REQUEST FOR PROPOSAL (RFP)

Procurement of Software Development Services for the Development of the Data Warehouse System for the Ministry of Labour and Social Protection

RFP Reference No.:	RfP-26/03339
Country:	Republic of Moldova

Contents

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through the **"Digital Transformation of Social Protection" Project**, hereby invites prospective proposers to submit a proposal the Procurement of software development services for the design, development, deployment, and maintenance of the Data Warehouse System for the Ministry of Labour and Social Protection in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

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

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 ERP 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-01093**. 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 ERP supplier portal.

Offers must be submitted directly in the Quantum ERP supplier portal following this link: http://supplier.quantum.partneragencies.org/ using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the Supplier Portal Registration Link (https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoYCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

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

SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
1. Scope	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 . 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. 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 evenif 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.
2. Interpretation of the RFP	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.
3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality	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 labor, human rights, environment and ethical conduct** may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract. 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: http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti 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. In pursuance of this policy, UNDP: 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	Proposers shall have the legal capacity to enter into a binding contract with UNDP. 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. 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 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. 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. Similarly, the Bidders must disclose in their proposal their knowledge of the following: 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. Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure. The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to informationin 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. Proposers shall not be eligible to submit a proposal if at the time of proposalsubmission: • 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.
5. Proprietary information	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.
6. Publicity	During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.
SOLICITATION DOCUMENTS	
7. Clarification of solicitation documents	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. UNDP will provide the responses to clarifications through the method specified in

<table>
<tr><td></td><td>Section 3: Data Sheet.
UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary.</td></tr>
<tr><td>8. Amendment of solicitation documents</td><td>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.
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.</td></tr>
<tr><td colspan="2">PREPARATION OF PROPOSALS</td></tr>
<tr><td>9. Cost of preparation of proposal</td><td>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.</td></tr>
<tr><td>10. Language</td><td>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.</td></tr>
<tr><td>11. Documents establishing eligibility and qualifications of the proposer</td><td>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.</td></tr>
<tr><td>11.a Documents comprising the proposal</td><td>The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:
▪ 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.</td></tr>
<tr><td>12. Technical proposal format and content</td><td>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.
The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</td></tr>
<tr><td>13. Financial proposal</td><td>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.
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.
Prices and other financial information must not be disclosed in any other place except in the financial proposal.</td></tr>
<tr><td>14. Currencies</td><td>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:
• 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.</td></tr>
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15. Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.
16. Proposal validity period	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. 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. 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. 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. 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.

17. Proposal security	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.
	
	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.
	
	If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.
	
	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.
	
	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).
	
	The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:
	
	• 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:
	    o to sign the contract after UNDP has issued an award; or
	    o 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.

18. Joint Venture, Consortium or Association	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: • they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarized agreement among the legal entities, which will be submitted along with the proposal; and • if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP. If a JV, Consortium or Association's 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. 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. 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. A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between: • Those that were undertaken together by the JV, Consortium or Association;and • Those that were undertaken by the individual entities of the JV, Consortium or Association. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials. JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.
19. Only one proposal	The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture. Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following: • 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 • 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 subcontract • ors being included in more than one proposal.
20. Alternative proposals	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. 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.
21. Pre-proposal conference	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. 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. 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. 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). 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 thepre-proposal conference unless that information, statement or representation is confirmed by UNDP in writing. 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.
22. Site inspection	When appropriate, a site inspection will be conducted at the date, time and locationand according to any instructions specified in Section 3: Data Sheet. If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer who does not attend the site inspection shall become ineligible to submit a proposal under this RFP. 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. 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. 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: (i) loss of or damage to any real or personal property; (ii) personal injury, disease, or illness to, or death of, any person;

	(iii) financial loss or expense, arising out of the carrying out of that site inspection; and (iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties. 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). 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.
23. Errors or omissions	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. Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.
24. Proposers' responsibility to inform themselves	Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they: • 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 ofthe 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 meetingor 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 authoritiesand 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. 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.
25. No material change(s) in circumstances	The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to: • a change affecting any declaration, accreditation, license or approval; • major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors; • a change to any information on which UNDP may rely in assessing proposals.
SUBMISSION AND OPENING OF PROPOSALS	
26. Instruction for proposal submission	The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet. The proposal shall be submitted? by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal. 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.

26a. Online submission	Electronic submission through online portal shall be governed as follows: • Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS; • 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 DS. 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.
27. Deadline for Submission of Proposals	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 zonein 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 recognize the actual date and time that the proposal was received by UNDP. 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.
28. Withdrawal, substitution and modification of proposals	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. However, after the deadline for proposal submission, the proposals shall remain validand open for acceptance by UNDP for the entire proposal validity period, as may be extended.
29. Storage of proposals	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.
30. Proposal opening	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.
31. Late proposals	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. 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.
EVALUATION OF PROPOSALS	
32. Confidentiality	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. 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.

33. Evaluation of proposals	UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted. UNDP shall conduct the evaluation solely based on the submitted technical andfinancial proposals. Evaluation of proposals shall be undertaken in the following steps: 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	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.
35. Evaluation of eligibility and qualification	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). In general terms, vendors that meet the following criteria may be considered qualified: a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.

36. Evaluation of technical and financial proposals	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. 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. In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation. 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. When the Data Sheet specifies a **combined scoring method**, the formula for the rating of the proposals will be as follows: Rating the Technical Proposal (TP): **TP Rating** = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 Rating the Financial Proposal (FP): **FP Rating** = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 Total Combined Score: **Combined Score =** (TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%)
37. Post-qualification/ DueDiligence	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: a) Verification of accuracy, correctness and authenticity of informationprovided 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.
38. Clarification of proposals	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).

	UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account. 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.
39. Responsiveness of proposal	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: 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. 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.
40. Nonconformities, reparable errors and omission	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. 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. For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows: a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in wordsshall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.
41. Right to accept any proposal and to reject any or all proposals	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.
AWARD OF CONTRACT	
42. Award criteria	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.
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 Termsand 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	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/document/616/download/en, 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). 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.
50. Bank guarantee for advance payment	Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the 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/document/4736/download/en. 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.i.e. banks certified by the central bank of the country to operate as a commercial bank.
51. Liquidated Damages	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. 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.

52. Proposal protest	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. 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
53. Other Provisions	In the event that the Bidder offers a lower price to the host Government (e.g., General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence. UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer

SECTION 3: DATA SHEET (DS)

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

<table>
<tr><th>Ref. Article in Section 2</th><th>Data</th><th>Specific Instructions / Requirements</th></tr>
<tr><td>1.</td><td>Scope</td><td>The reference number of this Request for Proposal (RFP) is RfP-26/03339

The services include carrying out: design, development, deployment, and maintenance of the Data Warehouse System for the Ministry of Labour and Social Protection, including extraction, transformation, and loading pipelines for 11 active source systems and the eSocial Audit database, the OWA.DataWarehouse .NET module (REST API, Kafka events, batch export, NuGet SDK), business intelligence dashboards, training, and documentation, as further described in Section 5 of this RFP.</td></tr>
<tr><td>2.</td><td>Eligible proposers</td><td>Proposers from all countries are eligible to participate in this proposal process.</td></tr>
<tr><td rowspan="3">3.</td><td rowspan="3">Clarification of solicitation documents</td><td>Any request for clarification of solicitation documents must be sent directly in the system through Quantum message functionality.

<u>ATTENTION</u>: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</td></tr>
<tr><td>Deadline for submitting requests for clarifications / questions:

5 (five) days before the submission deadline</td></tr>
<tr><td>Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.</td></tr>
<tr><td>4.</td><td>Language</td><td>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.</td></tr>
<tr><td>5.</td><td>Partial proposals</td><td>N/A</td></tr>
<tr><td>6.</td><td>Currencies</td><td>Prices shall be quoted only in the currency indicated in the system:
• USD (United States Dollars) – applicable to both international and local Bidders; or
• MDL (Moldovan Leu) – applicable to local Bidders only.
Local Bidders may submit their financial offers either in USD or MDL, at their discretion.

For the purpose of bid evaluation, all financial offers shall be converted into USD using the United Nations Operational Rate of Exchange (UNORE) applicable on the bid submission deadline, available at: https://treasury.un.org/operationalrates/OperationalRates.php

If the contract is awarded to a local Bidder that submitted its financial offer in USD, payments will be made in MDL 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</td></tr>
</table>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.
7.	Duties and taxes	All prices shall: **Be exclusive of VAT and other applicable indirect taxes.**
8.	Proposal validity period	90 days
9.	Proposal security	**Required in the amount of 3,000 USD (three thousand US dollars)** ☒ The Proposal security will be in the same currency as stipulated in Article 6: Currencies. Acceptable forms of proposal security: ☒ Proposal security form template (bank guarantee) set out in Section 7: Proposal Forms **Important Remarks:** The Proposal Security shall be valid up to **30 days after the final date of validity of bids**. A copy of the full Proposal Security documentation must be submitted through the Quantum system as part of the online bid. The original hard copy of the Proposal Security must then be physically received by UNDP no later than ten (10) calendar days after the deadline for submission of offers indicated in the Quantum system. **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: **UNDP Moldova, #131, 31 August 1989 Street,** **MD-2012, Chisinau, Republic of Moldova** **to the attention of Procurement Unit with the reference RfP-26/03339**
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	Will be conducted **Time and time zone: 11:00 GMT+3 / Moldova time** **Date: 09 September 2026** **Venue: Zoom** 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 08 September 2026. 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 RfP-26/03339. The Pre-bid conference is not mandatory but highly recommended.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		Join Zoom Meeting details: https://undp.zoom.us/j/85746260137?pwd=oIM9KaGFuUYIPa5zce75XOX0zyuAfn.1 Meeting chat link https://undp.zoom.us/launch/jc/85746260137 Meeting ID: 857 4626 0137 Passcode: 302636 **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.**
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	Proposals must be **submitted directly in Quantum**. Allowable manner of submitting proposals: ▪ File Format: PDF files only ▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language. ▪ All files must be free of viruses and not corrupted. ▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging receipt of the proposal by 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	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.
15.	Proposal Opening	Public proposal opening will **NOT** be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: ☒ Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal The maximum number of technical points is detailed in Section 4: Evaluation Criteria To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
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	UNDP will award a contract to: **One Bidder Only**
19.	Type of contract to be awarded	**Contract Face Sheet** More information can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html See Section 6 for link to sample contract.
20.	Expected date for commencement of contract	October 2026
21.	Conditions of contract to apply	**UNDP General Terms and Conditions for contracts (goods and/or services)** See Section 6 for link to the contract terms.
22.	Performance Security	*Required in the amount of 10% of the total contract value* *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.* *The performance security will be in the same currency as stipulated in Article 6: Currencies.* *The Performance Security shall be in the form of a Bank Guarantee as set out in Section 6.*
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.	Documents to be submitted with your Proposal	**Please attach the following documents with your Proposal:** ▪ Company Profile, which should not exceed fifteen (15) pages (experience, human resources, managerial and technical capacities in the field, etc.), including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package ▪ Certificate of Incorporation/ Business Registration ▪ 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 ▪ 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 Audited Financial Statements (Income Statements and Balance Sheets) including Auditor’s Reports (for international companies) or

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2023-2025) ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case) ▪ A copy of preliminary Agreement in case of Consortium or sub-contracting. In case of subcontracting, division of roles and responsibilities should be presented as part of the Methodology, Approach and Implementation Plan. ▪ In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal. ▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles of the Consortium members (if the case) and responsibilities of the proposed key personnel. ▪ Copies of previous contracts and of the corresponding certificates of final acceptance to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria) ▪ List of qualified key personnel, together with CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria), including experience relevant to the required skills ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Dully filled Annex 1 Proposal Compliance Checklist Matrix (Functional & Non Functional Requirements) ▪ **Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the "Technical section" of the requirements** ▪ **Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received** ▪ **Proposal Security (as per Form L) – copy to be submitted with the proposal via Quantum, submitted in original not later than 10 (ten) days after the submission deadline from tender deadline at the address indicated in Section 3 above**

