



REQUEST FOR PROPOSAL (RFP)

**IMPLEMENTATION OF HEAD END SYSTEM (HES) AND METER DATA MANAGEMENT SYSTEM
(MDMS) PLATFORM IN 1+1 CONFIGURATION (2 LOTS)**

RFP Reference No.: **RfP25/03147**

Project: **Accelerating a Just Energy Transition in the Republic of Moldova**

Country: **Moldova, Republic of**

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, through its “**Accelerating a Just Energy Transition in the Republic of Moldova**” Project hereby invites prospective proposers to submit a proposal 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 including:

- ✚ *Annex 1 LOT 1 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the South-Centre Electricity Distribution Operator (PED)*
 - *Annex 1.1. LOT 1 Business Processes*
- ✚ *Annex 2 LOT 2 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the North Electricity Distribution Operator (RED-NORD S.A.)*
 - *Annex 2.1. LOT 2 Business Processes*

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 including:
Annex 3 Offer_compliance_checklist_matrix_LOT1
Annex 4 Offer_compliance_checklist_matrix_LOT2
- 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
- Form L: Proposal Security

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- 00870**. 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](#).



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

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

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

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

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

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

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

We look forward to receiving your proposal.

UNDP Moldova



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SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
1. Scope	<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 UNDP Programme and Operations Policies and Procedures/Procurement.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). 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>
2. Interpretation of the RFP	<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>
3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality	<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 principles on labour, 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, 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 UNDP Policy against fraud and other corrupt practices.</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> <ul style="list-style-type: none"> (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; (b) Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
4. Eligible proposers	<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, 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</p>

	<p>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> <ol style="list-style-type: none"> 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <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"> • is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System; • is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; • is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.
<p>5. Proprietary information</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>6. Publicity</p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<p>SOLICITATION DOCUMENTS</p>	
<p>7. Clarification of solicitation documents</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 Section 3: Data Sheet.</p> <p>UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend</p>

	the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary.
8. Amendment of solicitation documents	<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>
PREPARATION OF PROPOSALS	
9. Cost of preparation of proposal	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.
10. Language	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.
11. Documents establishing eligibility and qualifications of the proposer	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.
11.a Documents comprising the proposal	<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"> ▪ Documents Establishing the Eligibility and Qualifications of the Bidder; ▪ Technical Proposal; ▪ Financial Proposal; ▪ Proposal Security, if required by DS; ▪ Any attachments and/or appendices to the Proposal.
12. Technical proposal format and content	<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>
13. Financial proposal	<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>
14. Currencies	<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"> • UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange. • 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.

	<ul style="list-style-type: none"> • In case of contract award to a local company, payments will be made in Moldovan Leu based on UN Operational Rate of Exchange valid on the date of money transfer, as per the “payment terms and conditions” stipulated in this solicitation document: https://treasury.un.org/operationalrates/OperationalRates.php. • UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.
<p>15. Duties and taxes</p>	<p>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</p>
<p>16. Proposal validity period</p>	<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>
<p>17. Proposal security</p>	<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"> • If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or; • In the event the successful Proposer fails:

	<ul style="list-style-type: none"> ○ to sign the contract after UNDP has issued an award; or ○ to furnish the performance security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the proposer.
<p>18. Joint Venture, Consortium or Association</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"> • they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised agreement among the legal entities, which will be submitted along with the proposal; and • if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. <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"> • Those that were undertaken together by the JV, Consortium or Association; and • Those that were undertaken by the individual entities of the JV, Consortium or Association. <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>19. Only one proposal</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.</p> <p>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"> • they have at least one controlling partner, director or shareholder in common; or • any one of them receive or have received any direct or indirect subsidy from the other/s; or • they have the same legal representative for purposes of this RFP; or

	<ul style="list-style-type: none"> • 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; • 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 the personnel, does not apply to subcontractors being included in more than one proposal.
<p>20. Alternative proposals</p>	<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>
<p>21. Pre-proposal conference</p>	<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>
<p>22. Site inspection</p>	<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 which 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"> ○ loss of or damage to any real or personal property; ○ personal injury, disease or illness to, or death of, any person; ○ financial loss or expense, arising out of the carrying out of that site inspection; and ○ transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties. <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>
<p>23. Errors or omissions</p>	<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>
<p>24. Proposers responsibility to inform themselves</p>	<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"> • 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; • review the RFP to ensure that they have a complete copy of all documents; • obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry; • verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents; • attend any pre-proposal conference if it is mandatory under this RFP; • 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 • 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. <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>
<p>25. No material change(s) in circumstances</p>	<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"> • a change affecting any declaration, accreditation, license or approval; • major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors; • a change to any information on which UNDP may rely in assessing proposals.
<p>SUBMISSION AND OPENING OF PROPOSALS</p>	
<p>26. Instruction for proposal submission</p>	<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.</p> <p>The proposal shall be submitted? by the proposer or person(s) duly authorized to commit</p>

	<p>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>26A. Online submission</p>	<p>1.1 Electronic submission through online portal shall be governed as follows:</p> <ul style="list-style-type: none"> • Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in Data Sheet; • The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. • The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. • 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 Data Sheet. <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>27. Deadline for Submission of Proposals and Late Proposals</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 http://www.timeanddate.com/worldclock/. 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 recognise 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>28. Withdrawal, substitution and modification of proposals</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>29. Storage of proposals</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>30. Proposal opening</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>31. Late proposals</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>

EVALUATION OF PROPOSALS	
32. Confidentiality	<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>
33. Evaluation of proposals	<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 on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> a) Preliminary examination b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done) c) Evaluation of technical proposals d) Evaluation of financial proposals.
34. Preliminary examination	<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>
35. Evaluation of eligibility and qualification	<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> <ol style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
36. Evaluation of technical and financial proposals	<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 combined scoring method, 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 style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;">Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>37. Post-qualification/Due Diligence</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"> a) Verification of accuracy, correctness and authenticity of information provided by the proposer; 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; 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; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the proposer’s offices, branches or other places where business transpires, with or without notice to the proposer; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<p>38. Clarification of proposals</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>
<p>39. Responsiveness of proposal</p>	<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> <ul style="list-style-type: none"> a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals. <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>
<p>40. Nonconformities, reparable errors and omission</p>	<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> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
<p>41. Right to accept any proposal and to reject any or all proposals</p>	<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>
<p>AWARD OF CONTRACT</p>	
<p>42. Award criteria</p>	<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>

43. Right to vary requirement at time of award	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of 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.
44. Notification of award	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.
45. Debriefing	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.
46. Publication of contract award	UNDP will publish the contract award on UNDP Procurement Notices website https://procurement-notices.undp.org/view_awards.cfm which is linked to the United Nations Global Marketplace , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
47. Contract Signature	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
48. Contract Type and General Terms and Conditions	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in Data Sheet, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
49. Performance security	<p>The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default, 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 here. 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>
50. Bank guarantee for advance payment	<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 bank guarantee form available at 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&action=default. 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>

<p>51. Liquidated Damages</p>	<p>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.</p>
<p>52. Proposal protest</p>	<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: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</p>
<p>53. Other Provisions</p>	<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 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

SECTION 3: DATA SHEET (DS)

Ref. Article in Section 2	Description	Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Request for Proposal (RFP) is RfP25/03147.</p> <p>The competition goal is to contract a specialized and experienced company (hereinafter “the Company”) in implementation, integration, customization and commissioning of a comprehensive Head End System (HES) and Meter Data Management System (MDMS) mature commercial platform with 3+ years commercial availability, 3+ deployment with over 100,000 meters per deployment to support the operationalization of the smart metering infrastructure currently deployed in accordance with the ToR and Technical Specifications provisions for Lot 1 and Lot 2, <i>as further described in Section 5 of this RFP</i>.</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 I the system through Quantum message functionality.</p> <p>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER</p> <p>Deadline for submitting requests for clarifications / questions: 5 (five) working days before the submission deadline</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 English and/or Romanian .
5.	Partial proposals	Not allowed
6.	Currencies	<p>Prices shall be quoted only in the currency indicated in the system:</p> <ul style="list-style-type: none"> • MDL (Moldovan Leu) for local suppliers and • USD (US Dollars) for international suppliers <p>For evaluation purposes, financial proposals shall be recalculated at UN Operational Rate of Exchange on the submission deadline: https://treasury.un.org/operationalrates/OperationalRates.php</p>
7.	Duties and taxes	<p>All prices shall:</p> <p>Be exclusive of VAT and other applicable indirect taxes.</p>
8.	Proposal validity period	90 days
9.	Proposal security	<p>Required. Applicable when the Bidder submits:</p> <ul style="list-style-type: none"> • a proposal for both Lots in the amount of USD 10,000. • a proposal for Lot 1 or Lot 2 in the amount of USD 5,000. <p>The proposal security will be in the same currency as stipulated in Article 6: Currencies.</p>

Ref. Article in Section 2	Description	Specific Instructions / Requirements
		<p>Acceptable forms of proposal security:</p> <p><input checked="" type="checkbox"/> Proposal security form template bank guarantee) set out in Section 7: Proposal Forms</p> <p>Important Remarks:</p> <p>The Proposal Security shall be valid up to 30 days after the final date of validity of bids.</p> <p>The Original Copy of Proposal Security documentation must be physically received by UNDP (10) ten calendar days after the deadline for submission of offers indicated in the Quantum system at the latest, and a copy of full Proposal Security documentation must be submitted through Quantum system as part of the online bid. If Proposal security is not submitted as stipulated above, proposal shall be disqualified. The address for submitting the original Proposal Security documentation is as follows:</p> <p>UNDP Moldova, #131, 31 August 1989 Street, MD-2012, Chisinau, Republic of Moldova</p> <p>The closed envelope with original Bid Security shall be marked as <i>"Bid Security - RFP25/03147"</i>.</p>
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	<p>Will be conducted</p> <p>Time and time zone: 1:00 PM, Moldova time, GMT+3</p> <p>Date: 10 December 2025</p> <p>Venue : RfP25/03147 Pre-bid conference: HES&MDM implementation tender/JET Meeting-Join Microsoft Teams</p> <p>Interested bidders should register for the conference. To facilitate the registration, prospective bidders are required to send the names and email addresses of their authorized representatives using the "Messages" section in Quantum no later than 09 December 2025. In case bidders face any technical difficulties with Quantum platform, they shall send the above-mentioned information to the following email address: sc.md@undp.org. Please ensure that the subject of the email message is marked as 'PRE-BID CONFERENCE FOR RFP25/03147'.</p> <p>The Pre-bid conference is not mandatory but highly recommended.</p> <p>The focal point for the arrangement is: Procurement Unit</p> <p>E-mail: sc.md@undp.org</p> <p>Minutes of the Pre-proposal conference will be disseminated by: Direct communication to prospective Bidders by email and posting directly in Quantum and on the below tender websites: UNDP Moldova tenders, UNDP Procurement Notices and UNGM.</p>
12.	Site inspection	A site inspection will not be held.

