email. There will also be a phone number displayed for resolution via the call centre.

General Announcements:

- Create a board for general announcements and updates accessible to users

Validation

- To ensure the high quality of the official website, including correct information display across different browsers and compatibility with various computing platforms, the website must be developed in accordance with the **World Wide Web Consortium (W3C) recommendations** (see: www.w3c.org).
- The official website must be tested in compliance with W3C recommendations (see: www.validator.w3.org).
- The website must be compatible with at least the two most recent versions of the following web browsers: Google Chrome, Mozilla Firefox, MS Internet Explorer/MS Edge, Safari, and Opera.
- During the development of the interface (use of logos, colours, style, etc.), the CEC brand book will be taken into account.

Technology:

For building the visible part of the website and making it more interactive and dynamic, it is recommended (but not limited to) using:

- HTML5 – Structure of the website.
- CSS3 – Styling and layout.
- JavaScript (JS) – For interactivity and logic.

Note on open-source/proprietary technologies. The firm must ensure that all software, systems, and code developed for the CECE II public website are open-source or based on widely accepted standards, avoiding any proprietary solutions that could restrict future maintenance or development by the government or third-party service providers. This includes using open-source content management systems, frameworks, and libraries that are well-documented and widely supported within the developer community. The use of proprietary systems, code, or software that could lock the CEC or UNDP into specific vendors or technologies must be strictly avoided. All intellectual property rights for the developed software and systems should be transferred to CEC via UNDP, ensuring full national ownership and control over the website's infrastructure.

This phase will be complete upon the submission and acceptance of an inception report as detailed below.

DEVELOPMENT

- The company will undertake development per the timelines agreed in the inception report.

BACKUP AND RECOVERY

- There should be an automatic daily backup of each microsite in line with CEC internal requirements. A recovery protocol shall be integrated as part of the documentation.

INSTALLATION & LAUNCH

- At the installation phase, the company will support CEC and STISC (Serviciul Tehnologia Informației și Securitate Cibernetică) to install, configure, and test the websites on the mCloud platform. The provider will coordinate with CEC and STISC, including managing server configuration (DNS, SSL, backups). While some tasks will be done exclusively by STISC, the provider should provide full support to them.
- The company will also provide technical + user documentation per role in Romanian.
- The company will provide on-site and remote training to CEC and CECE staff on using the website and CMS. This will be approximately 65 individuals. The training shall be conducted in the Romanian language. The company should also provide recorded tutorials, uploaded to a platform such as MLearn.

MAINTENANCE

- During the 12-month maintenance period, the company will provide technical support for the effective utilization of the website, including 24/24 availability in the electoral period. Maximum response times during the electoral period include 1h for critical issues (ie system outages, data breaches, etc), 1 to 2h for high-priority issues (ie software glitches, minor delays in responding, etc), and 2 to 4h for low-priority issues (ie user questions, non-urgent technical support, etc).

Expected Deliverables: These are detailed in the Task order and delivery calendar

No.	Key deliverables	Tentative timeframe
1.	Inception Report and workplan. Including at minimum a) approach & methods b) Technical specifications/stack c) design d) workplan (key milestones, role and responsibilities in development, testing and launch). Language: Romanian.	30 calendar days after contract signature.
2.	Installed on the server, configured, tested and launched. 1. A fully functional website, installed, tested and launched meeting all specified requirements. 2. Documentation (ROM) of the CMS and user guide for administrators and users. 3. Training session in Romanian language for CEC and CECE staff on using the website and CMS.	90 calendar days after contract signature

3.	Post-delivery maintenance and support stage completed. Technical support for a period of 12 months following launch. 24/24 support for days surrounding the 2025 Parliamentary elections.	12 months after launch date.
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Organizational Setting

The contractor will be directly supervised by and work closely with the UNDP Chief Technical advisor and Project Manager of the Strengthening Democratic Resilience Project.

The contractor is expected to liaise with UNDP, CEC, and STISC. The contractor shall provide a brief email update to UNDP and CEC on progress once per week during the duration of the activity.

The work is expected to take place between May 2025 and September 2026.