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

Criteria	Documents to establish compliance
Completeness of the Proposal	All documents requested in Section 2: Instructions to Bidders Articles 11 and 12 have been provided and are complete.
Proposer accepts UNDP General Conditions of Contract as specified in Section 6.	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Proposal Validity	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
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: Bidder is a legally registered entity that can ensure rapid local response (including physical presence of staff in the country) to any of the contract related requests (whether through a local branch or office, through a local consortium partner – all relationships to be documented through official documents and valid contracts submitted with the Bid).	Form D: Proposer Information Consortium Agreement or Letter of Intent to form a consortium
Eligibility: Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or	Form C: Technical Proposal Submission

pending legal action against the vendor that could impair its operations in the foreseeable future	

Qualification Criteria	Documents to establish compliance
History of non-performing contracts[1]: Non-performance of a contract did not occur as a result of contractor default within the last 3 years[1].	Form F: Eligibility and Qualification
Litigation History: Non-consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience	
Minimum 5 (five) years of experience in development of software products / systems.	Form F: Eligibility and Qualification
3 (three) successfully completed contracts within the last 5 (five) years prior to the proposal submission deadline, that demonstrate expertise in integrating data across multiple heterogeneous source systems, complex data migration, or the development of data-intensive information systems featuring advanced analytical or reporting components. Out of these, at least 1 (one) contract must involve the implementation of a Data Warehouse or Business Intelligence solution on a relational database platform. Out of the three contracts, at least 1 (one) contract must have a value of no less than 500,000 USD. *(For JV/Consortium/Association, **all Parties cumulatively** should meet the requirement, with the Lead Entity having completed at least 1 (one) contract with minimum value of 500,000 USD.)*	Form F: Eligibility and Qualification Bidders are required to submit copies of the original contracts alongside the corresponding certificates of final acceptance for the entire scope of work. Please note that certificates pertaining only to individual deliverables or interim milestones will not be accepted as sufficient evidence of contract completion. *Note: For each reference contract submitted to demonstrate compliance with the qualification requirements, the Proposer shall provide sufficient detail to enable the Evaluation Committee to assess the project's relevance and compliance with the respective criterion.* *Failure to provide sufficient information and supporting evidence may result in the reference project not being considered for evaluation purposes*.
Minimum Key Personnel	
The minimum personnel mandatory for the implementation of the contract includes 9 key positions across data engineering, application development, infrastructure, data quality, analytics, and customer support.	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.

[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.

<u>**Total Minimum Personnel Required: 9 positions**</u> **Architecture and Project Management:** • 1 (one) DWH Architect / Project Manager • 1 (one) Senior Data Modeler / Business Analyst **Data Engineering:** • 1 (one) Senior Data Engineer • 2 (two) Middle Data Engineers **Application Development:** • 1 (one) Senior .NET Developer **Operations:** • 1 (one) Senior DevOps Engineer **Data Quality:** • 1 (one) Data Quality Engineer **Analytics:** • 1 (one) BI Developer The roles above cannot be cumulated. Bidders may add supplementary personnel roles aligned to their implementation methodology, clearly describing responsibilities and reporting lines as part of the technical proposal. *(For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).*	
Financial Standing	
Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. UNDP will check the financial accounts to compute the current ratio (CR). If CR 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 the bidder is not financially capable and/or had serious financial problems.	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: Proposers should have minimum average sales turnover of 900,000 USD for the last 3 (three) years. *For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).*	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	270
2.	Proposed methodology, approach and implementation plan	400
3.	Management structure and key personnel	330
	Total	**1,000**

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 50 pts.) Organization / Company profile - 25 pts: • Excellent: Organization and staff have an outstanding reputation, proven reliability, and a strong company profile supported by verifiable references and achievements: 25 pts • Good: Organization and staff have a very good reputation and reliability, with strong references and a solid company profile: 23 pts • Satisfactory: Organization and staff have a good reputation and reliability, with adequate references and company profile: 18 pts • Poor: Organization and staff have limited reputation and reliability; references and company profile are weak or incomplete: 10 pts. • Very Poor: Organization and staff have very little reputation or credibility; references are minimal or questionable: 3 pts. • No submission: No information provided or completely unacceptable: 0 pts. Financial standing and project financing capacity – up to 25 pts: • Average sales turnover for the last three years of 900,000 USD to 1,000,000 USD – 15 pts.; more than 1,000,000 USD – 25 pts.	50
1.2	General Organizational Capability which is likely to affect implementation: • Years in business (5 years - 15 pts, 5 pts for each additional year, up to 30 pts) • Project management controls (organigram) (up to 15 pts)	45
1.3	Relevance of specialized knowledge and experience: • Relevant experience in the implementation of a Data Warehouse, analytical data platforms involving dimensional or equivalent analytical data modelling, or Business Intelligence solution on a relational database platform (1 assignment - 20 pts., each additional assignment - 5 pts., up to max 30 pts.); • Production implementation of automated ETL/ELT pipelines using PostgreSQL with an SQL-based transformation framework and a workflow orchestrator, successfully implemented in the past 5 years (1 assignment - 15 pts., each additional contract - 5 pts., up to max 35 pts.); • Experience implementing governed analytical solutions including data-quality controls, lineage/catalogue, access control and auditability delivered to governmental or public sector authorities (1 assignment - 5 pts., up to a total of - 15 pts.);	160

	• Demonstrated experience in collaborating with Moldovan public sector entities, including Government Ministries, central administrative agencies, the Information Technology and Cyber Security Service (STISC), or the Electronic Governance Agency (EGA). (each assignment - 15 pts., up to 60 pts.); • Demonstrated experience in the development of data integration solutions related to the thematic areas of social protection, labour, employment, or healthcare would be an advantage (no - 0 pts., yes - 10 pts.); • Working experience with UN Agencies and/or other international organizations will be an advantage (no - 0 pts., yes - 10 pts.).	
1.4	Organizational Commitment to Sustainability: • Organization is compliant with ISO 27001 (information security) AND ISO 14001 or ISO 14064 (environmental management) or equivalent (no - 0 pts., yes - 5 pts.); • Organization is a member of the UN Global Compact (no - 0 pts., yes - 5 pts.); • Organization demonstrates documented commitment to sustainability through other means. Examples include: internal company policy on women empowerment; membership in Business Membership Organizations supporting the SME sector, renewable energies, or trade institutions promoting such issues; overall gender balance in the team; diversity within the team, with people from minority, vulnerable, or marginalized groups, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the relevant area (no - 0 pts., yes - 5 pts.).	15
	Total Section 1	**270**

Section 2. Proposed methodology approach and implementation plan		**Points obtainable**
2.1	To what degree does the Proposer understand the assignment? • Excellent Understanding. The proposer demonstrates a comprehensive and deep understanding of the assignment. The requirements submitted and supported by excellent evidence of ability to support and exceed ToR requirements: 115 pts. • Good Understanding. The proposer demonstrates good understanding of the assignment and provided good evidence of ability to support the ToR requirements: 103 pts. • Satisfactory Understanding. The proposer demonstrates a general understanding of the assignment. The requirements submitted are supported by satisfactory evidence of ability to support ToR requirements: 81 pts. • Poor Understanding. The proposer shows limited understanding of the assignment. The requirements submitted are supported by marginally acceptable or weak evidence of ability to support ToR requirements: 46 pts. • Very poor Understanding. The proposer demonstrates very little understanding of the assignment. The requirements submitted but not supported by evidence to demonstrate ability to comply with ToR requirements: 11 pts. • No submission. Information has not been submitted or is unacceptable: 0 pts	115
2.2	Is the conceptual framework adopted appropriate for the assignment? • Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 115 pts • Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 103 pts.	115

	• Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 81 pts • Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 46 pts. • Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 11 pts. • No submission. No conceptual framework provided or completely unacceptable: 0 pts.	
2.3	The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project: • Excellent. The proposed plan is clear, well-structured with a defined and realistic sequence of activities; all needed human and material resources promise efficient implementation: 92 pts. • Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 83 pts. • Satisfactory. The proposed plan is clear and structured with minor refinements possible, has a realistic sequence of activities if refined; resources may not be fully sufficient for implementation: 64 pts. • Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 37 pts. • Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 9 pts • No Submission. No plan provided or completely unacceptable: 0 pts.	92
2.4	To what extent have quality assurance procedures and risk mitigation measures been established? • Excellent. Quality assurance procedures and risk mitigation measures establish a clearly described mechanism that incorporates all aspects and requirements of the assignment: 78 pts. • Good. Mechanism is clear and comprehensive, covers most aspects effectively: 70 pts. • Satisfactory. Procedures and measures may require some adjustments to fully incorporate all aspects and requirements: 55 pts. • Poor. Procedures and measures require major adjustments to address most aspects and requirements: 31 pts. • Very Poor. Mechanism is largely inadequate, missing critical elements and does not meet requirements: 8 pts. • No Submission. No mechanism provided or completely unacceptable: 0 pts.	78
	Total Section 2	**400**

Section 3. Management structure and key personnel			**Points obtainable**
3.1	**DWH Architect / Project Manager**		**40**
	Years of experience as a data warehouse or business intelligence architect or technical lead (<7 years – 0 pts., 7 years - 10 pts., each additional year - 1 pt., up to a max. of 14 pts.)	14	

	Number of completed data warehouse projects as architect or technical lead (<3 projects – 0 pts., 3 projects - 8 pts., each additional project - 1 pt., up to a max. of 12 pts.)	12	
	Number of assignments using a layered DWH pattern (Medallion, Inmon, Kimball, or equivalent) (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 6 pts.)	6	
	Number of previous assignments working with public institutions (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 4 pts.)	4	
	Language proficiency: English and Romanian (both mandatory) - 3 pts., Russian - 1 pt.)	4	
3.2	**Senior Data Modeler / Business Analyst**		**35**
	Years of experience in data modelling for analytical systems (<5 years – 0 pts., 5 years - 8 pts., each additional year - 1 pt., up to a max. of 11 pts.)	11	
	Number of dimensional model design assignments (star schema, snowflake schema, or equivalent) (no assignments – 0 pts., 3 projects - 6 pts., each additional project - 1 pt., up to a max. of 9 pts.)	9	
	Number of cross-system data integration assignments involving 5 or more source systems (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 7 pts.)	7	
	Number of previous assignments working with public institutions (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 4 pts.)	4	
	Language proficiency: English and Romanian (both mandatory) - 3 pts; Russian - 1 pt.	4	
3.3	**Senior Data Engineer**		**50**
	Years of experience in data engineering with relational databases (<5 years – 0 pts., 5 years - 12 pts., each additional year - 1 pt., up to a max. of 16 pts.)	16	
	Number of assignments using an SQL-based transformation framework in production (no assignments – 0 pts., 2 assignments - 6 pts., each additional assignment - 1 pt., up to a max. of 10 pts.)	10	
	Number of assignments using a workflow orchestrator in production (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 8 pts.)	8	
	Number of assignments integrating sources via an ELT connector platform (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 8 pts.)	8	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 8 pts.)	8	
3.4	**Middle Data Engineer x2**		**50 / 25 (each)**
	Years of experience in data engineering (<3 years – 0 pts., 3 years - 7 pts., each additional year - 1 pt., up to a max. of 9 pts.)	9	
	Number of PostgreSQL or other relational database assignments in production (no assignments – 0 pts., 2 assignments - 4 pts., each additional assignment - 1 pt., up to a max. of 6 pts.)	6	
	Number of ETL assignments (no assignments – 0 pts., 1 assignment - 3 pts., each additional assignment - 1 pt., up to 5 pts.)	5	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 5 pts.)	5	
3.5	**Senior .NET Developer (analytical API and event publishing module)**		