Ref. Article in Section 2	Description	Specific Instructions / Requirements
13.	Instructions for proposal submission	<p>Bidders must submit their proposal directly in the online system.</p> <ul style="list-style-type: none"> ▪ File Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ It is recommended that bidders organize and name the files according to the requirements and structure of the bid to facilitate their review. ▪ The bidder should receive an email acknowledging email receipt from the system. ▪ 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. ▪ Documents which are required in original (e.g. proposal security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: UNDP Moldova, #131, 31 August 1989 Street, MD-2012, Chisinau, Republic of Moldova to the attention of Procurement Unit
14.	Deadline for proposal submission	<p>Deadline for proposal submission is indicated in the portal. In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails. It is the responsibility of the bidder to be informed of the tender deadline. Note that system time zone is in EST/EDT (New York) time zone.</p>
15.	Proposal Opening	Public proposal opening will NOT be held
16.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal <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	The maximum percentage by which quantities may be increased or decreased is 25 %
18.	Contract award to one or more proposer	<p>UNDP will award a contract to:</p> <p>One or more Bidders.</p> <p>Bidders may apply for one or both LOTS. Awards may be made for one or both LOTS based on the following scenarios:</p> <ol style="list-style-type: none"> 1. If the proposal of the same bidder is evaluated as the highest ranked for both LOTS, it may be awarded both LOTS provided that its capacity is deemed sufficient to implement both LOTS concurrently. To determine whether a bidder has the capacity to implement both LOTS simultaneously, the following criteria shall be reviewed: <ul style="list-style-type: none"> - Availability of dedicated experts.

Ref. Article in Section 2	Description	Specific Instructions / Requirements
		<ul style="list-style-type: none"> - Organizational capacity and workload (number of ongoing contracts, scale and complexity of current commitments). - Past performance in managing multiple, simultaneous assignments of similar scope. - Financial capacity (e.g., liquidity, turnover, ability to mobilize resources for parallel workstreams). - Implementation approach and methodology demonstrating realistic timelines for concurrent delivery. <p>2. If a bidder is the highest ranked for both LOTs, but its evaluated capacity is not sufficient to implement both LOTs concurrently, the bidder will be awarded only one LOT, considering the following order of preference:</p> <ol style="list-style-type: none"> 1. LOT where no other responsive proposals were received; 2. LOT with the highest estimated value; 3. LOT where the bidder achieved relatively higher technical and financial scores. <p>Irrespective of the bidder's demonstrated capacity to undertake multiple LOTs, UNDP reserves the right, at its sole discretion, to award LOTs to different bidders in order to mitigate delivery risks.</p>
19.	Type of contract to be awarded	Contract Face Sheet https://www.undp.org/procurement/doing-business-undp/how-we-buy See Section 6: for sample contract.
20.	Expected date for commencement of contract	Beginning of February 2026
21.	Conditions of contract to apply	UNDP General Terms and Conditions for contracts (goods and/or services) See Section 6.
22.	Performance Security	<p>Required in the amount of 10% of the proposed contract value.</p> <p>Performance Security shall be provided by the selected bidder within ten (10) days upon issuance of letter of intent/contract and before issuance of the notice to proceed.</p> <p>The performance security will be in the same currency as stipulated in Article 6: Currencies.</p> <p>The Performance Security shall be in the form of a Bank Guarantee as set out in Section 6.</p>
23..	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Other information related to the RFP – Documents to be submitted	<p>Please attach the following documents with your Bid:</p> <ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package. ▪ Certificate of Business Registration.

Ref. Article in Section 2	Description	Specific Instructions / Requirements
		<ul style="list-style-type: none"> ▪ 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 ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Latest 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 (2022-2024) ▪ Statement of Satisfactory Performance from the Top three 3 Clients' statements confirming satisfactory performance by the Proposer, each JV partner/Subcontractor (if the case), on the contracts of highest value carried out, during the past 5 (five) years, by each intended participant ▪ A copy of preliminary Agreement in case of Consortium ▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in Section 5: Terms of Reference, with clear distribution of roles and responsibilities of the proposed key personnel. ▪ Duly filled-in Offer Compliance Checklist Matrix (<i>Annex 3 for LOT 1 and Annex 4 for LOT 2</i>) must be submitted by the Bidder as separate documents for each Lot, in compliance with all functional and non-functional requirements outlined in Section 5: Terms of Reference and must include evidence and references for proper evaluation. ▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria) ▪ CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria and Section 5: Terms of Reference), clearly stipulating the relevant experience which meets the listed requirements – in the case the bidder applies for both lots, separate teams with distinct qualifications and experience must be provided for each lot. ▪ Written and signed statement confirming a minimum 12-month general warranty period, provided free of charge following system commissioning. The warranty shall cover the correction of defects, errors, or deficiencies in the supplied hardware and software components and shall ensure that the system operates fully in accordance with the agreed specifications. ▪ Written and signed Declaration of Operational Continuity/End of Support (EOS) or End of Life (EOL) for a minimum period of five (5) years following the commissioning; Bidders shall submit, together with their proposal, a Declaration of Operational Continuity (free-form statement) made on their own responsibility, confirming that the proposed universal HES and MDM software release version — including all national customizations — will remain fully supported and will not reach End of Support (EOS) or End of Life (EOL) for a minimum period of five (5) years (60 months) following the commissioning of the solution in the Beneficiary's production environment. The declaration shall also confirm

Ref. Article in Section 2	Description	Specific Instructions / Requirements
		<p><i>that support and maintenance services will be available from the Vendor throughout this period under the same general terms and shall specify the estimated rates applicable to such services for budgeting purposes.</i></p> <ul style="list-style-type: none"> ▪ Quality Certificate (e.g., ISO, etc.) valid for at least 6 (six) months from the date of submission of offers and/or other similar certificates, accreditations, awards, and citations received by the Bidder, if any ▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Proposer’s practices which contributes to the ecological sustainability of reduction of environment impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.) ▪ 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, separately for each LOT, 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 ▪ Proposal Security (as per Form L) – a copy of full Proposal Security documentation must be submitted through Quantum system as part of the online bid and the Original Proposal Security documentation must be physically received by UNDP (10) ten calendar days after the deadline for submission of offers indicated in the Quantum system the latest.

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 Proposers/Bidders 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.
Proposal Security with compliant validity period	Duly signed and stamped compliant to validity Form L: Proposal Security 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
Legal Status: Proposer/Bidder is a legally registered entity in their country of origin.	Form D: Proposer Information
Eligibility: Vendor/Bidder is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer/Bidder has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
History of non-performing contracts¹: Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where 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>Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.</p>	<p>Form F: Eligibility and Qualification</p>
<p>Previous Experience</p>	
<p>Have at least 5 (five) years of experience in providing development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>At least 3 (three) completed projects of relevant complexity and value, with over 100,000 meters per deployment, within the last 5 (five) years related to development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>Minimum Key Personnel</p>	
<p>The Key personnel mandatory for the implementation of the contract:</p> <ol style="list-style-type: none"> 1. Project Manager/Team Lead – (1 expert) 2. Business Analyst – (1 expert) 3. Software Developers – (2 experts) 4. Database & Integration - (1 expert) 5. Data Architect – (1 expert) 6. Quality Assurance /Tester – (1 expert) 7. Trainer/Documentation – (1 expert) 8. DevOps Engineer – (1 expert) <p>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.</p> <p>The Project Manager / Team Leader shall be engaged by TEAM Lead Company in case of Consortiums.</p> <p>In the case the bidder applies for both lots, separate teams with distinct qualifications and experience must be provided for each lot.</p> <p><i>Any additional staff (i.e. Solution architect, Cyber Security specialist, or additional staff per above roles, etc.) that is considered by the Bidder that must be included in the implementation team, should be included in the technical and financial proposal accordingly with details of their implications for the contract implementation obligations under Other staff, but will not be evaluated technically.</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form H: Format for CV of proposed Key Personnel</p>
<p>Financial Standing</p>	

<p>Turnover: Bidders should have annual sales turnover of minimum</p> <ul style="list-style-type: none"> • USD 730,000 for applying to LOT 1 or LOT 2. • USD 1,450,000 for applying to both LOTS. <p>This turnover requirement applies to the last three years (2022-2024).</p> <p><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 (2022-2023-2024).</p> <p>Form F: Eligibility and Qualification</p>
<p>Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years.</p> <p><i>If QR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & 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></p> <p><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 (2022-2024).</p> <p>Form F: Eligibility and Qualification</p>

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1	Proposer's qualification, capacity and experience	250
2	Proposed methodology, approach and implementation plan	390
3	Management structure and key personnel	360
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of organisation and staff credibility / reliability / industry standing. The company is a well-known market player with a good standing – 20 pts</p> <ul style="list-style-type: none"> • Excellent (20 pts): The company is a well-known, top-tier market leader with an impeccable reputation for reliability and quality. Staff are recognized experts. Supported by strong, verifiable references and positive industry analysis. • Good (15 pts): The company is well-known and has a good standing in the field. There is positive evidence of reliability and staff credibility, but it may not be a top-tier leader. Supported by good references. • Satisfactory (13 pts): The company is known in the industry but may have a mixed or limited reputation. Staff credibility is adequate but not exceptional. References are satisfactory but may have minor issues. • Poor (10 pts): The company is not well-known, has a poor reputation, or lacks verifiable evidence of industry standing and staff credibility. References are weak or unavailable. Clarification may be required. 	20