UNDP will have sole responsibility for the management of the contract and will approve all outputs on the advice of CEC. UNDP will require approximately 5 working days to review and approve outputs. Longer or more complex deliverables may take up to 10 days for clearance.

Financial arrangements:

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables. Payment will be made upon the successful completion of the tasks assigned and submission of the assessment report. Payments are based upon output, i.e. upon delivery of the services specified in the TOR. To assist the requesting unit in the comparison of financial proposals the financial proposal shall include a breakdown of this lump sum amount (including fee, taxes, communication costs, travel, per diems, and number of anticipated working days).

Confidentiality

Materials provided to the Companies and all proceedings within the contract shall be regarded as confidential, both during and after the service delivery. Violation of confidentiality requirements may result in immediate termination of contract.

QUALIFICATIONS REQUIRED

The Bidder should meet the following minimum qualifications criteria, which make the applicant technically eligible for this assignment:

- The Company is a legally registered entity;
- The Company has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future;
- At least five (5) years of proven technical knowledge and experience in web development and maintenance
- Minimum 3 (three) finalized contracts of similar size and complexity in web design and development in line with contemporary user-centred design, information architecture, and security principles over the last 5 years;

The contractor must provide at least 2 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification:

Project Manager / Technical Coordinator:

- Licensed in ICT, Management or another relevant field;
- At least three (5) years of work experience in managing similar web-development projects;
- Proven experience in the implementation of at least five (5) similar projects (details to be presented);
- Fluency in Romanian and English languages.

Web Designer:

- Licensed in ICT or other relevant fields;
- At least three (3) years of work experience in designing and developing Web interfaces;
- Proven experience in the implementation of at least 3 (three) similar projects (details and portfolio to be presented);
- Fluency in Romanian.

Please note: The above listed roles can be cumulated by certain team members, but not more than two persons per role.

UNDP Moldova is committed to workforce diversity. Entities employing women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens, 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.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ25/03035: Development and maintenance of websites for second-level Constituency Electoral Councils.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) <i>(If yes, provide a Copy of the valid Certificate):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? <i>(If yes, provide a Copy of the valid Certificate):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: Minimum 3 (three) finalized contracts of similar size and complexity in web design and development in line with contemporary user-centred design, information architecture, and security principles over the last 5 years.				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions

Yes	No	
		of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions and Sanctions: 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"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ25/03035: Development and maintenance of websites for second-level Constituency Electoral Councils.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- documents necessary to prove compliance with the qualifications for the Bidder and other documents listed under Section "Documents to be submitted".

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Currency of Quotation: US Dollars (USD) for international companies and Moldovan Leu (MDL) for local companies

Deliverable #	Description of Deliverables	Qty	Unit Price, VAT 0% <i>(Please indicate currency)</i>	Total Price, VAT 0% <i>(Please indicate currency)</i>
Deliverable 1	Inception Report. Including at minimum a) approach & methods b) Technical specifications/stack c) design d) workplan (key milestones, role and responsibilities in development, testing and launch). Language: Romanian.	1		
Deliverable 2	Installed on the server, configured, tested and launched. 1.A fully functional website, installed, tested and launched meeting all specified requirements. 2.Documentation (ROM) of the CMS and user guide for administrators and users.	1		

	Training session for CEC and CECE staff on using the website and CMS.			
Deliverable 3	Post-delivery maintenance and support stage completed. Technical support for a period of 12 months following launch. 24/24 support for days surrounding the 2025 Parliamentary elections.	1		
Total Price <i>(Please indicate currency)</i>				

Breakdown of Fees (the table below is to be used as an example, in case of additional/different expenses please insert):

Personnel / other elements	UOM	Qty	Unit Price <i>(Please indicate currency)</i>	Total Price <i>(Please indicate currency)</i>
Personnel				
Project Manager/Technical Coordinator	day			
Web Designer	day			
Other expenses				
Translation services				
Transportation services				
Other Costs: (please specify)				
TOTAL <i>(Please indicate currency)</i>				

Compliance with Requirements

Requirements	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Time, as indicated in Annex 1	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation – 90 days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Full acceptance of the General Conditions of the Contract	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

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