	Years of experience in .NET development (<5 years – 0 pts., 5 years - 12 pts., each additional year - 1 pt., up to a max. of 16 pts.)	16	**50**
	Number of REST API services in .NET delivered to production (no assignments – 0 pts., 3 projects - 6 pts., each additional project - 1 pt., up to a max. of 10 pts.)	10	
	Number of assignments using Kafka or an equivalent event broker (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 8 pts.)	8	
	Number of assignments delivering NuGet packages or shared SDKs (no assignments – 0 pts., 1 assignment - 3 pts., each additional assignment - 1 pt., up to 6 pts.)	6	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 10 pts.)	10	
3.6	**Senior DevOps Engineer**		**35**
	Years of experience in DevOps (<5 years – 0 pts., 5 years - 9 pts., each additional year - 1 pt., up to a max. of 13 pts.)	13	
	Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, Jenkins, or equivalent) (no assignments – 0 pts., 2 assignments - 6 pts., each additional assignment - 1 pt., up to a max. of 9 pts.)	9	
	Number of previous assignments with cloud or government cloud platforms (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 7 pts.)	7	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 6 pts.)	6	
3.7	**Data Quality Engineer**		**30**
	Years of experience in QA or data quality engineering (<3 years – 0 pts., 3 years - 5 pts., each additional year - 1 pt., up to a max. of 8 pts.)	8	
	Number of assignments using a data quality validation framework (no assignments – 0 pts., 1 assignment - 4 pts., each additional assignment - 1 pt., up to 8 pts.)	8	
	Number of previous assignments designing and executing test cases for data pipelines (no assignments – 0 pts., 1 assignment - 3 pts., each additional assignment - 1 pt., up to 6 pts.)	6	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 4 pts.)	4	
	Language proficiency: English and Romanian (both mandatory) - 3 pts; Russian - 1 pt.	4	
3.8	**BI Developer**		**40**
	Years of experience in BI development with open-source BI platforms (Metabase, or equivalent) (<4 years – 0 pts., 4 years - 9 pts., each additional year - 1 pt., up to a max. of 13 pts.)	13	
	Number of dashboard delivery assignments where dashboards are in production use (<2 assignments – 0 pts., 2 assignments - 6 pts., each additional assignment - 1 pt., up to a max. of 10 pts.)	10	
	Number of assignments using a semantic layer or metric definition framework (no assignments – 0 pts., 1 assignment - 3 pts., each additional assignment - 1 pt., up to 7 pts.)	7	
	Number of previous assignments working with a public institution (no assignments – 0 pts., 1 assignment - 2 pts., each additional assignment - 1 pt., up to 6 pts.)	6	
	Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.	4	
		Total Section 3	**330**
		Grand total	**1,000**

SECTION 5. TERMS OF REFERENCE

Design, Development, Deployment and Maintenance of the Data Warehouse System for the Ministry of Labour and Social Protection

I. PROJECT OVERVIEW

Digital transformation of social protection in Moldova

Amidst Moldova's evolving socio-economic landscape, the Ministry of Labour and Social Protection (MLSP) is undertaking a profound digital transformation. This strategic imperative is championed by the "Digital Transformation of Social Protection" Project, a collaborative initiative implemented by UNDP and funded by the Government of Italy through the Italian Agency for Development Cooperation (AICS). The Moldovan social protection system has historically contended with significant challenges, including systemic inefficiencies, limited digital integration, and an unmet demand for an institutional framework and service delivery model capable of addressing contemporary socio-economic uncertainties.

In response, the MLSP is actively re-engineering this landscape to cultivate an efficient, inclusive, resilient, and adaptable social protection framework. This endeavour is underpinned by major reforms: social services (RESTART), the National Employment Agency (NEA), the State Labour Inspectorate (SLI), and the National Council for Determination of Disability and Work Capacity (CNDDCM). These initiatives represent a visionary stride towards a future where social protection is seamlessly inclusive, empowering, and a realised right for every citizen, aligning with the principles of the 2030 Agenda.

Addressing digital fragmentation through eSocial

A primary objective of this transformation is to rectify the fragmented digital infrastructure of the social protection system. Historically, the MLSP has managed a landscape of approximately 11 active information systems, each developed independently on varying technology stacks with distinct data structures and identifiers. This fragmentation has resulted in significant inefficiencies in data management and service delivery, leading to duplicated records, limited interoperability, and a constrained evidence base for critical functions such as policy formulation, fraud detection, and impact monitoring. Consequently, the ability to provide timely and appropriate support to beneficiaries has been undermined.

To overcome these challenges, the Project is developing eSocial, a new, integrated Information System. eSocial is designed to consolidate multiple fragmented systems and processes under a common digital umbrella, thereby achieving a more coherent, accessible, and resilient delivery of social protection and employment services. This foundational digital platform will enhance the Ministry's capacity to meet current demands and adapt to future changes. Through secure, role-based access and seamless integration with governmental platforms such as MPass, MNotify, and MLog, eSocial will facilitate standardised workflows, centralised data management, and enhanced inter-institutional coordination.

The Data Warehouse (DWH): analytical backbone of eSocial

Following the comprehensive Restart Reform Programme and Government Decision No. 39/2025, the MLSP is strategically consolidating its data into a central analytical platform: the Data Warehouse System (DWH). The DWH will function as the core analytical and reporting backbone module within the broader eSocial ecosystem. It will be engineered to consolidate data from all 11 active source systems, alongside the eSocial Audit database. Utilising a layered Bronze, Silver, Gold transformation pattern (Medallion architecture), the DWH will deliver governed analytical datasets through three primary consumption channels: interactive dashboards via an open-source business intelligence platform, a programmatic API and event stream packaged as the OWA.DataWarehouse module on the eSocial application stack, and scheduled batch exports.

This document specifically outlines the terms of reference for the design, development, deployment, and subsequent maintenance of the DWH, integral to the eSocial governmental Information System.

1. Acronyms

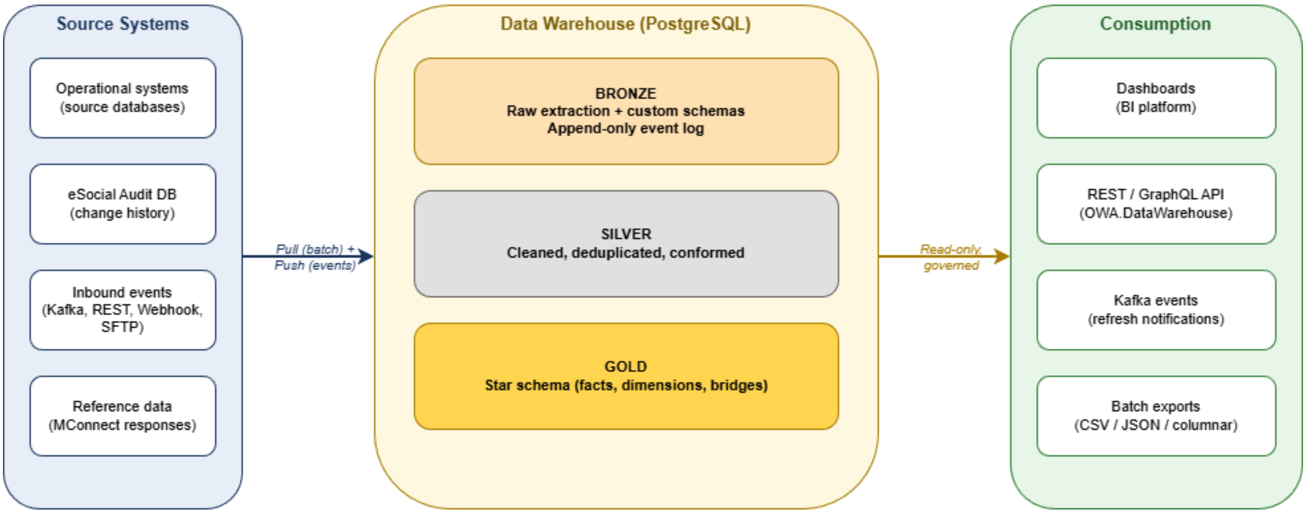
#	Acronym	Description
1.	AGE	Electronic Governance Agency
2.	ANOFM	National Employment Agency
3.	API	Application Programming Interface
4.	ASP	Public Services Agency
5.	BI	Business Intelligence
6.	CNAS	National Office of Social Insurance
7.	CNDDCM	National Council for the Determination of Disability and Working Capacity
8.	CPIS	Child Protection Information System (SIA Protectia Copilului)
9.	DCSI	Digital Center for Social Innovation
10.	DDCM	Disability Determination of Children and Mature persons
12.	DWH	Data Warehouse
13.	ELT	Extract, Load, Transform
14.	EMFM	Labour Migration Evidence System
15.	ETL	Extract, Transform, Load
16.	FR	Functional requirement
17.	GDPR	General Data Protection Regulation
18.	HG	Government Decision
19.	IDNP	State Identification Number of the Person
20.	ISM	State Labour Inspectorate Information System
21.	MCloud	Government Common Technology Platform
22.	MConnect	Government Interoperability Platform
23.	MLSP	Ministry of Labour and Social Protection

#	Acronym	Description
24.	MPass	Government Authentication Platform
25.	NFR	Non-functional requirement
26.	OWA	eSocial common application platform
28.	RBAC	Role Based Access Control
29.	SDK	Software Development Kit
30.	SIAAS	Social Assistance Automated Information System
31.	SIVE	Energy Vulnerability Information System
32.	SI DDCM	Disability Determination Information System
33.	STAS	Territorial Structure of Social Assistance
34.	STISC	Information Technology and Cyber Security Service
35.	UAHelp	Refugee Assistance Platform
36.	VPN	Virtual Private Network

2. Background

MLSP currently operates 11 active source systems spanning five business domains: energy compensation (eSocial SIVE module), disability determination (SI DDCM), labour migration (SIA EMFM), unemployment registration (SIA Statut Somer and SIA Jobless), and child protection (CPIS). Beyond these, the eSocial Audit database stores the full change history of all data updates across eSocial modules and is a critical source for analytical use cases that require change tracking, user activity analysis, and compliane reporting.These systems run on five different database engines (PostgreSQL, MySQL, Oracle 11g, MS SQL, MariaDB), are hosted across three environments (MCloud, ANOFM on premises, MLSP premises), and use IDNP as the universal join key for person records. The fragmentation has the following consequences: citizens submit the same documents repeatedly to obtain different benefits, case managers cannot view the full benefit history of a household, the Ministry cannot produce coherent cross-programme analytics, fraud detection depends on manual cross-checks between systems, and impact assessments rely on lengthy data preparation cycles.To address these challenges, the United Nations Development Programme (UNDP) in Moldova has committed to support MLSP, under the Digital Transformation of Social Protection Project, in developing a new, integrated information system named eSocial, for the delivery of social protection services in a more coherent, accessible, and resilient way. The DWH is the analytical backbone of this platform.The DWH addresses the fragmentation challenge by extracting data from each source system into a layered analytical platform on PostgreSQL, applying transformations and quality checks through an SQL-based transformation framework and a data quality validation framework, and exposing governed analytical datasets through dashboards on an open-source business intelligence platform (Metabase is preferred, as it is already deployed within the eSocial platform and aligns with MCloud standards), a REST API and Kafka event stream packaged as the OWA.DataWarehouse .NET module, and scheduled batch exports to authorised consumers.