	<ul style="list-style-type: none"> • Very Poor (5 pts): The submission provides minimal or no credible information regarding the company's reputation or staff credibility and is not supported by evidence to demonstrate ability to comply with requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
1.2	<p>General organisational 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.</p> <ul style="list-style-type: none"> • Age of the legal entity (5 years – 15 pts, 2.5 pts for each additional year, up to 20 pts) • Project management support mechanism quality (up to 10 pts.) • Project management controls and methodology quality (up to 10 pts.) 	40
1.3	<p>Relevance of specialised knowledge and experience on similar engagements done in the EU region / country:</p> <ul style="list-style-type: none"> • Have at least 5 (five) years in development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (5 years – 30 pts, 2 pts for each additional year, up to 40 pts); • At least 3 (three) completed projects with over 100,000 meters per deployment within the last 5 (five) years related to development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (3 contracts – 40 points, 5 points for each additional contract, up to 60 points); • Proved experience of necessary European Union legislation and standards(ISO / IEC) which will be taken into account in the development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (no experience – 0 pts, one assignment/project – 10 pts., 5 points for each additional assignment/project, up to 20 points); • Previous proven experience of working with UNDP and other international development partners and capacity to properly manage a contract/subcontract under a donor funded effort is an advantage) (no experience – 0 pts, with experience – 20 pts) 	140
1.4	<p>Quality assurance procedures and risk mitigation measures (20 pts):</p> <p><i>Quality assurance framework and policies in place, supported by recognized certifications or accreditations (10 pts):</i></p> <ul style="list-style-type: none"> • Excellent (10 pts): Presents a comprehensive QA framework supported by multiple recognized certifications (e.g., ISO 9001, ISO 27001, CMMI Level 3+). Evidence includes detailed QA manuals, audit reports, and valid certificates, demonstrating a mature, organization-wide commitment to quality. • Good (8 pts): Demonstrates a solid QA framework supported by at least one recognized certification (e.g., ISO 9001). Evidence includes QA documentation and valid certification, showing a systematic approach to quality. • Satisfactory (7 pts): Provides evidence of QA procedures, but they may not be comprehensive or systematically implemented. Limited or no recognized certifications are provided. The framework demonstrates basic quality awareness. • Poor (5 pts): Provides limited evidence of QA procedures. Documentation is incomplete or lacks third-party validation. Clarification may be required. • Very Poor (2 pts): Mentions quality assurance but provides no credible evidence of a framework, policies, or certifications. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	20

	<p><i>Risk management approach tailored to project lifecycle in place (10 pts)</i></p> <ul style="list-style-type: none"> • Excellent (10 pts): Presents a robust, comprehensive risk management approach clearly tailored to the HES/MDMS project lifecycle, with defined methodologies (e.g., ISO 31000), specific tools, and proactive, project-specific risk mitigation strategies. • Good (8 pts): Demonstrates a solid risk management approach with defined methodologies and tools. The approach is appropriate for the project, though it may not be as detailed or project specific as the excellent tier. • Satisfactory (7 pts): Provides evidence of a basic risk management approach, but it is generic rather than tailored to the project. Methodologies and tools are mentioned but not well-defined. • Poor (5 pts): Provides limited evidence of a risk management approach. The strategy is not well-defined, and evidence is primarily descriptive rather than demonstrative. Clarification may be required. • Very Poor (1-2 pts): Mentions risk management but provides no credible evidence of a systematic approach, methodologies, or tools. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
1.5	<p>Organization Commitment to Sustainability</p> <ul style="list-style-type: none"> • Organisation is compliant with ISO 9001 / ISO 27001 / ISO 14001 or equivalent (no certification – 0 pts, one certification – 10 pts., 5 points for each additional certification) - up to 20 points • Organisation is a member of the UN Global Compact – 5 points • Organisation demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, climate change, renewable energies or membership of trade institutions promoting such issues) –5 points 	30
Total Section 1		250

Section 2. Proposed methodology approach and implementation plan		Points obtainable
2.1	<p>To what degree does the Proposer understand the development, implementation, integration and customization of the HES and MDMS solutions task?</p> <ul style="list-style-type: none"> • Excellent (90 pts): Demonstrates a comprehensive and deep understanding of the technical architecture, functional scope, integration complexity, customization needs, and implementation challenges. The conceptual framework is superior and shows mastery of the subject. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (75 pts): Demonstrates a good understanding of all key requirements. The implementation framework is sound and covers all key components, though some areas could benefit from additional detail to reach the excellent tier. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (65 pts): Demonstrates a satisfactory and adequate understanding. Core requirements are addressed, but responses may be generic or lack project-specific detail. The framework has some gaps. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. 	90

	<ul style="list-style-type: none"> • Poor (50 pts): Demonstrates limited or weak understanding. Many requirements are inadequately addressed or missing. The implementation framework is incomplete or unclear. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement. • Very Poor (30 pts): Demonstrates minimal understanding. Requirements are acknowledged but not substantively addressed. The proposal raises serious doubts about the Proposer's capability. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
2.2	<p>Is the proposed technical offer or/and methodology and tools appropriate for the development, implementation, integration and customization of the HES and MDMS solutions task?</p> <ul style="list-style-type: none"> • Excellent (110 pts): The methodology fully meets all ToR requirements and adds significant value beyond the minimum scope with well-justified, context-aware, and innovative activities. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (85 pts): The methodology is relevant and fully responds to all functional and non-functional requirements. The approach is appropriate and well-considered, meeting all core aspects of the ToR. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (70 pts): The methodology is generally adequate but requires clarifications. There are some non-critical gaps or uncertainties related to functional and non-functional requirements. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (50 pts): The methodology is not fully adequate and fails to detail how some key requirements will be met. Contains significant gaps. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement. • Very Poor (25 pts): The methodology is inadequate and does not provide confidence that the Proposer can meet the requirements. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	110
2.3	<p>Does the proposal introduce innovative, efficient or added-value elements that enhance the assignment?</p> <ul style="list-style-type: none"> • Excellent (60 pts): The proposal includes highly innovative, context-specific, and well-justified elements that add significant, tangible value to the project (e.g., advanced tools, unique methodologies, efficiency gains). Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (50 pts): The proposal includes some relevant and beneficial innovative or added-value components that enhance the project, but they may be less integrated or offer less significant advantages than the top tier. Requirements 	60

	<p>submitted and supported by good evidence of ability to support and exceed contract requirements.</p> <ul style="list-style-type: none"> • Satisfactory (35 pts): The proposal demonstrates limited innovation or includes generic value-add elements that are not well-tailored to the project context. The added value is minimal. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (20 pts): The proposal mentions innovation but provides weak or generic evidence of any tangible added value. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required). • Very Poor (10 pts): The proposal demonstrates no credible added value or innovation. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
2.4	<p>How well-structured and feasible is the implementation plan?</p> <ul style="list-style-type: none"> • Excellent (90 pts): The plan is comprehensive, realistic, and logically structured. It presents a clear, detailed sequence of activities with a sound methodology, realistic timelines, and well-defined milestones. It requires no further clarification. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (75 pts): The plan is well-organized and includes a logical sequence of activities. However, it may lack some detail in certain areas, have optimistic timelines, or require minor clarifications to fully assess its feasibility. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (65 pts): The plan is generally adequate but lacks detail, has an unclear sequence of activities, or contains some unrealistic elements. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (50 pts): The plan is not well-structured, lacks a clear sequence of activities, is unrealistic, or contains significant gaps. It requires major clarifications. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required). • Very Poor (30 pts): The plan is superficial, incomplete, or demonstrates a lack of understanding of the project's requirements. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	90
2.5	<p>Does the proposal demonstrate good and logical distribution of roles in the team, including distribution per person-days' involvement?</p> <ul style="list-style-type: none"> • Excellent (40 pts): The proposal demonstrates an extensive and logical distribution of roles. The allocation of person-days is clearly detailed, realistic, and well-aligned with the implementation plan, ensuring all tasks are adequately resourced. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (30 pts): The proposal shows a good distribution of roles, but the allocation of person-days could be more detailed or better justified. The team 	40

	<p>structure is appropriate, but there may be minor questions about resource allocation. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements.</p> <ul style="list-style-type: none"> • Satisfactory (20 pts): The proposal provides a basic distribution of roles, but the allocation of person-days is not well-detailed or lacks clear justification. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (10 pts): The proposal provides a limited or illogical distribution of roles and person-days. It is unclear how the team will be utilized. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required). • Very Poor (5 pts): The proposal provides no credible details on the distribution of roles and person-days. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
Total section 2		390

Section 3. Management Structure and Key Personnel		Points obtainable	
3.1	Project Manager / Team Leader (1 expert) – (in case of Consortium engaged by Team LEAD Company)	60	
	University degree in Computer Science and/or Information Technologies and/or other relevant fields (Bachelor's degree- 1 pt, Master's - 2 pts)		2
	Minimum 5 years in consulting and/or implementation of IT projects in the energy sector (5 years – 10 pts, each additional year – 2 pts, up to 20 pts)		20
	AMI (Advanced Metering Infrastructure) / Smart Grid Projects (3 projects – 8 pts, each additional assignment – 2 pts, up to 16 pts)		16
	Minimum 2 previous projects related to Integration Experience (2 projects in HES+MDM integration – 4 pts, 2 projects in CIM/IEC standards – 3 pts, 2 projects in Event-driven architecture – 3 pts)		10
	Experience in Stakeholder Management - presenting findings and communicating results, supported by deliverables such as published reports, conference presentations, stakeholder briefing materials, or training sessions (Utility stakeholder – 3 pts, international organization - 2 pts)		5
	Advanced Project Management Certifications (no PM certifications – 0 pts, PMP/PRINCE2 – 2 pts, Agile/Scrum - 2 pts, Industry specific (ISO/IEC) – 2 pts)		6
	Proficiency in minimum mandatory English language - 1 pt		1
3.2	Business Analyst (1 expert)	50	
	University degree in Computer Science and/or Information Technologies and/or other relevant fields (Bachelor's degree- 1 pts, Master's - 2 pts)		2
	Proven experience working as a Business Analyst: 3-5 years – 1 pts; 6-8 years – 2 pts; 9+ years – 3 pts;		3
	Requirements Management knowledge (Requirements gathering expertise - 6 pts, BRD/FRD documentation - 5 pts, Use case development - 4 pts)		15
	Utility Domain knowledge (AMI/Smart metering expertise - 6 pts, Utility business processes mapping experience - 5 pts, Regulatory compliance - 4 pts)		15

	Stakeholder Management experience (Executive engagement expertise - 3 pts, 9 Cross-functional coordination experience - 3 pts, Change management - 3 pts)		
	Certifications & Tools experience (CBAP/PMI-PBA certification - 3 pts, SQL/BI tools 5 - 2 pts)		
	Proficiency in minimum mandatory English language - 1 pt	1	
3.3	Software Developers (2 experts × 40 Points each = 80 Points total)		
	University degree in Computer Science and/or Software Engineering and/or 4 Information Technologies and/or other relevant fields (Bachelor's Degree- 2 pts, Master's - 4 pts)		
	Proven experience in software development: 3–5 years – 2 pts; 6–8 years – 3 pts; 9+ years – 4 pts;	4	
	Proven experience in programming skills based on technology stack used for the 12 development/implementation of the HES+MDM platform (each technology/standard - 3 pts, up to total 12 pts)		80
	MDM platform development/implementation experience (no experience - 0 pts, 11 Informatica/Oracle MDM - 4 pts, ETL (Extract, Transform, Load) / EAI (Enterprise Application Integration) platform - 4 pts, data integration tools - 3 pts)		
	IEC standards knowledge (no experience - 0 pts, IEC 61968-9 implementation - 3 8 pts, DLMS/COSEM protocols - 3 pts, CIM data models - 2 pts)		
	Proficiency in English language - 1 pt	1	
3.4	Database & Intergration (1 expert)		40
	University degree in Computer Science and/or Software Engineering and/or 2 Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)		
	Proven experience in managing enterprise databases, data warehousing, or 3 integration environments: 4–6 years – 1 pts; 7–9 years – 2 pts; 10+ years – 3 pts		
	Proven experience in Enterprise Database management (Managing databases 12 with large amount of data - 5 pts, Design or administration of HA / clustered environments - 4 pts, Experience in indexing, query optimization, or capacity planning for production systems - 3 pts)		
	Proven Integration expertise (HES-MDM-CIS integration - 5 pts, Middleware 12 platforms - 4 pts, Real-time streaming - 3 pts)		
	IEC standards knowledge (IEC 61968 series - 5 pts, IEC 61970 - 3 pts, CIM data 10 models - 2 pts)		
	Proficiency in minimum mandatory English language - 1 pt	1	
3.5	Data Architect (1 expert)		45
	University degree in Computer Science and/or Software Engineering and/or 2 Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)		
	Proven experience in a role of Software architect: 4–6 years – 2 pts; 7–9 years – 3 pts; 10+ years – 4 pts;	4	
	IEC standards knowledge (IEC 61968 series - 5 pts, IEC 61970 - 5 pts, CIM data 15 models - 5 pts)		
	Data Architecture experience (Enterprise data modeling - 5 pts, SOA/ESB 12 architecture - 4 pts, Master data management - 3 pts)		
	Integration standards knowledge (CIM-RDF/XML expertise - 5 pts, Semantic 11 modeling - 4 pts, Ontology development - 2 pts)		
	Proficiency in minimum mandatory English language - 1 pt	1	

3.6	Quality Assurance/Tester (1 expert)		25
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)	2	
	Proven experience working as Quality Assurance / Tester 1-3 years – 1pt; 4-5 years – 2 pts; 5 + years – 3 pts;	3	
	Testing techniques experience (UAT for AMI - 4 pts, System integration testing - 3 pts, Performance/load testing - 2 pts)	9	
	Test automation knowledge (Automation frameworks - 4 pts, Scripting skills - 3 pts, Utility processes knowledge – 3 pts)	10	
	Proficiency in minimum mandatory English language - 1 pt	1	
3.7	Trainer & Documentation (1 expert)		20
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)	2	
	Proven experience working as Quality Assurance / Tester 1-3 years – 1pt 4-5 years – 2 pts 5 + years – 3 pts	3	
	Documentation skills and experience (system and technical process documentation - 4 pts, API documentation - 2 pts, user manuals and training materials- 2 pts)	8	
	Training delivery experience (Curriculum development - 3 pts, Training delivery - 3 pts)	6	
	Proficiency in minimum mandatory English language - 1 pt	1	
3.8	DevOps Engineer (1 expert)		40
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's degree - 1 pts, Master's - 2 pts)	2	
	Proven experience working on DevOps position: 5–7 yrs - 2 pts 8–10 yrs - 3 pts 11+ yrs - 4 pts	4	
	Infrastructure & Deployment experience (On-premises deployment expertise - 5 pts, Cloud deployment (AWS/Azure/GCP) - 3 pts, Hybrid cloud architecture - 2 pts, High availability (1+1 configuration) - 1 pts)	11	
	CI/CD & Automation knowledge (, CI/CD pipeline setup - 4 pts, Infrastructure as Code (Terraform/Ansible) - 3 pts, Automated deployment - 2 pts)	9	
	Containerization & Orchestration (Docker/Kubernetes - 3 pts, Container orchestration - 2 pts, Microservices deployment - 1 pts)	6	
	Monitoring & Security (System monitoring tools (Prometheus/Grafana/CloudWatch) - 3 pts, Security hardening & compliance - 3 pts, Backup/disaster recovery - 1 pts)	7	
	Proficiency in minimum mandatory English language - 1 pt	1	
Total section 3			360

SECTION 5: TERMS OF REFERENCE

A. BACKGROUND

In the context of the regional energy crisis and the profound impact of the war in Ukraine on regional energy markets, the Republic of Moldova faces an urgent need to restructure its energy sector and establish sustainable mechanisms for the efficient, reliable, and transparent delivery of energy services. The introduction of smart metering technologies represents a fundamental pillar of European energy policy, aimed at enhancing market competitiveness, energy efficiency, and environmental sustainability. Moldova's commitment to this transformation reflects its strategic alignment with European Union (EU) standards and its determination to modernize its energy infrastructure in line with best international practices.

Moldova's energy sector reforms are guided by the transposition of the EU's Third Energy Package into national law, which has led to the adoption of several key legislative acts, including the Electricity Law No. 107/2016, the Natural Gas Law No. 108/2016, and the Energy Law No. 174/2017. These reforms are aimed at strengthening the energy system and contribute to the development of a more competitive and transparent energy market.

To continue this alignment with the EU framework, Moldova is progressively adapting its regulatory environment to meet the requirements of EU Directive 2019/944 on common rules for the internal electricity market, which emphasizes that smart meters must be coupled with consumer energy management systems in order to deliver their full benefits, including interoperability, data accessibility, and consumer empowerment.

Moldova has also adopted ambitious climate and energy targets under its national commitments:

- Reducing greenhouse gas emissions by 70% by 2030, compared to 1990 levels;
- Increasing the share of renewable energy to 27% of final energy consumption, including 30% in the electricity sector; and
- Achieving a 2.8% annual improvement in energy efficiency.

Despite these achievements, significant challenges remain in the modernization of the country's energy infrastructure. Moldova currently operates approximately 1.4 million static electricity meters, of which fewer than 20,000 are smart meters. The residential sector accounts for about 43% of total electricity consumption, yet most meter readings are still conducted manually — highlighting the urgent need for digital transformation and technological modernization to enhance data accuracy, reduce losses, and enable consumer participation in the evolving energy market.

The **“Accelerating a Just Energy Transition in the Republic of Moldova” Programme** is implemented by the United Nations Development Programme (UNDP) with the financial support of the Italian Ministry of Foreign Affairs and International Cooperation.

Under this Programme, one of the key interventions — the Smart Metering Initiative — is implemented by UNDP in close partnership and under the leadership of the Ministry of Energy of the Republic of Moldova.

A central component of the Programme is the digitalization of Moldova's energy sector through the deployment of smart metering infrastructure. Under Phase I, a pilot smart metering infrastructure consisting of approximately 44,520 smart meters was successfully implemented across two Distribution System Operators (DSOs), demonstrating tangible benefits such as improved operational efficiency, real-time data collection, advanced grid management capabilities, and enhanced billing accuracy.

Building on this Pilot's phase, the UNDP programme is now entering an expansion phase. By 2027, the deployment of additional metering technology to reach at least 100,000 smart meter installations is planned, establishing comprehensive digital infrastructure for Moldova's electricity grid.

As part of the [Government's Digital Transformation Programme for the Energy Sector \(2026–2030\)](#), the long-term target is to deploy at least 500,000 smart meters by 2030, ultimately reaching 1.4 million consumers.

The Smart Metering Pilot and expansion programme are designed to achieve strategic objectives aligned with Moldova's energy transition:

- improved energy efficiency and cost savings through digitalized energy management and time-of-use tariffs;
- enhanced grid security and management through real-time fault detection and remote operations; (3) accurate consumption forecasting to reduce balancing costs;
- flattening the consumption curve, which currently fluctuates by over 100% daily, through differentiated tariffs and consumer engagement;
- advancing national targets and EU compliance; and
- consumer empowerment through secure access to consumption data via the Personal Cabinet platform integrated with national digital resources.

Within the Smart Metering Pilot Initiative, a central principle is sustainability — ensuring that the systems and infrastructure developed under the pilot continue to deliver long-term value, scalability, and interoperability. In this context, the establishment of the HES and MDMS platforms is a critical step toward consolidating the results of the pilot, enabling real-time monitoring and analysis, and supporting the future nationwide smart metering rollout led by the Ministry of Energy.

B. SCOPE OF THE ASSIGNMENT AND KEY OBJECTIVES

The primary scope of this procurement is to select a qualified vendor for implementation, integration, customization and commissioning of a comprehensive Head End System (HES) and Meter Data Management System (MDMS) mature commercial platform with 3+ years commercial availability, 3+ deployment with over 100,000 meters per deployment to support the operationalization of the smart metering infrastructure currently deployed under the UNDP “Accelerating a Just Energy Transition in the Republic of Moldova” Programme.

The implementation will be configured in a 1+1 high-availability (HA) setup (active-active or active-standby) to ensure business continuity and operational resilience.

The digital solutions will benefit two Distribution System Operators (DSOs):

- I.C.S. “Premier Energy Distribution” S.A. (PED)
- S.A. “RED-Nord” (RED-Nord)

The proposed HES/MDMS platforms will initially manage data from approximately 44,520 smart meters installed under the Smart Metering Pilot (18,716 RED-Nord and 25,804 PED), with the capacity to scale to at least 100,000 meters (45,000 RED Nord and 55,00 PED) under the first-phase licensing² plan and as a part of the Pilot support for both operators combined.