Figure 1: DWH High-Level Architecture



2. Objectives

The objectives of the services are to design, develop, deploy, and maintain the Data Warehouse System for MLSP. The specific objectives are:

- **Consolidated analytical platform**. Establish a single analytical platform on MCloud that integrates 11 active source systems and the eSocial Audit database, using the Medallion architecture (Bronze, Silver, Gold) on PostgreSQL.
- **Cross-programme analytics**. Enable cross-programme analytics across the five business domains by populating five Gold layer fact tables covering compensation, disability, migration, unemployment, and child protection, joined through shared dimensions covering person, household, territory, organisation, date, profession, and programme.
- **Governed data quality**. Apply automated data quality validation through an open-source data quality framework and dimensional deduplication in the Silver layer to resolve known cross-system conflicts: Jobless and Statut Somer overlap during ANOFM transition, DDCM and SIAAS overlap during 2017 to 2021.
- **Three consumption channels**. Deliver dashboards through an open-source business intelligence platform, a programmatic API plus Kafka event stream packaged as the OWA.DataWarehouse module on the eSocial application stack, and scheduled batch exports to support the operational, analytical, and reporting needs of MLSP, OWA modules, and external auditors.
- **Reusable platform**. Design the DWH as an OWA platform module so that other ministries or government institutions can be added as data consumers through the existing RBAC framework without architectural changes.

- **AI-ready data foundation**. Establish the DWH so that governed analytical datasets may subsequently be consumed by approved AI, advanced analytics and decision-support solutions without requiring redesign of the core DWH architecture. Such future consumption shall take place through controlled, documented and purpose-specific data interfaces and shall support creation of depersonalised and aggregate datasets that exclude direct identifiers and data categories not authorised for the respective use case.
- **Capacity transfer**. Train and equip the MLSP Digital Center for Social Innovation (DCSI) team to operate, monitor, and extend the DWH after vendor acceptance.

To ensuring the objectives set, the following general principles should be considered when designing, developing, and implementing the DWH:

- **Principle of legality** implies setting up and operating the information system in line with national legislation and international norms and standards recognized in the area.
- **Principle of focusing on stakeholders' needs** implies that the analytical platform will supply complete functional capabilities to meet the needs of all stakeholders involved in social protection policy, operations, and oversight.
- **Principle of dividing the architecture by levels** implies designing and implementing the functionalities in line with the interface standards between levels (Bronze, Silver, Gold).
- **Principle of microservice oriented architecture** implies distribution of functional components into smaller, distinct components that may be distributed into a network and used together to create the analytical platform. Components interact through external interfaces implemented based on open and independent standards.
- **Principle of reusing existing capabilities** implies that functionalities will be implemented by reusing the current ICT capabilities to which MLSP has access. New capabilities will be developed only when missing in the current ICT architecture, preserving the microservice architecture and ensuring the possibility of reusing these capabilities by other systems where possible.
- **Principle of aligning to the wide-scale ICT architecture of MLSP**: implies that the place of the DWH in eSocial and wide-scale ICT architecture is explicitly defined. The DWH should be implemented by applying the principle of ICT architecture established by MLSP and should be able to interact with other components of the ICT architecture.
- **Principle of open and interoperable data model** implies that the data model supported by the DWH is documented and communicated to all stakeholders. The DWH should be developed based on good standards in the area and aligned to governmental and departmental data models.
- **Principle of security through design** implies the design of the DWH with knowledge of the information security risks that may impact the good functioning of the platform. The legal requirements applicable for personal data protection shall be considered when designing the DWH and implemented at the development stage. The DWH will ensure controlled, transparent, and responsible access to information.
- **Principle of integrity, completeness, and accuracy of data** implies the implementation of mechanisms which would allow preserving the content and the univocal interpretation of data, supply of a sufficient volume of data for carrying out business functions, and ensuring a high level of data compliance with the real condition of objects.
- **Principle of expansibility** implies the possibility of extending and completing the DWH with new functions or improving the existing ones.
- **Principle of single centre priority** implies the existence of a responsible person of high level, with sufficient rights to take decisions and coordinate activities for setting up and operating the DWH.
- **Principle of scalability** implies ensuring constant performance of the analytical platform when the volume of data increases and demand for the platform grows.

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

4. Scope of Work and development approach

The Contractor shall design, develop, deploy, and maintain the DWH on MCloud government infrastructure following an agile iterative software development approach, with phased delivery aligned to the source system landscape. The implementation runs across six phases. Phase 4 overlaps with Phase 3. Phase 6 runs in parallel with Phases 3 and 4.

All functionalities will follow agile iterative software development principles, according to specifications defined by MLSP and listed in the Functional and Non-functional Requirements in this ToR. The implementation of different functionalities will take place in phases, with some phases in production while others are still in development. The priorities of functionalities included in a sprint will be determined by the UNDP Project Manager in consultation with MLSP.Each sprint ends with a working product which is presented to UNDP for acceptance on the last day of sprint. The working product shall meet the agreed criteria, definition of ready (it must be fully functional, fully tested, accompanied with relevant unit tests, documentation where necessary, and complete commented source code supplied). Service acceptance will be made upon successful delivery of the formal Deliverables defined in Section 7 below.

UNDP will maintain the master generic requirements list for the solution, which consists of business and technical requirements ordered according to the present ToR and the technical proposal of the Contractor. UNDP will consult and validate the master generic requirements with representatives from the beneficiary institution (MLSP) and the OWA platform team.

The Contractor will appoint a Project Manager (Scrum Master) from the team for the entire duration of the project. The Scrum Master will be responsible for day-to-day liaison with UNDP, MLSP, and the OWA platform team.It is expected that the Contractor will establish close coordination with the MLSP team and the OWA platform team. The MLSP Product Manager will have full and unrestricted access to the development environment and will thus be able to monitor in real time the progress of the work and the quality of the implementations.

A particularly important aspect of this collaboration is to respect and implement the architectural recommendations of the MLSP team and the OWA platform team. The Contractor will not operate in technical isolation but will consider and integrate the architectural guidelines and standards set by these teams, thus ensuring technical consistency and compatibility with the existing platform.

The scope will be delivered through six implementation Phases as follows:

Phase	Scope	Sources	Risk	Acceptance
Phase 1: Foundation	Provision MCloud VMs (4). Stand up Bronze and Silver+Gold PostgreSQL clusters. Deploy the workflow orchestrator, ELT connector platform, SQL transformation framework, data quality framework, and BI platform. Build	eSocial, eSocial Audit DB, SIAAS (discovery)	Low	eSocial flows end-to-end from Bronze through Silver to Gold. BI dashboards on Gold operational. SIAAS schema documented.

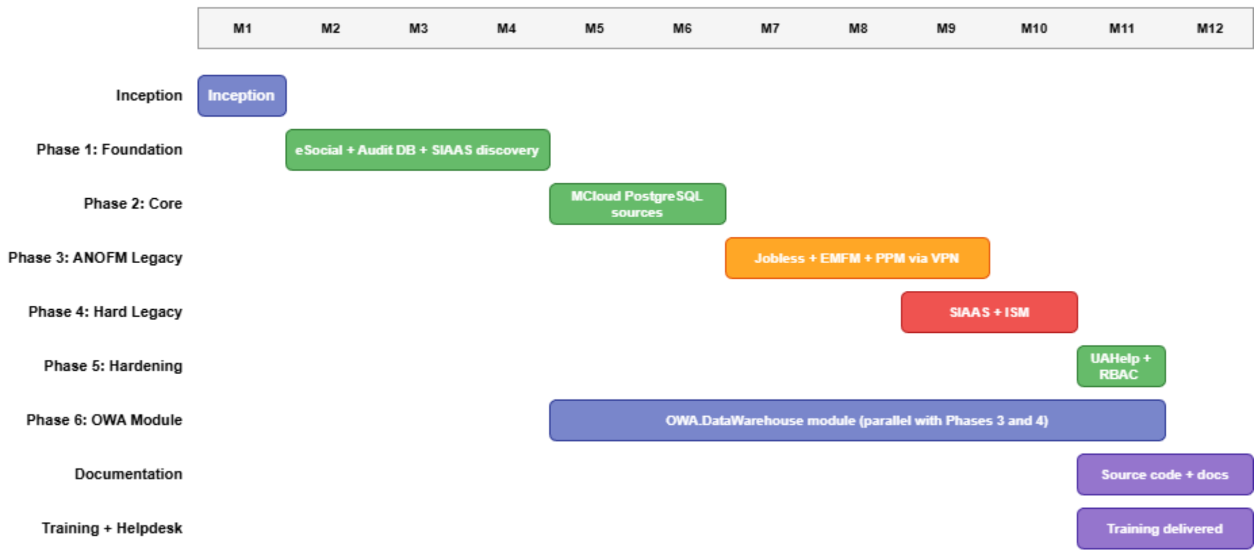
Phase	Scope	Sources	Risk	Acceptance
	the eSocial extraction pipeline including Audit DB. Run SIAAS schema discovery in parallel.			
Phase 2: Core	Build extraction pipelines for the four additional MCloud-hosted PostgreSQL sources beyond eSocial. Build Silver deduplication logic for ANOFM cutover and DDCM/SIAAS boundary. Populate first cross-programme bridge table.	DDCM, Statut Somer, Voucher FP, CPIS	Low to Medium	All 5 PostgreSQL systems (eSocial plus the four added in this Phase) in daily ETL. Cross-programme overlap query returns results.
Phase 3: ANOFM Legacy	Provision VPN to ANOFM. Build extraction pipelines for the three ANOFM-owned sources using ELT connectors. Jobless and EMFM are extracted via VPN to ANOFM premises. PPM is extracted from MCloud internal network. Build EMFM concordance tables. Jobless, EMFM, PPM Medium to High	Jobless, EMFM, PPM	Medium to High	ANOFM data in daily ETL. Unemployment and migration fact tables populated.
Phase 4: Hard Legacy (overlaps with Phase 3)	Run SIAAS initial load using the ELT connector platform, with bulk migration tooling as fallback if direct Oracle connection is not feasible. Build SIAAS incremental pipeline. Build ISM extraction pipeline via VPN to MLSP premises.	SIAAS, ISM	High	SIAAS structured data loaded and queryable in Bronze and Silver. ISM in daily ETL. Disability fact table includes SIAAS pre-2017 data and the 2017-2021 migration overlap reconciled per the boundary rules.
Phase 5: Final Onboarding and Go-Live Preparation	Build UAHelp (or other data source) pipeline. Run regression test suite. Configure database-level audit logging and forwarding to the eSocial Audit service. Enforce RBAC for all roles. Deploy data lineage and catalog as a searchable static website. Conduct production handover.	one additional data source	Medium	All 11 systems in ETL. All 5 fact tables populated. RBAC tested. Catalog accessible.
Phase 6: OWA Integration (parallel with	Develop OWA.DataWarehouse module on the eSocial application stack: Api, Events, Batch, Sdk, Core, Admin components. Build against eSocial Gold	OWA module	Medium	REST API live on all production Gold tables. Kafka events on data refresh completion verified.

Phase	Scope	Sources	Risk	Acceptance
Phases 3 and 4)	available after Phase 1. Final acceptance testing after Phase 5.			Batch export operational. SDK package installed in OWA team test project. Knowledge transfer completed.

Table 1: Implementation Phases

Phase 4 can start before Phase 3 completes because the SIAAS schema discovery is completed in Phase 1, providing enough information for the Contractor to begin SIAAS load planning while ANOFM Legacy work is in progress. Phase 6 starts in parallel with Phase 3 because the OWA.DataWarehouse module auto-discovers Gold tables and only requires the eSocial Gold schema (available after Phase 1) for development. Final acceptance for Phase 6 runs after Phase 5 when all 11 sources are live in Gold.