² The term "licenses" in the context of this tender refers to system capacity provisioning as well as operational entitlements for managing the specified number of integrated and connected smart meters within the HES+MDMS platform. This is distinct from traditional software licensing based on user access or software usage rights.

Vendors may apply different commercial models, including capacity-based licensing (if any) tied to the number of meters managed by the system.

Bidders must clearly indicate their licensing/capacity provisioning model (if any) and ensure that all costs—whether termed as licenses, capacity or otherwise countable items —necessary to support the full operational capacity for 55,000 (PED)/45,000 (RED-Nord) metering points are transparently itemized in their financial proposal from contract commencement.

The system will enable end-to-end smart metering operations, including data acquisition, validation, estimation and editing (VEE), analytics, and secure data exchange with other national platforms. It will provide the foundation for advanced functionalities such as real-time consumption monitoring, demand management, outage and power quality analysis, and preparation for dynamic tariff introduction, contributing to improved grid management and consumer empowerment.

Specific objectives of the assignment:

- To provide a resilient and scalable HES/MDMS architecture tailored to the specific operational environment of each DSO, ensuring high availability and disaster recovery capabilities.
- To implement and configure the HES/MDMS software and hardware, including all necessary customizations to meet the functional and non-functional requirements specified for each lot.
- To integrate the HES/MDMS platform seamlessly with existing and future utility enterprise systems, including but not limited to Customer Information Systems (CIS), billing systems, and network management systems, using industry-standard protocols (e.g., CIM/IEC standards).
- To establish comprehensive cybersecurity measures across the entire platform, protecting critical infrastructure and sensitive customer data in compliance with international standards (e.g., ISO/IEC 27001, IEC 62351).
- To enable advanced data analytics and reporting capabilities to support operational optimization, load forecasting, outage management, and decision support.
- To provide comprehensive training and knowledge transfer to the technical and operational personnel of the DSOs, ensuring their capacity to operate, manage, and maintain the system independently.

Following commissioning, the Contractor shall provide a **minimum 12-month warranty period** at no additional cost. The warranty shall cover the **correction of defects, errors, or deficiencies** in the supplied hardware and software components and shall ensure that the system operates fully in accordance with the agreed specifications.

In addition, the Contractor shall include and price **support and maintenance services** in the financial offer for a **minimum of 12 months after commissioning**. These services should cover **regular system monitoring, preventive maintenance, performance optimization, software updates, and user support**, ensuring continuous operational performance beyond defect correction.

The Contractor shall guarantee sustainability and ensure the extended operational continuity of the system by providing support and maintenance for a minimum of 60 months after roll-out (implementation) under the same general terms, confirming that the proposed universal HES and MDM software release version — including all national customizations — will remain fully supported and will not reach **End of Support (EOS) or End of Life (EOL) for a minimum period of five (5) years (60 months)** following the commissioning of the solution in the Beneficiary’s production environment.

This tender is structured in two (2) separate lots to address the specific operational needs of Moldova’s primary Distribution System Operators (DSOs):

- **LOT 1: Implementation for the South-Centre Electricity Distribution Operator (PED)**
- **LOT 2: Implementation for the North Electricity Distribution Operator (RED-Nord S.A.)**

Bidders may submit proposals for one or both lots. Detailed technical specifications, functional requirements, and performance criteria for each lot are presented in their respective annexes, which form an integral part of this solicitation document.

- Detailed technical specifications for LOT 1 are provided in the Annex no. 1: Technical specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the South-Centre Electricity Distribution Operator (PED).
- Detailed technical specifications for LOT 2 are provided in the Annex no. 2 LOT 2: Technical specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the North Electricity Distribution Operator (RED-NORD S.A.)

C. KEY DELIVERABLES

The Contractor shall provide the following key deliverables throughout the assignment. Detailed specifications for each deliverable are provided in the lot-specific annexes.

LOT 1 – South-Centre Electricity Distribution Operator (PED)

Under Phase I of the Smart Metering Pilot Initiative, PED with the support of UNDP successfully deployed 25,804 smart meters across its service territory. These pilot meters are already installed, operational, and ready for integration with a centralized Head-End System (HES) and Meter Data Management System (MDMS).

Building on this foundation, the programme is now expanding its smart metering infrastructure to reach a total of 55,000 smart meters by 2027 in the area of distribution of PED.

This procurement requires the selected vendor to provide a comprehensive HES/MDMS solution capable of:

1. Integrating and providing full licensing coverage where applicable under the vendor's licensing model) for a total of 55,000 smart metering points, of which 25,804 existing pilot smart meters are already deployed in the field and require immediate integration.
2. Ensuring that the system capacity and all necessary licenses are provisioned for the full target of 55,000 metering points from contract commencement, regardless of the actual deployment timeline of physical meters.

The Contractor shall integrate all smart meter models and types specified in “Annex 1 LOT 1 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the South-Centre Electricity Distribution Operator (PED)”, specifically Section 7.7 "Meter brand compatibility". Integration costs shall be structured per meter model/technology stack, not per individual unit. Additionally, the Contractor shall provide reference pricing for integration of alternative smart meter models not specified in Section 7.7, which may be utilized through contract amendments should budget allow for expansion or should deployment plans require alternative equipment models.

The assignment duration up to full system **commissioning shall not exceed 10 months** from the contract signing date, and in any case shall be completed **no later than 31 December 2026**.

Deliverable	Sub-Deliverables / Activities	Acceptance (Handover) Criteria	Indicative Timeframe
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<u>Inception & Design</u>	<ul style="list-style-type: none"> • Current state analysis • Gap identification 	<ul style="list-style-type: none"> • Current state documentation • Requirements document (draft) • AS-IS BPMN workflows validated • Gap analysis report 	Month 1
<u>Deliverable 1.1: AS-IS Analysis Report</u>			
<u>Deliverable 1.2: TO-BE Design Report</u>	<ul style="list-style-type: none"> • Solution architecture design • Integration specifications design • TO-BE process design 	<ul style="list-style-type: none"> • Final requirements document • Target architecture design • Validated TO-BE BPMN workflows • Integration specifications 	Month 2
<u>Development & Configuration</u>	<ul style="list-style-type: none"> • Base configuration • Customization capability • Integration development • Data migration • Source code delivery³ 	<ul style="list-style-type: none"> • System operational with base parameters set • Moldova-specific customizations implemented • All integration interfaces operational and verified • Data migration completed and verified • Complete source code for all customizations; • Complete source code for all integrations; • Complete source code for Moldova-specific developments; • Code documentation and comments; • Build and deployment scripts; • Version control repository access 	Months 3-6
<u>Deliverable 2: Configured System</u>			

³ In accordance with Article 17 (Copyright, Patents and Other Proprietary Rights) of the General Terms and Conditions, the Contractor shall deliver complete source code for all customizations, adjustments, and integrations developed under this Contract. This includes all custom modules, integration components, business rules implementations, and country-specific adaptations. The source code shall be well-documented, include all dependencies, build scripts, and deployment procedures. The Contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract and the nonrevocable right to sublicense such use to the End-Users (PED and RED-Nord). To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto.

<u>Testing & Validation</u>	<ul style="list-style-type: none"> • Unit testing • Integration testing • Performance testing • UAT • Security testing 	<ul style="list-style-type: none"> • 100% code coverage for unit tests • End-to-end integration scenarios passed • Performance meets all NFR metrics • UAT sign-off achieved • Vulnerability assessment passed 	Months 7-8
<u>Deliverable 3: Test Reports</u>			
<u>Deployment & Commissioning</u>	<ul style="list-style-type: none"> • Piloting / testing • Full-scale rollout • Commissioning 	<ul style="list-style-type: none"> • Pilot with 1,000 meters operational with 98% success • Full-scale rollout with all meters integrated • System stability proven and operational procedures working • System components accepted, documentation and training delivered 	Months 9-10
<u>Deliverable 4: Operational System</u>			
<u>Post-Implementation Support & Maintenance</u>	<ul style="list-style-type: none"> • Support and maintenance services in accordance with defined service-level for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates. <i>These services should cover regular system monitoring, preventive maintenance, performance optimization, software updates, and user support, ensuring continuous operational performance beyond defect correction.</i> 	<ul style="list-style-type: none"> • Source code repository transferred; • IP rights transfer documentation signed • Support and maintenance compliant with service-level requirements • Support and maintenance procedures established • Escalation matrix confirmed 	Months 11-22
<u>Deliverable 5: Support Framework</u>			

LOT 2 – North Electricity Distribution Operator (RED-Nord)

Under Phase I of the Smart Metering Pilot Initiative, RED NORD with the support of UNDP successfully deployed 18,716 smart meters across its service territory. These pilot meters are already installed,

operational, and ready for integration with a centralized Head-End System (HES) and Meter Data Management System (MDMS).

Building on this foundation, the programme is now expanding its smart metering infrastructure to reach a total of 45,000 smart meters by 2027 in the area of distribution of RED NORD.

This procurement requires the selected vendor to provide a comprehensive HES/MDMS solution capable of:

1. Integrating and providing full licensing coverage (where applicable under the vendor's licensing model) for a total of 45,000 smart metering points, of which 18,716 existing pilot smart meters are already deployed in the field and require immediate integration.
2. Ensuring that the system capacity and all necessary licenses are provisioned for the full target of 45,000 metering points from contract commencement, regardless of the actual deployment timeline of physical meters.

The Contractor shall integrate all smart meter models and types specified in “Annex 2 LOT 2 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the North Electricity Distribution Operator (RED-NORD S.A)”, specifically Section 7.7 "Meter brand compatibility". Integration costs shall be structured per meter model/technology stack, not per individual unit. Additionally, the Contractor shall provide reference pricing for integration of alternative smart meter models not specified in Section 7.7, which may be utilized through contract amendments should budget allow for expansion or should deployment plans require alternative equipment models.