Figure 2: Implementation Phase Timeline



4.1 Out of Scope

The scope will NOT include:

- Purchase of hardware equipment (servers, storage devices, etc.). MCloud VMs are provisioned by STISC.
- Purchase and installation of software for client workstations (e.g. Windows OS, MS Office).
- Provision of qualified certificates and electronic signature creation devices for platform users.
- Redesign of third-party information systems, except adjustments necessary for integration with the DWH through MConnect or direct database connections.

- Modification of source system schemas. The DWH is read-only against source systems. Source database changes remain the responsibility of each source system owner.
- Operational data correction in source systems. The DWH does not write back data quality fixes to operational systems.
- Real-time operational dashboards. The DWH operates on a daily batch cadence with event-driven ingestion latency targeted under 5 minutes for change events. Sub-minute operational dashboards are not in scope.
- Citizen facing portal. The DWH is an analytical platform for institutional consumers.
- Predictive modelling and machine learning. The DWH provides governed datasets that can be consumed by ML services in the future. The Contractor delivers the data foundation, not the ML models.

Note: *The Contractor shall not plan, forecast, or request payments on the basis of working packages, sprints, or interim deployments. All payments are tied exclusively to the Deliverables defined in Section 7 below and are due only after formal acceptance of those Deliverables.*

5. Technological requirements

The DWH shall be built using open-source or freely licensed components compatible with MCloud and the eSocial platform. The Contractor has full discretion in tool selection within the following binding constraints:

1. All components shall be released under an open-source or free license (for example PostgreSQL License, Apache 2.0, MIT, AGPL, BSD), or under a source-available license whose published terms expressly permit unrestricted internal use by MLSP at no licensing cost over the 5-year horizon. Commercial licenses requiring per-seat or per-core fees are not permitted.

2. No additional licensing costs shall accrue to MLSP after delivery. The total cost of ownership over a 5-year horizon shall consist of the build contract value plus MCloud infrastructure costs only.

3. The selected tools shall together implement the Medallion architecture (Bronze, Silver, Gold) on PostgreSQL, which is mandatory as the sole database engine for all three Medallion layers. The deployed version shall be PostgreSQL 18 or the latest stable major version approved by STISC at the time of deployment. The Bronze layer shall run on a dedicated PostgreSQL instance on VM 1. The Silver and Gold layers shall run together on a separate PostgreSQL instance on VM 2, with Silver and Gold separated as distinct schemas within the same database. The two instances correspond to the four MCloud VMs specified in the Infrastructure section below.

4. The selected tools shall integrate with the eSocial OWA platform interfaces: MPass for authentication, OAuth 2.0 for authorisation, REST and Kafka for inter-service communication, eSocial Audit service for centralised audit logging.

All proposed software components shall be compliant with the STISC approved technology list for MCloud. The Contractor is responsible for confirming STISC approval for each proposed component before deployment. Components already in production use within the eSocial platform (PostgreSQL, Apache Kafka, Metabase) are confirmed approved. For components not yet in use within MCloud, the Contractor shall obtain STISC approval during the inception period and prior to deployment. If STISC does not approve a proposed component, the Contractor shall propose an equivalent alternative within the same binding constraints at no additional cost to MLSP. The Contractor shall propose the specific tools and document their selection rationale in the Technical Proposal, demonstrating compliance with the five binding constraints above. The selection shall cover, at minimum: relational database engine for the three Medallion layers, extraction tooling for PostgreSQL and non-PostgreSQL sources, workflow orchestration, SQL transformation framework, data quality validation framework, BI dashboard platform, event streaming, audit logging, containerization, and source control with CI/CD. For each tool, the Contractor shall provide the license name and version, evidence of production deployments at comparable scale, and a statement of the licensor's governance and sustainability.

The system runs centrally on hardware infrastructure designed for 99.5 percent availability and is hosted on the Common Government Technology Platform (MCloud). The hardware platform made available by the Ministry is dimensioned to allow the system to function under the workload described in the Functional and Non-functional Requirements. Infrastructure consists of 4 VMs:

Virtual Machine provisioning	vCPU	RAM	Storage	Purpose
VM 1: Bronze DB	12	48 GB	10 TB HDD + 6 TB Archive	Bronze layer database. Daily ETL writes, cold archive of historical partitions
VM 2: Silver+Gold DB	16	64 GB	5 TB SSD	Silver and Gold layer database. Transformations, analytical queries, dashboard reads
VM 3: App Services	8	48 GB	512 GB SSD	Workflow orchestration, ELT, transformation, data quality, BI, and event consumer services
VM 4: OWA API	6	32 GB	512 GB SSD	OWA.DataWarehouse module on the eSocial application stack

Table 3: MCloud VM Provisioning

6. Main stakeholders

The DWH delivery depends on close coordination between policy owners, operational agencies, platform operators, and the delivery team. The following stakeholders participate throughout the lifecycle, with clear decision rights and roles.

Stakeholder	Role
Ministry of Labour and Social Protection (MLSP)	Primary beneficiary and policy owner. Defines analytical use cases and accepts deliverables.
MLSP Digital Center for Social Innovation (DCSI)	Long-term operator of the DWH after Contractor handover. Receives knowledge transfer and training.
UNDP Moldova, Digital Transformation of Social Protection Project	Procuring entity, project manager, deliverable acceptance authority.

Stakeholder	Role
OWA platform team	Owner of the eSocial common application platform and consumer of the OWA.DataWarehouse module. Provides interface contracts, authentication patterns, Kafka topic conventions, and naming standards during inception. Owns the OWA.DataWarehouse module after acceptance.
AGE (Electronic Governance Agency)	Institutional owner of the government interoperability and identity platforms with which the DWH integrates: MPass, MConnect, MNotify. Co-develops MCloud with STISC. Sets policy and standards for these platforms.
STISC (Information Technology and Cyber Security Service)	Operational provider of MCloud infrastructure. Provisions and manages VMs, storage, network, backup infrastructure, and provides cybersecurity services for the DWH environment.
ANOFM (National Employment Agency)	Source system owner for SIA Jobless, SIA EMFM, and SIA PPM. Provides VPN access to ANOFM premises. Confirms the SIA Jobless to SIA Statut Somer cutover date and authoritative-system rules for the deduplication logic in the Silver layer.
CNDDCM (National Council for the Determination of Disability and Working Capacity)	Source system owner for SI DDCM. Confirms the DDCM and SIAAS authoritative-system boundary. SIAAS is authoritative pre-2017, DDCM is authoritative from 2017 onward, with overlap in the 2017 to 2021 migration period.
CNAS (National Office of Social Insurance)	Reference data source. Person and pension-related reference data is accessed via stored MConnect responses in the eSocial Bronze layer. CNAS is not a data recipient through the DWH.
ASP (Public Services Agency)	Reference data source. Operates the State Registry of Population (RSP) and the State Registry of Legal Entities (RSUD), accessed via stored MConnect responses in the eSocial Bronze layer.
External consumers (Court of Accounts, EU and donor reporting, MLSP internal audit)	Read-only consumers of governed Gold layer datasets via the OWA.DataWarehouse REST API and scheduled batch exports. Consumers may include reporting, audit, research, advanced analytics and, subject to separate authorisation and governance, future AI-enabled government services. Specific consumer onboarding is configured by DCSI through the RBAC framework.

Table 4: DWH Stakeholders and Roles

7. Deliverables

The selected Contractor will submit the following deliverables. The Contractor delivers 10 deliverables across 15 months: 12 months of build (Deliverables 1 to 9) followed by 3 months of maintenance (Deliverable 10). Upon the conclusion of the contract – commencing from the fourth month following final acceptance – the Contractor shall provide a 12-month warranty period at no additional cost. During this period, the Contractor is required to address and rectify any technical deficiencies or operational issues to ensure the continued integrity and performance of the system. Bidders shall propose their own personnel composition and effort allocation, aligned to their technical approach and methodology, in the Technical Proposal. Compensation is tied exclusively to acceptance of the Deliverables defined below. Working days are not the basis of any invoice or payment claim. The minimum personnel composition is defined in *Section 4: Evaluation Criteria*, as well as below in *Sub-section 8. Estimated personnel and level of effort*.

#	Deliverable	Detailed Description	Delivery Deadline
1	Inception and governance plan	Joint UNDP, MLSP, OWA team, and Contractor inception. Confirm acceptance criteria for each Phase. Establish Requirements Traceability Matrix structured around Phases and Functional and Non-functional requirements. Confirm Phase 1 timeline including SIAAS schema discovery.	1 month from contract date
2	Phase 1 Foundation	MCloud VMs provisioned (4 VMs as specified). PostgreSQL Bronze and Silver+Gold clusters operational. Workflow orchestration, ELT, SQL transformation framework, data quality validation, and BI platform deployed and integrated on the App Services VM. eSocial extraction pipeline live (Bronze, Silver, Gold) including the Audit DB. SIAAS schema discovery report delivered. 2 to 3 sample dashboards on eSocial Gold data.	4 months from contract date
3	Phase 2 Core	Bronze extraction pipelines operational for DDCM, SIA Statut Somer, Voucher FP, and CPIS. Silver deduplication logic for the Jobless to Statut Somer overlap and the DDCM to SIAAS boundary. Cross-programme bridge table populated. Cross-programme overlap dashboard delivered.	6 months from contract date
4	Phase 3 ANOFM Legacy	VPN to ANOFM operational. Bronze extraction pipelines operational for SIA Jobless, SIA EMFM, and SIA PPM. EMFM concordance tables populated. Employment and migration fact tables populated. Employment and migration dashboards delivered.	9 months from contract date
5	Phase 4 Hard Legacy	SIAAS initial load completed using the proposed ELT connector platform, with bulk migration tooling as fallback if direct Oracle 11g connection is not feasible. SIAAS daily incremental pipeline operational. ISM extraction pipeline operational via VPN to MLSP premises. Social assistance history dashboards delivered. Disability fact table includes SIAAS pre-2017 data and the 2017 to 2021 migration overlap reconciled per the boundary rules.	10 months from contract date
6	Phase 5 Final Onboarding and Go-Live Preparation	UAHelp extraction pipeline operational. Full regression test suite executed. Database-level audit logging	11 months from contract date

#	Deliverable	Detailed Description	Delivery Deadline
		configured and forwarding to the eSocial Audit service. RBAC enforced for all roles and tested. Data lineage and catalog deployed as a searchable static website. Production handover documentation delivered.	
7	Phase 6 OWA.DataWarehouse module	OWA. DataWarehouse module delivered as a self-contained solution on the eSocial application stack. Components: Api (REST endpoints over Gold layer with versioning, pagination, filtering, sorting, and field selection), Events (Kafka publishing on data refresh completion with schema registry and at-least-once delivery), Batch (scheduled and on-demand exports in CSV, JSON, and a columnar format to shared storage or SFTP), Sdk (package for OWA module consumption), Core (domain models, interfaces, and contracts), Admin (pipeline status, quota management, cache invalidation, schema contract versioning). Initial development starts in parallel with Phase 3. Code walkthrough and knowledge transfer to OWA team completed. Final acceptance follows the completion of Phase 5, when all 11 source systems are live in Gold.	11 months from contract date (final acceptance after Phase 5)
8	Source code, technical and user documentation	Complete and commented source code for all components in a Git repository transferred to MLSP and the OWA team. Technical documentation: architecture, data model with field-level mapping, API specifications (auto-generated from Gold metadata), data lineage and catalog, security model, deployment runbooks, naming conventions. User documentation: dashboard user guide for STAS, MLSP, and DCSI, OWA.DataWarehouse API consumer guide, data catalog access guide.	12 months from contract date
9	Training and capacity building, including 3-month user helpdesk	10 dedicated online training sessions for DCSI covering platform operation, ETL monitoring, data quality investigation, transformation model maintenance, dashboard creation, RBAC administration, and OWA.DataWarehouse module maintenance. One in-person hands-on workshop on real data scenarios. Self-paced training module on MLearn (Moodle compatible, SCORM 2004 4th Ed) with editable source files. User helpdesk for 3 months after platform handover, addressing DCSI and MLSP user questions about platform usage, with at least 95 percent of tickets resolved within the SLA defined during inception.	Training and materials delivered by month 12, user helpdesk runs months 13 to 15

#	Deliverable	Detailed Description	Delivery Deadline
10	3-month maintenance	Starting from the date of Final Acceptance (month 12), 3 months of maintenance covering defect resolution at no additional cost, performance issues, security vulnerabilities, and on-site service calls if required by the beneficiary. Monthly preventive maintenance procedures with security updates. Monthly maintenance reports submitted to UNDP and DCSI.	Months 13 to 15

Table 5: Deliverables and Timeline

Change Request Mechanism

In addition to the 10 Deliverables defined above, the Contractor shall accommodate up to 20 Change Requests during the 15-month contract term, each representing up to 8 working hours of Contractor effort. Change Requests may be used by UNDP and MLSP jointly to request modifications, refinements, or additions to the DWH that fall outside the original specification of the 10 Deliverables but within the technical capabilities of the delivered solution.

Change Requests are not separately invoiced. The Contractor shall include the cost of accommodating up to 20 Change Requests in the lump-sum price of the Deliverables. Unused Change Requests do not generate any payment, refund, or credit and are not carried forward beyond the contract term.Change Requests shall be used for:

- Adjustments to dimensional model attributes (adding columns, modifying definitions)
- New or modified dashboard reports beyond the indicative content in FR-4.1.1
- Modifications to deduplication rules or transformation logic
- Additional data quality validation rules
- Minor performance tuning beyond the NFR thresholds
- Configuration adjustments not covered by routine maintenance

Change Requests shall NOT be used for:

- Defect resolution under the 3-month maintenance (covered by Deliverable 10)
- Onboarding of entirely new source systems beyond the 11 in scope
- Architectural modifications affecting the Medallion layers, OWA module structure, or VM allocation
- Changes that require expansion of the agreed personnel team

Each Change Request requires written approval from the UNDP Project Manager in consultation with MLSP before execution. Requests exceeding 8 working hours shall be scoped as multiple Change Requests against the bank.

The Contractor shall maintain a Change Request Log accessible to UNDP and MLSP, showing each request submitted, the approver, the executor, the actual hours consumed, and the bank balance remaining.

Note*: The Contractor shall not plan, forecast, or request payments on the basis of working packages, sprints, or interim deployments. All payments are tied exclusively to the Deliverables defined above and are due only after formal acceptance of those Deliverables.*

8. Estimated personnel and level of effort

The anticipated duration of the assignment is 15 calendar months from the contract commencement date, comprising a build phase of approximately 12 months followed by a maintenance, warranty and helpdesk support period covering months 13–15.

These estimates are provided as a reference to guide bidders in understanding the expected level of effort. Bidding companies are encouraged to review these estimates and to propose adjustments to the number of working days and to personnel allocation, provided such changes are aligned with their technical approach and methodology. Bidders are encouraged to propose their own variation to ensure timely delivery and to maintain the quality of the outputs described above.

Description of activity	Estimated number of personnel	Estimated quantity of working days needed
Key personnel 1: DWH Architect / Project Manager	1	130
Key personnel 2: Senior Data Modeler/ Business Analyst	1	110
Key personnel 3: Senior Data Engineer	1	220
Key personnel 4: Middle Data Engineer	1	160
Key personnel 4: Middle Data Engineer	1	160
Key personnel 5: .NET / OWA Developer	1	120
Key personnel 6: Senior DevOps Engineer	1	140
Key personnel 7: Data Quality Engineer	1	220
Key personnel 8: BI Developer	1	100

9. Regulatory framework

The Contractor shall design, build, test, deploy, and operate the DWH in compliance with these acts and the platform standards mandated for eGovernment systems:

1. Law nr.91/2014 on electronic signature and electronic document
2. Law nr.71/2007 on registries
3. Law nr.1069/2000 on informatics
4. Law nr.467/2003 on informatics and state informational resources
5. Law nr.982/2000 on access to information
6. Law nr.133/2011 on personal data protection
7. Law nr.142/2018 on data exchange and interoperability

This list reflects the legal and regulatory acts known at the time of drafting and is provided for guidance only. It shall be verified and updated to the latest versions in force at the time of deployment.

II. FUNCTIONAL REQUIREMENTS

The Technical Proposal shall address each Functional Requirement (FR) listed in this section, demonstrating how the requirement will be implemented and mapping it to one or more of the six implementation Phases defined in Section I.4.

For each FR, the Bidder shall describe, where relevant:

- the proposed solution and data flow
- the tools selected (consistent with the four binding constraints in Section I.5 Technological Requirements)
- the integration approach with existing eSocial OWA platform interfaces and government services
- security, access control, and audit controls
- error handling and recovery behaviour
- the testing approach and acceptance evidence
- the Phase in which the requirement will be delivered

The same structure applies to each Non-functional Requirement (NFR) in Section III.

The Bidder shall present the per-requirement detail in a Requirements Traceability Matrix structured by FR and NFR identifier, Phase, and acceptance criterion. The matrix will be confirmed and refined jointly with UNDP and MLSP during the inception period.

Proposals that omit the per-requirement implementation detail described above will be considered non-responsive to the evaluation criteria in Section 4 and may be excluded from technical scoring.

1. Source Onboarding

Procedure name: Onboarding of source systems into the Bronze layer

Description: The process by which the Contractor connects each of the 11 active source systems and the eSocial Audit database to the DWH, applies the appropriate extraction tier, and lands raw data into the Bronze layer with full audit metadata.

List of functional requirements:

Requirement	Explanation
FR-1.1: Three-tier source onboarding	The Contractor shall implement three onboarding tiers. Tier 1 uses native PostgreSQL federation and Kafka consumption for eSocial, including the Audit DB, with full automation. Tier 2 uses an ELT connector platform with native versioning capture for the four Mcloud hosted PostgreSQL sources. Tier 3 uses a snapshot diff strategy for non-PostgreSQL sources accessed via an ELT connector platform over VPN.
FR-1.2: Audit database extraction	The Contractor shall configure the eSocial Audit database (PostgreSQL on port 5003) as a first-class Bronze source. Every create, update, and delete event with previous and new values, user, timestamp, and entity type shall be ingested as part of the eSocial Tier 1 extraction. The Audit DB serves analytical use cases that require full change history (trend analysis, user activity patterns, compliance auditing) which the operational databases cannot provide.

Requirement	Explanation
FR-1.3: Multi-channel event ingestion	In parallel with daily batch synchronisation, the DWH shall accept inbound change events through four channels: Kafka (for OWA modules that publish domain events), REST API (inbound HTTP endpoint on the OWA.DataWarehouse module for systems without Kafka access), Webhook callback (DWH registers as a webhook consumer), and File drop (SFTP zone for systems that produce CSV or JSON event logs). All channels feed a unified Bronze append-only event log with a single event schema contract regardless of transport.
FR-1.4: Custom Bronze structures	The Bronze layer shall allow custom schemas (such as bronze_custom or bronze_reference) alongside source-mirrored schemas. Custom schemas hold pre-aggregated staging tables, manually maintained lookup or concordance tables, and external reference data loaded via CSV or API. The same partitioning and audit metadata rules apply.
FR-1.5: Schema discovery	The Contractor shall produce a schema discovery report for each source system during Phase 1 for SIAAS and during the relevant Phase for other sources. The report covers table inventory, column types, candidate timestamp columns for incremental extraction, and connectivity test results.
FR-1.6: Bronze partitioning and retention	Bronze tables shall be partitioned by extraction date and year. Current partitions reside on warm storage. Older partitions are compressed and relocated to cold storage. Bronze data is never deleted, only relocated.
FR-1.7: Bronze schema auto-evolution	The Contractor shall implement automatic Bronze schema evolution for all source systems. When new tables, columns, or data types appear in a source system, the Bronze layer shall: a) detect the schema change during the next scheduled extraction, b) automatically create the corresponding Bronze table or column without manual intervention, c) ingest the data into the new structure preserving extraction metadata (extracted_at, source_system), d) log the schema change to the data catalog and notify the DWH administrator. Schema drift on existing tables (column type changes, column removals) shall trigger an alert and pause the affected extraction until the DWH administrator confirms the change. The auto evolution mechanism shall be configurable per source system to allow opt-out for sources where strict schema control is required.
FR-1.8: Append-only Bronze and historical preservation	The Bronze layer shall be implemented as append-only for all sources, regardless of extraction tier or transport channel. Each extraction produces new rows in Bronze, never overwriting or deleting existing rows. The Contractor shall implement the following behaviour: a. Inserts in source systems result in new rows in Bronze with extraction metadata (extracted_at, source_system, batch_id).

Requirement	Explanation
	b. Updates in source systems result in NEW Bronze rows representing the updated state, with the previous Bronze rows retained intact. Bronze tables shall include an extracted_at timestamp column to distinguish versions. c. Deletes in source systems are detected by comparison between consecutive extractions and recorded in Bronze as a soft-delete row with deleted_at timestamp and is_deleted flag, while the original Bronze rows representing the prior state are retained intact. d. Bronze tables shall not implement physical deletes triggered by source-side activity. Physical relocation of data to cold storage per FR-1.6 is the only permitted Bronze data movement. e. Where a source system itself maintains change history (eSocial Audit DB, change-data-capture-enabled sources), the source change records are ingested into Bronze in addition to the current-state extraction. This append-only behaviour preserves the full historical record needed for audit, compliance, fraud detection, and GDPR access requests. Right-to-erasure under GDPR is propagated through the Silver and Gold layers per FR-6.5, while Bronze retains the historical record under restricted access controls.

2. Transformation and Quality

Procedure name: Transformation of Bronze data to Silver and Gold with automated quality validation

Description: The process by which raw Bronze data is cleaned, deduplicated, conformed, and aggregated into the Silver and Gold layers using an SQL-based transformation framework, with automated data quality validation at each step.