Phase / Deliverable	Sub-Deliverables / Activities	Acceptance (Handover) Criteria	Indicative Timeframe
<u>Inception & Design</u>	<ul style="list-style-type: none"> • Solution architecture mapping and design 	<ul style="list-style-type: none"> • Approved requirements document • Final architecture design 	Months 1-3
<u>Deliverable 1: Inception and Design Report</u>	<ul style="list-style-type: none"> • Integration specifications design 	<ul style="list-style-type: none"> • Validated BPMN workflows • Integration specifications 	
<u>Development & Configuration</u>	<ul style="list-style-type: none"> • Base configuration • Customization capability • Integration development 	<ul style="list-style-type: none"> • System operational with base parameters set • Moldova-specific customizations implemented 	Months 4-8
<u>Deliverable 2: Configured System</u>	<ul style="list-style-type: none"> • Data migration • Source code delivery 	<ul style="list-style-type: none"> • All integration interfaces operational and verified • Data migration completed and verified • Complete source code for all customizations; • Complete source code for all integrations; • Complete source code for Moldova-specific developments; • Code documentation and comments; • Build and deployment scripts; • Version control repository access 	

<u>Testing & Validation</u>	<ul style="list-style-type: none"> • Unit testing 	<ul style="list-style-type: none"> • 100% code coverage for unit tests 	Months 9-10
	<ul style="list-style-type: none"> • Integration testing 	<ul style="list-style-type: none"> • End-to-end integration scenarios passed 	
<u>Deliverable 3: Test Reports</u>	<ul style="list-style-type: none"> • Performance testing 	<ul style="list-style-type: none"> • Performance meets all NFR metrics 	
	<ul style="list-style-type: none"> • UAT 	<ul style="list-style-type: none"> • UAT sign-off achieved 	
	<ul style="list-style-type: none"> • Security testing 	<ul style="list-style-type: none"> • Vulnerability assessment passed 	
<u>Deployment & Commissioning</u>	<ul style="list-style-type: none"> • Piloting / testing 	<ul style="list-style-type: none"> • Pilot with 1,000 meters operational 	Months 11-12
	<ul style="list-style-type: none"> • Full-scale rollout 	<ul style="list-style-type: none"> • with 98% success 	
	<ul style="list-style-type: none"> • Commissioning 	<ul style="list-style-type: none"> • Full-scale rollout with all meters integrated 	
<u>Deliverable 4: Operational System</u>		<ul style="list-style-type: none"> • System stability proven and operational procedures working 	
		<ul style="list-style-type: none"> • System components accepted, documentation and training delivered 	
		<ul style="list-style-type: none"> • Source code repository transferred; 	
		<ul style="list-style-type: none"> • IP rights transfer documentation signed 	
<u>Post-Implementation Support & Maintenance</u>	<ul style="list-style-type: none"> • Support and maintenance services in accordance with defined service-level for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates. 	<ul style="list-style-type: none"> • Support and maintenance compliant with service-level requirements 	Months 13-24
		<ul style="list-style-type: none"> • Support and maintenance procedures established 	
		<ul style="list-style-type: none"> • Escalation matrix confirmed 	
<u>Deliverable 5: Support Framework</u>	<p><i>These services should cover regular system monitoring, preventive maintenance, performance optimization, software updates, and user support, ensuring continuous operational performance beyond defect correction.</i></p>		

D. REPORTING INSTRUCTIONS & INSTITUTIONAL ARRANGEMENTS

The Contractor shall report directly to the UNDP Project Manager, who will serve as the primary point of contact and coordination for this assignment. A Project Steering Committee, comprising representatives from UNDP, the beneficiary DSO (PED for LOT 1, RED-Nord for LOT 2), and the Contractor, will be established to provide strategic oversight and guidance throughout the implementation.

The Contractor shall submit the following reports:

- Weekly Progress Reports: Submitted every Friday, detailing activities completed, progress against the plan, risks identified, and next week's work plan.

- Monthly Status Reports: Submitted by the 5th of each month, providing a comprehensive overview of milestone achievement, KPI tracking, budget utilization, and strategic issues.
- Phase Completion Reports: Submitted at the conclusion of each of the five implementation phases, detailing all activities, deliverables, and outcomes achieved during the phase.
- Final Project Report: Submitted upon commissioning, summarizing the entire project lifecycle, lessons learned, and recommendations for future operations.

All reports shall be submitted in English and in electronic format (PDF and editable Word format).

E. PAYMENT ARRANGEMENTS

The payments to the Company shall be made upon approval and acceptance of the deliverables by the UNDP project team. The payment schedule is structured to align with the achievement of key project milestones and the successful delivery of contracted outputs.

General payment structure (specific milestones are detailed in the lot-specific annexes):

- Payment 1: Upon completion and acceptance of Phase 1 deliverables (Inception and Design) – 10%
- Payment 2: Upon completion and acceptance of Phase 2 deliverables (Development and Configuration) – 20%
- Payment 3: Upon completion and acceptance of Phase 3 deliverables (Testing and Validation) – 20%
- Payment 4: Upon completion and acceptance of Phase 4 deliverables (Deployment and Commissioning) – 40%
- Payment 5: Upon completion of the support and maintenance period and acceptance of Phase 5 deliverables (Post-Implementation Support) – 10%

All payments shall be made in accordance with UNDP financial procedures and subject to:

- Submission of deliverables meeting the acceptance criteria specified in Section C
- Formal acceptance and sign-off by the UNDP Project Manager and beneficiary DSO
- Submission of a valid invoice

F. COMPANY QUALIFICATIONS AND RESOURCING REQUIREMENTS

Qualification Criteria for the Company and Key personnel: As stated in Section 4.

Key Personnel (8 required roles for 9 staff):

The Contractor must propose a qualified implementation team composed of 9 key team members covering all critical areas of system design, deployment, integration, cybersecurity, and training, separately for each LOT. Each position listed below is mandatory and must be staffed by qualified personnel with relevant experience, education, and certifications.

In the case the bidder applies for both lots, separate teams with distinct qualifications and experience must be provided for each lot. In case team member (except Team Leader) is not fully engaged in one LOT, he/she can be suggested as key personnel in the other LOT with full justification and Gantt chart of engagement provided.

1. **Team Leader / Project Manager (1 person)** (in case of Consortium shall be engaged by Team LEAD Company)

Key Responsibilities:

- Lead the implementation of HES+MDM platform from initiation to closure

- Manage project scope, timeline, budget, and resources
- Ensure delivery of system in 1+1 configuration (active-active or active-standby)
- Coordinate integration between HES, MDM, and other utility systems
- Act as primary contact point for project stakeholders
- Conduct regular project status meetings and reporting
- Manage vendor relationships and technical teams
- Ensure compliance with regulatory requirements

2. Business Analyst (1 person)

Key Responsibilities:

- Gather and document business and technical requirements for HES+MDM implementation
- Develop comprehensive BRDs and FRDs for all system components
- Create detailed use cases and process flows for meter data management workflows
- Conduct gap analysis between current and future state processes
- Map utility business processes to system functionalities
- Ensure requirements align with AMI/smart metering best practices
- Verify compliance with utility regulatory requirements
- Facilitate requirements workshops with utility stakeholders
- Present requirements and obtain sign-offs from business owners
- Coordinate between technical teams and business units
- Support change management and user adoption activities
- Maintain requirements traceability matrix
- Document system interfaces and integration points

3. Software Developers (2 person)

Key Responsibilities:

- Develop and implement HES+MDM platform components according to specifications
- Create integration interfaces between HES, MDM, and other utility systems
- Implement data transformation and validation logic for meter data processing
- Develop APIs and web services for system integration
- Ensure code compliance with IEC 61968-9 and other relevant standards
- Implement CIM-based data models and structures
- Develop DLMS/COSEM protocol handlers for meter communication
- Create standardized data exchange formats
- Build ETL processes for data migration and synchronization
- Develop middleware components for system integration
- Implement real-time data streaming and processing capabilities
- Create error handling and recovery mechanisms
- Participate in code reviews and technical design sessions
- Optimize application performance for high-volume data processing
- Develop unit tests and support integration testing
- Maintain technical documentation and code repositories
- Support deployment and configuration activities

4. Database & Intergration (1 person)

Key Responsibilities:

- Design, implement, and manage the database architecture supporting the HES and MDM solutions, ensuring scalability, reliability, and security.
- Coordinate and execute the integration of HES, MDM, and CIS platforms, ensuring accurate, secure, and efficient data exchange between systems.
- Develop or oversee the implementation of data interfaces, middleware components, and real-time data transfer mechanisms.
- Support the configuration and optimization of data flows in compliance with IEC 61968/61970 standards and CIM data models.
- Contribute to the performance monitoring, troubleshooting, and tuning of database and integration environments.
- Collaborate with software vendors, infrastructure specialists, and system administrators to ensure the stability and interoperability of the integrated ecosystem.
- Provide technical documentation, configuration guidelines, and operational support for database and integration components.

5. Data Architect (1 person)

Key Responsibilities:

- Lead the design and development of the data architecture supporting the HES and MDM systems, ensuring interoperability, scalability, and compliance with international standards.
- Define and maintain data models and integration frameworks aligned with IEC 61968/61970 and CIM standards.
- Oversee the development of data dictionaries, schemas, and mappings to ensure consistent and reliable data exchange between systems (HES, MDM, CIS, and other enterprise platforms).
- Support the design and implementation of semantic and ontology-based data structures to enhance system interoperability and data analytics capabilities.
- Collaborate with integration and database teams to ensure alignment between logical, physical, and semantic data models.
- Ensure that data design decisions support system performance, data quality, governance, and security requirements.
- Provide technical guidance and documentation related to data architecture, standard compliance, and information modeling for project stakeholders.

6. Quality Assurance/Tester (1 person)

Key Responsibilities:

- Develop, implement, and execute test plans, test cases, and test scripts covering the HES and MDM solution components.
- Perform functional, integration, and performance testing to validate compliance with business and technical requirements.
- Coordinate and support User Acceptance Testing (UAT) activities with stakeholders and project teams.
- Utilize test automation tools and frameworks to streamline regression and repetitive testing tasks.

- Identify, document, and track defects or non-conformities, ensuring effective communication with development and integration teams.
- Ensure that all testing activities comply with project quality standards and contribute to maintaining a high level of system reliability and performance.
- Prepare and maintain detailed testing documentation, including test reports, issue logs, and verification records.
- Support continuous improvement of testing processes and tools throughout the system implementation lifecycle.