List of functional requirements:

Requirement	Explanation
FR-2.1: Transformation framework	All transformations from Bronze to Silver to Gold shall be implemented in an SQL-based transformation framework. Each transformation model shall have at least one automated test (uniqueness, not-null, accepted values, or referential relationship).
FR-2.2: Semantic metrics	Business measures (total compensation paid, average unemployment duration, disability approval rate, child protection case duration, and similar) shall be defined once in a semantic layer and reused across all dashboards, so calculations stay consistent regardless of who builds the report.
FR-2.3: Data quality validation	An open-source data quality validation framework shall run on every Bronze schema before transformation begins, covering: row count comparison against the previous extraction, null rate monitoring on key columns (IDNP, dates, status fields), data type conformity, freshness validation, and schema drift detection. Validation results shall

Requirement	Explanation
	be logged to a shared dashboard and failed checks shall trigger orchestrator alerts before transformation begins.
FR-2.4: Cross-system deduplication	The Silver layer shall implement deduplication logic for: a. the SIA Jobless and SIA Statut Somer overlap during the ANOFM transition, with the authoritative system per time period configurable by ANOFM, and b. (b) the DDCM and SIAAS overlap during 2017 to 2021, with DDCM authoritative from 2017 onward and SIAAS authoritative pre-2017.
FR-2.5: Data lineage and catalog	Data lineage and catalog content shall be deployed as a searchable static website with full column descriptions, lineage graphs (source to Bronze to Silver to Gold), and freshness indicators. Dataset quality scores (freshness, completeness, test pass rate) shall be surfaced in the catalog interface.
FR-2.6: Configurable parameters	Where deduplication or business rules depend on parameters that may change (such as the ANOFM cutover date or the DDCM and SIAAS boundary year), parameters shall be configurable without code changes. ANOFM and CNDDCM may adjust these parameters after go-live.
FR-2.7: Silver auto-propagation for additive changes	For additive Bronze schema changes (new tables, new nullable columns), the Silver layer shall offer a parametrised pass-through mechanism that allows the DWH administrator to propagate the new structure to Silver without code change, using configuration only. Non-additive changes (type changes, column removals, deduplication rule changes) require explicit transformation model updates by the Contractor or DCSI team and remain out of scope for auto-propagation.
FR-2.8: Cross-system normalisation in Silver	The Silver layer shall normalise heterogeneous source representations into canonical formats to enable cross-system joins and analysis. The Contractor shall implement, at minimum: • Identifier normalisation. IDNP (13-digit national identifier) shall be cast to VARCHAR(13) NOT NULL with leading-zero padding regardless of source representation (numeric in SIAAS and EMFM, text in eSocial, DDCM, and Jobless). Persons without IDNP shall receive a synthetic identifier with format defined during the inception period.Person name normalisation. First-name and surname columns shall be standardised to a canonical schema regardless of source language (Nume/Prenume in Romanian-language sources, firstName/lastName in English-language sources). The mapping per source system shall be documented in the field-level mapping deliverable. • Address normalisation. Addresses shall be stored in a structured format (street, locality, territorial unit code) regardless of source representation. Sources storing addresses as composite text strings shall have their values parsed into structured fields during Silver transformation, with territorial code matching as the resolution rule.

Requirement	Explanation
	• Gender and sex normalisation. Gender and sex values shall be normalised to a canonical enumeration (M, F, U for unknown or not specified) regardless of source encoding (integer, string, foreign-key reference). Source-specific concordance is defined per system.iProfession code normalisation. Profession codes shall be normalised through concordance tables per source system to align with the canonical occupation classification used in dim_profession. • Status and lifecycle normalisation. Case status values shall be normalised to a canonical lifecycle vocabulary (New, Active, Approved, Rejected, Closed) with per-source concordance maintained as configurable mapping tables. • Multilingual label handling. Where source systems carry labels in multiple languages (EMFM in 3 languages, DDCM in 2, eSocial in 1), the Silver layer shall preserve all available language variants in canonical Romanian, Russian, and English columns. Sources providing fewer language variants shall populate available variants only, missing variants shall be NULL rather than translated. • Date and timestamp normalisation. All dates and timestamps shall be stored in UTC with explicit timezone metadata where the source provides timezone information. Sources storing local times without timezone shall be assumed to be Europe/Chisinau. The Contractor shall document all normalisation rules in the field-level source-to-target mapping deliverable (FR-3.4) and surface the concordance tables in the data catalog (FR-2.5).

3. Data Model and Star Schema

Procedure name: Population of the Gold layer dimensional model

Description: The process by which the cleaned Silver data is conformed into a star schema in the Gold layer, with shared dimensions and five business-domain fact tables, supporting cross-programme analytics.

List of functional requirements:

Requirement	Explanation
FR-3.1: Five Gold fact tables	The Contractor shall populate five Gold layer fact tables corresponding to the five business domains: energy compensation, disability determination, labour migration, unemployment registration, and child protection. Each fact table records the measurable events of its domain at the appropriate grain. Specific table and column names are the Contractor's responsibility, following the naming conventions in FR-3.6.

Requirement	Explanation
FR-3.2: Shared dimension tables	The Gold layer shall include shared dimensions covering person, household, territory, organisation, date, profession, and programme. Person and organisation reference data shall be sourced from the canonical eSocial MConnect response store using IDNP as the universal join key. Specific table and column names are the Contractor's responsibility, following the naming conventions in FR-3.6.
FR-3.3: Bridge tables	Bridge tables shall be populated for many-to-many relationships, including a person-to-programme bridge to support cross-programme analytics across the five domains, and a household-to-person bridge to link persons to households over time. Specific table and column names are the Contractor's responsibility, following the naming conventions in FR-3.6.
FR-3.4: Field-level mapping	The Contractor shall deliver a field-level source to target mapping document for each fact and dimension table during the inception period. Field-level mapping is the Contractor's responsibility.
FR-3.5: Surrogate keys and slowly changing dimensions	Each dimension shall use a surrogate key (column suffix _sk) and shall preserve the natural key (column suffix _nk). The Contractor shall implement Type 2 slowly changing dimensions for the person and organisation dimensions to preserve historical context where required by analytical use cases.
FR-3.6: Naming conventions	The Contractor shall publish a naming conventions document before the first dataset goes live, covering schema naming (such as bronze_[system], silver, gold), table naming (dim_[entity], fact_[event], bridge_[relationship]), column naming (snake_case, _sk for surrogate keys, _nk for natural keys, _at suffix for timestamps, _flag for booleans, _code for coded values), transformation model naming, and pipeline DAG naming.

4. Consumption Layer

Procedure name: Delivery of governed analytical data to consumers

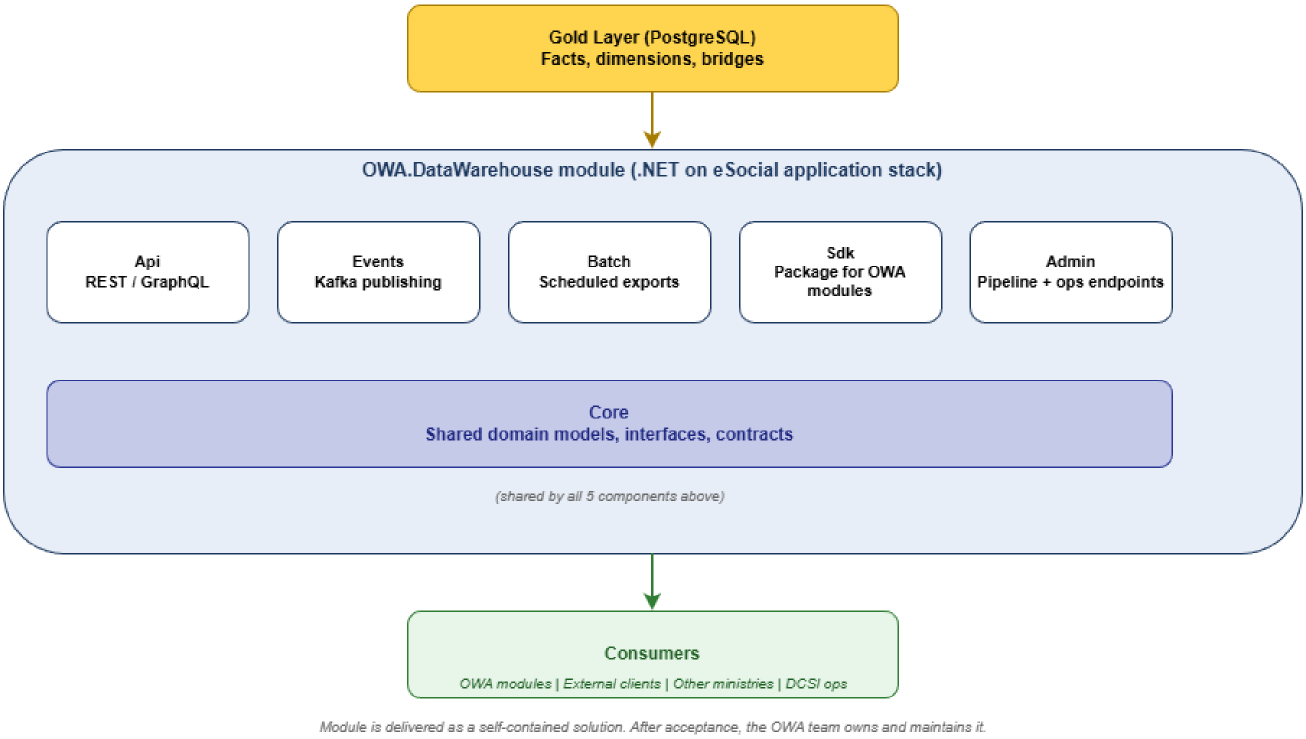
Description: The process by which Gold layer data is delivered to authorised consumers through four mandatory channels: dashboards, REST API, Kafka events, and batch exports.

All four consumption components (Dashboards, API, Events, Batch) are mandatory Contractor deliverables. None may be deferred to a post go-live backlog.

The consumption layer shall support generation of depersonalised datasets derived from authorised Gold-layer datasets for downstream analytical and other approved machine-processing use cases. The depersonalisation mechanism shall support removal of direct identifiers and replacement of IDNP or other identity keys, where longitudinal linkage is required, by a stable non-reversible surrogate identifier.

Depersonalised datasets shall be made available through the existing authorised consumption mechanisms, including API and batch-export channels, without requiring access to the underlying identified Gold-layer data.

Figure 3: OWA.DataWarehouse Module Structure



List of functional requirements:

Requirement	Explanation
FR-4.1: Dashboards	An open-source business intelligence platform shall be deployed with at least one production dashboard per business domain by the end of Phase 5. Each domain dashboard shall include, at minimum, the indicative content listed in FR-4.1.1. The final scope of each report, including specific visualisations, filters, additional metrics, and acceptance criteria, shall be defined and validated jointly with MLSP, DCSI, and the relevant domain stakeholders during the inception period and refined during the implementation phase.
FR-4.1.1: Indicative dashboard content	The following indicative content represents the minimum analytical capability per domain. Final dashboard scope is confirmed with stakeholders during implementation. • Energy compensation: number of households compensated, total compensation paid by period and territory, vulnerability index distribution, rejection rate, average processing time. • Disability determination: number of assessments by decision type, approval rate, average assessment duration, breakdown by disability category, age, and territory.

Requirement	Explanation
	• Labour migration: number of permits issued by destination country, breakdown by profession and origin territory, permit duration distribution, return rate. • Unemployment registration: number of registered unemployed, average registration duration, exit reasons (employed, training, other), breakdown by territory and profession, benefit payment volume. • Child protection: number of active cases by type, average case duration, case closure outcomes, breakdown by territory and intervention type. • Cross-programme overlap: number of beneficiaries receiving multiple programmes simultaneously, by programme combination and territory. Specific visualisations, filters, and additional metrics are the Contractor's responsibility, defined jointly with MLSP, DCSI, and the relevant domain stakeholders during the inception period and refined during the implementation phase. Authorised users shall be able to create and save governed analytical queries, reports and dashboards using approved Gold datasets and semantic metrics without requiring changes to ETL code. The solution shall support longitudinal, territorial, demographic and cross-programme analysis using the common dimensions defined in the Gold model
FR-4.2: OWA.DataWarehouse.Api (generic endpoint pattern)	REST and GraphQL endpoints shall expose all Gold layer datasets through a single generic endpoint pattern. Each Gold table (dimensions, facts, bridge tables) is queryable through the same endpoint with dataset name as a path parameter. The Contractor does not build separate endpoints per dataset or per report. The API reads Gold table metadata from PostgreSQL and generates response models dynamically. When new Gold tables are added, the API exposes them without additional code. The OpenAPI specification is auto-generated from this metadata. Authentication via the existing eSocial identity provider (MPass and OAuth 2.0). Pagination, filtering, sorting, and field selection shall be supported. Versioning shall be enforced.
FR-4.3: OWA.DataWarehouse.Events	Kafka publishing shall trigger when the Gold layer refresh completes. Dedicated topic per Gold dataset that has registered OWA consumers. Event schemas managed through a schema registry with enforced backward compatibility. Delivery guarantee is at-least-once. Consumer subscription managed via the OWA.DataWarehouse.Events component. OWA modules that depend on fresh DWH data react to data changes without polling.