7. Trainer & Documentation (1 person)

Key Responsibilities:

- Prepare, maintain, and update technical documentation for the HES and MDM solution, ensuring clarity, accuracy, and alignment with implementation progress.
- Develop comprehensive user manuals, system operation guides, and technical reference documents for various user groups (administrators, operators, engineers).
- Collaborate with system developers, integrators, and project teams to ensure documentation reflects current system functionalities, integrations, and data flows.
- Design and deliver training programs for end users, administrators, and technical staff on system functionalities, workflows, and operational procedures.
- Create training materials, presentations, exercises, and assessments to support effective knowledge transfer and adoption of the new system.
- Support knowledge management activities by organizing and structuring documentation in accessible formats and repositories.
- Contribute to the capacity building plan to ensure sustainability and long-term operational readiness of the implemented HES and MDM solutions.
- Provide ongoing training support and updates following system upgrades or process changes.

8. DevOps Engineer (1 expert)

Key Responsibilities

- Design, implement, and maintain deployment and automation pipelines for the HES + MDM platform.
- Configure and manage development and production environments ensuring consistency and stability.
- Deploy and manage applications across on-premise, cloud, and hybrid infrastructures with focus on reliability and scalability.
- Automate infrastructure provisioning and deployment processes using Infrastructure-as-Code methodologies.
- Maintain continuous, integrating automated testing and quality assurance steps.
- Implement and manage containerized environments and orchestration clusters.
- Monitor and optimize system performance, resource utilization, and operational reliability.
- Apply security best practices across environments, including configuration management, patching, and access control.
- Coordinate with development and database teams to ensure seamless integration, versioning, and release management.

- Support the testing, integration, and production rollout of the HES + MDM platform components.

For each Key Expert's CV Bidders will submit the **FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL**.

Each Key Expert shall read and duly sign: **FORM I – Statement of Exclusivity and Availability**. This is important due to the requirement set in Section 2 – Instruction to Proposers, Article 19. Only one proposal.

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 <https://www.undp.org/procurement/doing-business-undp/how-we-buy>

6.2 Special Conditions of Contract

Article 16.2 (Copyright, Patens and other Proprietary Rights) of the General Conditions shall be replaced by the following new Article 16.2:

“16.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract and the nonrevocable tight to sublicense such use to the Î.C.S. Premier Energy Distribution S.A. (in case of LOT 1) or Red-Nord S.A. (in case of LOT 2), as further specified in the Terms of Reference”.

6.3 Contract Form

In the event of an award, the following sample Contract will be used: Contract for Goods and/or Services to UNDP.

The conditions are available at: <https://www.undp.org/procurement/doing-business-undp/how-we-buy>

6.4 Performance Security

Performance Security must be issued using the official letterhead of the Issuing Bank.

Except for indicated fields, no changes may be made on this template.

INSERT LETTERHEAD OF THE BANK

[date]

To: Beneficiary
United Nations Development Programme (UNDP)
[insert address]

Contractor
[insert information on contractor]
Reference: Guarantee No. [insert number]

Dear Sirs,

WHEREAS, the United Nations Development Programme (the “Beneficiary”) and [Name of Contractor] (the “Contractor”) have entered into Contract No. [contract number] for [insert description of contract], which entered into force on [date] (the “Contract”);

WHEREAS, the Contract requires that the Contractor furnishes a bank guarantee for a sum specified in the Contract as security for the Contractor’s satisfactory compliance with its obligations under the Contract;

WHEREAS, we [Name of the Bank] (the “Guarantor”), have agreed to give the Contractor such Guarantee;

NOW THEREFORE, we, the Guarantor, hereby undertake to pay to the Beneficiary, upon the Beneficiary’s first written demand and without cavil or arguments any sum or sums not exceeding in the aggregate [currency][amount in words and figures] or such lesser sum of money as the Beneficiary may by such written demand require to be paid, accompanied by the Beneficiary’s written statement that the Contractor is in breach of its obligations under the Contract, without the need to specify, prove or show grounds or reasons for such demand. Such statement shall be conclusive evidence of the Beneficiary’s entitlement to payment in the amount demanded, up to the amount of this Guarantee.

The maximum guaranteed amount under this Guarantee is [currency] [amount in words and figures].

We, the Guarantor, further agree that no change or addition to or other modification of the terms of the Contract or of the works, goods and services acquired thereunder, which may be made between the Beneficiary and the Contractor, shall in any way release us, the Guarantor, from any liability under this Guarantee, and we hereby waive the notice of any such change, addition or modification.

This Guarantee shall be valid until thirty (30) days after the date of issuance by the Beneficiary of a certificate of satisfactory performance and full completion by the Contractor of its obligations under the Contract.

Subject to the paragraph below, this Guarantee is governed by the Uniform Rules for Demand Guarantees, ICC Publication No. 758. The supporting statement under Article 15(a) thereof is excluded.

Nothing herein or related hereto shall be deemed a waiver express or implied of the privileges and immunities of the United Nations, including its subsidiary organs nor shall it be interpreted or applied in a manner inconsistent with such privileges and immunities.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date:
Name of Bank:
Address:

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 L: Proposal Security *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]*

FORM A: PROPOSAL CONFIRMATION

Please acknowledge receipt of this RFP, log in to the online portal and subscribe to this tender following the instructions in the system user guide. Please complete this form and attach as requested in the system.

To: Insert name of contact person

Email: Insert contact person's email - do not enter secure proposal email address

From: Insert name of proposer

Subject [Click or tap here to enter text.](#)

Check the appropriate box	Description
<input type="checkbox"/>	YES , we intend to submit a proposal.
<input type="checkbox"/>	NO . We are unable to submit a competitive proposal for the requested services at the moment

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

Check applicable	Description
<input type="checkbox"/>	The requested services are not within our range of supply
<input type="checkbox"/>	We are unable to submit a competitive proposal for the requested services at the moment
<input type="checkbox"/>	The requested services are not available at the moment
<input type="checkbox"/>	We cannot meet the requested terms of reference
<input type="checkbox"/>	The information provided for proposal purposes is insufficient
<input type="checkbox"/>	Your RFP is too complicated
<input type="checkbox"/>	Insufficient time is allowed to prepare a proposal
<input type="checkbox"/>	We cannot meet the delivery requirements
<input type="checkbox"/>	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc.. Please provide details below.
<input type="checkbox"/>	Sustainability criteria/requirements are too stringent (if applicable)
<input type="checkbox"/>	We do not export
<input type="checkbox"/>	We do not sell to the UN
<input type="checkbox"/>	Your requirement is too small
<input type="checkbox"/>	Our capacity is currently full
<input type="checkbox"/>	We are closed during the holiday season
<input type="checkbox"/>	We had to give priority to other clients' requests
<input type="checkbox"/>	The person handling proposals is away from the office
<input type="checkbox"/>	Other (please provide reasons below):
Further information: <input type="text"/> Click or tap here to enter text.	
<input type="checkbox"/>	We would like to receive future RFPs for this type of services
<input type="checkbox"/>	We don't want to receive RFPs for this type of services

Questions to the Supplier concerning the reasons for no proposal should be addressed to [Click or tap here to enter text.](#) phone [Click or tap here to enter number.](#), email [Click or tap here to enter text.](#)

FORM B: CHECKLIST

This form serves as a checklist for preparation of your 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:

Have you duly completed all the Returnable Proposal Forms?	
▪ 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"/>
▪ Form L: Proposal Security	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>
Have you provided the required documents in support of Form D: Proposer Information?	<input type="checkbox"/>

Financial Proposal:

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

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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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 : 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 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"/>	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"/>	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"/>	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 us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Proposal Validity Period: 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.



Empowered lives.
Resilient nations.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Proposer]

FORM D: PROPOSER INFORMATION

RFP Reference	Click or tap here to enter text.
Legal name of Proposer	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.
Proposer's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Years of supplying to UN organisations	Click or tap here to enter text.
Are you a Click or tap here to enter text.vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert Vendor Number
Countries of operation	Click or tap here to enter text.
Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)	Click or tap here to enter text.
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	Click or tap here to enter text.
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	Click or tap here to enter text.
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):	<p>Tick all that apply and provide supporting documentation:</p> <p><input type="checkbox"/> Corporate Environmental Policy</p> <p><input type="checkbox"/> ISO 14001</p> <p><input type="checkbox"/> ISO 14064</p> <p><input type="checkbox"/> Other, specify Click or tap here to enter text.</p>
Does your organization demonstrate significant commitment to sustainability, including the following aspects that have	<p>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> <p>Tick all that are attached:</p>

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

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

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

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

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

Name of partner:

Name of partner:

Signature: _____

Signature: _____

Date: _____

Date: _____

Name of partner:

Name of partner:

Signature: _____

Signature: _____

Date: _____

Date: _____

FORM F: ELIGIBILITY AND QUALIFICATION

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.		

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 (USD)	Contract Identification	Total Contract Amount (USD)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

In case the Bidder applies for both Lots, the company shall elaborate on its capacity to implement the LOTS concurrently, covering the below:

- Availability of dedicated experts.
- Organizational capacity and workload (number of ongoing contracts, scale and complexity of current commitments).
- Past performance in managing multiple, simultaneous assignments of similar scope.
- Financial capacity (e.g., liquidity, turnover, ability to mobilize resources for parallel workstreams).
- Implementation approach and methodology demonstrating realistic timelines for concurrent delivery.

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 (<i>insert currency</i>)	Period of activity and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)
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			(month, year)	
For Bidders applying for both Lots — demonstrated experience with concurrent/parallel Implementations of similar scope and complexity				
Project name & Country Assignment	Client & Reference Contact Details	Contract Value (insert currency)	Period of activity and status (incl. overlapping time periods)	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

Annual Turnover for the last 3 years	Year 2024	Currency	Amount
	Year 2023	Currency	Amount
	Year 2022	Currency	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (USD)	Historic information for the last 3 years		
	2022	2023	2024
	<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

Note: In case the Bidder applies for both Lots, Form G – Technical Proposal shall be completed and submitted separately for each Lot.

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.		

The proposer’s proposal must be organized 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.

Duly filled-in Offer Compliance Checklist Matrix (Annex 3 for LOT 1 and Annex 4 for LOT 2) must be submitted by the Bidder as a separate document for each Lot, in accordance with all functional and non-functional requirements outlined in the Terms of Reference (ToR) and must include supporting evidence and references to enable proper evaluation.

Section 1: Proposer’s qualification, capacity and expertise

1.1 Brief description of the organization, 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 specialized knowledge and experience on similar engagements done in the region/country.

1.4 Quality assurance procedures and risk mitigation measures.

1.5 Organization Commitment to Sustainability

1.6 In case the Bidder applies for both Lots, the company shall elaborate on its capacity to implement the LOTs concurrently, covering the below:

- Availability of dedicated experts.
- Organizational capacity and workload (number of ongoing contracts, scale and complexity of current commitments).
- Past performance in managing multiple, simultaneous assignments of similar scope.
- Financial capacity (e.g., liquidity, turnover, ability to mobilize resources for parallel workstreams).
- Implementation approach and methodology demonstrating realistic timelines for concurrent delivery.

Section 2: Proposed Methodology, Approach and Implementation Plan

This section will be evaluated based on the proposer’s demonstrated understanding of the assignment, the appropriateness of the proposed methodology and tools, the integration of innovative and value-added elements, the clarity and feasibility of the implementation plan, and the organization of roles within the proposed team. The evaluation will consider how comprehensively the proposer addresses the Terms of Reference (ToR) in a structured, logical, and results-oriented manner. Specific attention will be paid to the quality of the technical approach, innovation, risk management, resource planning, and operational readiness.

2.1 Understanding of the Assignment

Describe in detail your understanding of the assignment’s objectives, scope, and challenges. Explain how your approach is tailored to the local context and demonstrate alignment with the ToR. Present your conceptual framework and show how it underpins your overall strategy and methodology.

2.2 Appropriateness of the Technical Offer and Methodology

Present the proposed methodology and technical offer, clearly linking them to the ToR. Explain how your tools, techniques, and approach will effectively deliver the assignment. If adjustments are anticipated, describe how these will be managed. Emphasize the relevance, completeness, and adaptability of your methodology.

2.3 Innovation and Added Value

Explain how your proposal introduces innovative approaches, tools, or practices that enhance the assignment. Describe how these elements go beyond standard expectations, add efficiency, improve outcomes, or increase sustainability. Clearly articulate the added value your methodology brings in the specific context of this assignment.

2.4 Feasibility and Structure of the Implementation Plan

Provide a detailed, time-bound implementation plan, including sequencing of activities, key milestones, and interdependencies. Explain the operational logic behind your workplan and describe how it ensures timely and effective implementation. If possible, present the plan in Gantt chart format and include mechanisms for ongoing coordination, monitoring, and risk management.

2.5 Team Structure and Allocation of Person-Days

Describe the proposed distribution of tasks and roles within the project team. Clarify the allocation of person-days per expert and explain how responsibilities are divided to ensure efficient execution. If applicable, elaborate on the coordination between team members, partners, or subcontractors.

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 organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.

3.2 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.

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:	Click or tap here to enter text.		

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

Summarize 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:	Click or tap here to enter text.		

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 if 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

Note: In case the Bidder applies for both Lots, **FORM J: FINANCIAL PROPOSAL SUBMISSION** shall be **completed and submitted separately for each Lot.**

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 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 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

Note: In case the Bidder applies for both Lots, **FORM K: FORMAT FOR FINANCIAL PROPOSAL** shall be **completed and submitted separately for each Lot**.

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.		

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

LOT 1 – South-Centre Electricity Distribution Operator (PED)

The assignment duration up to full system **commissioning shall not exceed 10 months** from the contract signing date, and in any case shall be completed **no later than 31 December 2026**.

Following commissioning, the Contractor shall provide a minimum 12-month warranty period free of charge, covering the correction of any defects and ensuring proper system functionality.

In addition, support and maintenance services shall be included and costed within the financial offer for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates.

To guarantee sustainability, the extended lifespan operational continuity of the system, and support and maintenance shall be available for a minimum of **60 months** after roll-out (implementation), under the same general terms.

Table. Breakdown of Price per Type of Costs

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + sub-total 2)
	Position including Name Surname	Daily fee Rate	No. of Working Days	Total Amount	Description	Q-ty	Price	Total	

Inception & Design Deliverable 1: Inception and Design Reports (AS-IS analysis + TO-BE design Reports)	Project Manager/Team Lead				Travel			
	Business Analyst				Subsistence allowance			
	Software Developers (2)				Local transportation costs			
	Database & Integration expert				Communication			
	Data Architect				Other costs (specify)			
	Quality Assurance /Tester							
	Trainer/Documentation expert							
	DevOps Engineer							
	Other, if any (please specify)							
				Sub-total 1			Sub-total 2	
Total:								
Development & Configuration Deliverable 2: Configured and integrated System	Project Manager/Team Lead				Travel			
	Business Analyst				Subsistence allowance			
	Software Developers (2)				Local transportation costs			
	Database & Integration expert				Communication			
	Data Architect				Other costs (specify)			
	Quality Assurance /Tester							
	Trainer/Documentation expert							
	DevOps Engineer							
	Other, if any (please specify)							
				Sub-total 1			Sub-total 2	
Total:								
Testing & Validation Deliverable 3: Test Reports	Project Manager/Team Lead				Travel			
	Business Analyst				Subsistence allowance			
	Software Developers (2)				Local transportation costs			

	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								
	DevOps Engineer								
	Other, if any (please specify)								
				Sub-total 1				Sub-total 2	
Total:									
Deployment & Commissioning Deliverable 4: Operational System	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								
	DevOps Engineer								
	Other, if any (please specify)								
			Sub-total 1				Sub-total 2		
Total:									
Post-Implementation Support & Maintenance for 12 months Deliverable 5: Support Framework <i>Support and maintenance services in accordance with</i>	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				

<p>defined service-level for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates. These services should cover regular system monitoring, preventive maintenance, performance optimization, software updates, and user support, ensuring continuous operational performance beyond defect correction.</p> <p>Note: Cost for Deliverable 5 should be provided for the period of 12 months as a lump sum covering all potential support and maintenance services to be provided during that period.</p>								
	Quality Assurance /Tester							
	Trainer/Documentation expert							
	DevOps Engineer							
					Quantity of Licenses (if applicable)	55,000		
	Sub-total 1				Sub-total 2			
Total:								

Additional costs, for reference only:

Description	Unit of Measure	Quantity	Unit Price (insert currency)	Total Amount (insert currency)
<p>Cost of integration per additional smart metering technology/model (for reference only)</p> <p>This unit price shall be provided for reference purposes only, in case UNDP and the Beneficiary decide to integrate additional meter models / communication technologies in future phases, subject to availability of funds.</p>	Per technology (if applicable)	1		

Cost of extended support and maintenance for Years 3–5 (for reference only)	Per year	3		
<p>This unit price shall be provided for reference purposes only, in case UNDP and the Beneficiary decide to extend support and maintenance services beyond the initial 12-month period. Any activation of Years 3–5 support will be subject to separate confirmation and the availability of funds.</p>				

LOT 2 – North Electricity Distribution Operator (RED-Nord)

The assignment duration up to full system **commissioning shall not exceed 12 months** from the contract signing date. Following commissioning, the Contractor shall provide a minimum 12-month warranty period free of charge, covering the correction of any defects and ensuring proper system functionality.

In addition, support and maintenance services shall be included and costed within the financial offer for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates.

To guarantee sustainability, the extended lifespan operational continuity of the system, and support and maintenance shall be available for a minimum of **60 months** after roll-out (implementation), under the same general terms.

Table. Breakdown of Price per Type of Costs

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + sub-total 2)
	Position including Name Surname	Daily fee Rate	No. of Working Days	Total Amount	Description	Q-ty	Price	Total	
Inception & Design Deliverable 1: Inception and Design Report	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								

	Trainer/Documentation expert								
	DevOps Engineer								
	Other, if any (please specify)								
		Sub-total 1				Sub-total 2			
	Total:								
Development & Configuration Deliverable 2: Configured and integrated System	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								
	DevOps Engineer								
	Other, if any (please specify)								
			Sub-total 1				Sub-total 2		
	Total:								
Testing & Validation Deliverable 3: Test Reports	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								

	DevOps Engineer								
	Other, if any (please specify)								
		Sub-total 1				Sub-total 2			
	Total:								
Deployment & Commissioning Deliverable 4: Operational System	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								
	DevOps Engineer								
	Other, if any (please specify)								
			Sub-total 1				Sub-total 2		
	Total:								
Post-Implementation Support & Maintenance for 12 months Deliverable 5: Support Framework <i>Support and maintenance services in accordance with defined service-level for a minimum of 12 months after commissioning, ensuring continuous operational performance and system updates. These services should</i>	Project Manager/Team Lead				Travel				
	Business Analyst				Subsistence allowance				
	Software Developers (2)				Local transportation costs				
	Database & Integration expert				Communication				
	Data Architect				Other costs (specify)				
	Quality Assurance /Tester								
	Trainer/Documentation expert								
	DevOps Engineer								

<p>cover regular system monitoring, preventive maintenance, performance optimization, software updates, and user support, ensuring continuous operational performance beyond defect correction.</p> <p>Note: Cost for Deliverable 5 should be provided for the period of 12 months as a lump sum covering all potential support and maintenance services to be provided during that period.</p>				Quantity of Licenses (if applicable)	45,000		
	Sub-total 1			Sub-total 2			
	Total:						

Additional costs, for reference only:

Description	Unit of Measure	Quantity	Unit Price (insert currency)	Total Amount (insert currency)
<p>Cost of integration per additional smart metering technology/model (for reference only)</p> <p>This unit price shall be provided for reference purposes only, in case UNDP and the Beneficiary decide to integrate additional meter models / communication technologies in future phases, subject to availability of funds.</p>	Per technology (if applicable)	1		
<p>Cost of extended support and maintenance for Years 3–5 (for reference only)</p> <p>This unit price shall be provided for reference purposes only, in case UNDP and the Beneficiary decide to extend support and maintenance services beyond the initial 12-month period.</p>	Per year	3		

Any activation of Years 3–5 support will be subject to separate confirmation and the availability of funds.				
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FORM L: PROPOSAL SECURITY

**Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

Beneficiary: Insert contact information for procuring organisation as provided in Section 3: Data Sheet.
RFP Reference: Click or tap here to enter text.

WHEREAS (hereinafter called “the Proposer”) has submitted a Proposal to UNDP dated Click or tap to enter a date. to execute services Click or tap here to enter text. (hereinafter called “the Proposal”):

AND WHEREAS it has been stipulated by you that the Proposer shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the Proposer:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP’s variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Proposer such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Proposer, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of proposals.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]