Requirement	Explanation
FR-4.4: OWA.DataWarehouse.Batch	Scheduled exports in CSV, JSON, and a columnar format (Parquet or ORC) shall be delivered to shared storage or SFTP. On-demand export requests via REST API. Read-only partitioned views shall be available for downstream teams requiring direct access to subsets of Gold data. A dedicated export compute path shall avoid impacting live dashboard and API queries.
FR-4.5: OWA.DataWarehouse.Sdk	An SDK package shall be delivered for other OWA modules to consume DWH data without direct database access.
FR-4.6: OWA.DataWarehouse.Admin	Administration endpoints shall be provided for DWH operations: pipeline status, cache invalidation, tenant quota management, and schema contract versioning.
FR-4.7: OWA.DataWarehouse.Core	Domain models, interfaces, and contracts shall be shared across the Api, Events, Batch, Sdk, and Admin components.
FR-4.8: Module ownership and handover	The OWA.DataWarehouse module shall be delivered by the Contractor as a self-contained solution on the eSocial application stack. After acceptance, the OWA team owns and maintains the module. The Contractor delivers the module with documentation, code walkthrough, and knowledge transfer. The Contractor does not require ongoing access to the OWA codebase.
FR-4.9: Query caching	The Contractor shall document the caching strategy as part of the performance architecture. At minimum this shall include built-in query caching configuration for dashboard queries on the BI platform. For API consumption through the OWA.DataWarehouse module, the Contractor shall evaluate and implement an appropriate caching layer to reduce repeated expensive query execution.

5. Orchestration and Monitoring

Procedure name: Daily ETL orchestration and pipeline monitoring

Description: The process by which a workflow orchestrator schedules and monitors the daily ETL pipeline, sends alerts on failure, and provides infrastructure observability.

List of functional requirements:

Requirement	Explanation
FR-5.1: Daily ETL window	The full pipeline shall run within the 02:00 to 04:00 ETL window each night. Out-of-window incremental refreshes for events arrive continuously via Kafka and the multi-channel event ingestion paths.
FR-5.2: Failure alerting	Each source extraction pipeline shall send a failure alert to the DWH administrator on extraction or transformation failure, including process name, task name, error message, and execution timestamp.
FR-5.3: Daily summary notification	A daily summary notification shall be sent after the full pipeline completes, confirming all extractions and transformations finished successfully or listing systems requiring attention.
FR-5.4: SFTP delivery sensor	For systems using push-based SFTP delivery, the orchestrator shall run a scheduled sensor that checks the SFTP directory at the expected delivery time and sends a missing-file alert if no dump arrives within the configured window.
FR-5.5: ELT connector monitoring	For ELT connector managed extractions, built-in connection monitoring shall be configured to trigger webhook notifications to the orchestrator, ensuring all extraction failures are surfaced through a single alerting channel regardless of the tool used.
FR-5.6: Infrastructure monitoring	An open-source monitoring stack shall track query latency, storage utilisation per schema, CPU and memory on DWH VMs, event broker consumer lag, and ELT connector sync duration. Monitoring dashboards shall provide visibility into system health separate from pipeline success and failure alerts handled by the orchestrator.

6. Governance and Access Control

Procedure name: Access control, audit, and schema governance

Description: The process by which the DWH enforces role-based access control, logs all data access, supports multiple consumer tenants, and publishes versioned schema contracts.

List of functional requirements:

Requirement	Explanation
FR-6.1: Multi-tenancy	The RBAC framework shall support adding additional ministries or institutions as DWH consumers without architectural change. New tenants are provisioned via BI platform

Requirement	Explanation
	groups or direct read-only PostgreSQL roles for approved BI tools. The Gold layer is designed as a read-only analytical interface that can serve consumers beyond MLSP.
FR-6.2: Database audit	Database-level audit logging shall be configured on all DWH PostgreSQL instances. Audit logs shall be forwarded to the eSocial Audit microservice for centralised retention. All access to Gold layer data through the BI platform, the API, or batch export shall be logged at the database layer and the application layer.
FR-6.3: Schema contracts	The Contractor shall publish versioned schema contracts for all externally consumed Gold datasets before go-live, following the schema-first principle established by the eSocial platform. Schema changes follow a controlled deprecation process.
FR-6.4: Column-level security	Sensitive personal data fields shall have column-level access controls. The RBAC matrix defines which roles may view which columns. The BI layer and the API layer shall enforce this matrix consistently.
FR-6.5: GDPR right-to-erasure	The DWH shall support GDPR right-to-erasure by propagating delete events from source systems through the Silver and Gold layers within a defined SLA.

III. NON-FUNCTIONAL REQUIREMENTS

The DWH will be implemented as an integrated module of the eSocial information system of the Republic of Moldova, complying with all technical, architectural, security, and performance requirements of the national platform, in accordance with the Government Decision of 29 January 2025 approving the Concept of the eSocial Information System.

All non-functional requirements are mandatory.

1. Architecture and integration

List of non-functional requirements:

Requirement	Explanation
NFR-1.1: Layered architecture	The DWH shall implement the Medallion architecture (Bronze, Silver, Gold) with one PostgreSQL instance for the Bronze layer and a separate PostgreSQL instance for the Silver and Gold layers, deployed across the four MCloud VMs specified in Section I.5. PostgreSQL 18 (or the latest stable major version approved by STISC) is mandatory for all three Medallion layers.
NFR-1.2: OWA platform	The OWA.DataWarehouse module shall integrate with the eSocial OWA platform: MPass for authentication, OAuth 2.0 for authorisation, REST APIs and Kafka for inter-

Requirement	Explanation
integration	service communication, and the eSocial Audit service for audit log forwarding.
NFR-1.3: Containerisation	All application services shall run in Docker containers on the App Services VM and the OWA API VM, with clear separation of development, test, and production environments.

2. Performance requirements

List of non-functional requirements:

Requirement	Explanation
NFR-2.1: ETL window	The full daily ETL across all 11 sources plus the eSocial Audit DB shall complete within the 02:00 to 04:00 window.
NFR-2.2: Dashboard query latency	Standard dashboard queries on the BI platform shall return in under 5 seconds at the 95th percentile.
NFR-2.3: API response time	OWA.DataWarehouse.Api responses shall be under 2 seconds at the 95th percentile for paginated requests of 1000 rows or fewer.
NFR-2.4: Storage capacity	The Bronze layer shall accommodate the projected 5-year volume of 5 to 6.2 TB, with annual review and additional storage provisioned by STISC if needed. DDCM is the dominant growth driver at 480 to 550 GB per year with 75-year legal retention.
NFR-2.5: Concurrent users	The platform shall support 200 concurrent dashboard users in normal operation, scaling to 500 during peak reporting periods.
NFR-2.6: Scaling trigger for analytical queries	If more than 5 out of every 100 analytical queries take longer than 5 seconds on Gold layer tables, the DWH shall evaluate migration of the Gold layer to a columnar database engine. This migration does not require changes to the Medallion architecture or to the transformation logic. Bronze and Silver remain on PostgreSQL regardless.

3. Security requirements

List of non-functional requirements:

Requirement	Explanation
NFR-3.1: Secure development	Code shall be developed in accordance with security principles, with strict input validation, exclusive use of up-to-date frameworks, static code analysis, multiple code review, and periodic penetration testing.

Requirement	Explanation
NFR-3.2: Encryption	All data in transit shall use TLS 1.3 or higher. All data at rest shall be encrypted (PostgreSQL transparent data encryption or filesystem-level encryption depending on STISC capability), complying with GDPR requirements.
NFR-3.3: Authentication and authorisation	All human user access (dashboards, data catalog, admin endpoints) shall use MPass single sign-on. Service-to-service access shall use OAuth 2.0 client credentials flow.
NFR-3.4: Monitoring and auditing	All actions shall be centrally monitored and logged using an open-source monitoring stack and the eSocial Audit service, with log retention as required by law.
NFR-3.5: Standards compliance	The DWH shall comply with national security standards, with periodic auditing and implementation of recommended security measures.

4. Availability and recovery

List of non-functional requirements:

Requirement	Explanation
NFR-4.1: Availability	The system shall provide a minimum of 99.5 percent availability, with scheduled maintenance outages during non-business hours and implementation of automatic failover mechanisms.
NFR-4.2: Backup and recovery	Daily backups for databases (7 days retention), weekly backups (4 weeks retention), and monthly backups (12 months retention) shall be implemented, together with backups for the event broker, object storage, and other application state via VM snapshots. Recovery shall be possible within 4 hours for hardware problems, within 24 hours for cyber-attacks, and within 72 hours for natural disasters. STISC backup infrastructure is the backup target.
NFR-4.3: Redundancy	The system shall implement redundancy at the service and data level, with backup servers and synchronization mechanisms to ensure service continuity.

5. Integration

List of non-functional requirements:

Requirement	Explanation
NFR-5.1: Reference data via stored MConnect responses	The DWH shall use stored MConnect responses in eSocial as the primary source for person and organisation reference data, rather than querying MConnect directly. The Contractor extracts these stored responses as part of the eSocial Bronze extraction and parses the responses in the Silver layer to populate the person and organisation dimensions.

NFR-5.2: Data exchange	The system shall facilitate the secure exchange of data with national registries and partner institutions, adhering to established standard formats and security protocols.
NFR-5.3: Outbound interoperability	The OWA.DataWarehouse module shall expose Gold layer data to OWA modules and other government consumers through REST API, Kafka events, and batch exports. Direct JDBC and ODBC access to Gold tables shall remain available for the BI platform and approved BI tools only.

6. Scalability and performance

List of non-functional requirements:

Requirement	Explanation
NFR-6.1: Horizontal scalability	The architecture shall allow independent scaling of the Bronze, Silver+Gold, App Services, and OWA API VMs as workload increases.
NFR-6.2: Schema evolution	Adding a new source system shall not require architectural change. The onboarding pattern (PostgreSQL federation or ELT connector, transformation model creation, dimensional integration) shall be documented and reusable.
NFR-6.3: Preventive maintenance	Monthly preventive maintenance procedures shall be scheduled with automated security updates and proactive monitoring.
NFR-6.4: Technical support	The system shall provide technical support and strict documentation of changes.
NFR-6.5: Time-to-onboard for new sources	Adding a new source system that uses one of the three established onboarding tiers (PG federation, ELT connector, snapshot diff over VPN) shall be possible by the DCSI team in less than 5 working days, including connectivity setup, Bronze schema creation, scheduling configuration, and initial data load verification. The Contractor shall document this onboarding workflow as part of the operations guide.

7. Compliance and licensing

List of non-functional requirements:

Requirement	Explanation
NFR-7.1: Open-source technologies	The DWH shall use only open-source components or freely licensed components with transparent licenses (for example PostgreSQL License, Apache 2.0, AGPL, MIT, BSD), without additional licensing costs after delivery. License treatment of any source-available components shall follow the binding constraints in Section I.5 Technological Requirements.

NFR-7.2: Centralised configuration	All configurations and parameters shall be documented and managed through configuration files (ENV, JSON, or YAML). All configurations shall be version-controlled in Git.
NFR-7.3: Testing and validation	The system shall undergo rigorous testing in the test environment prior to production release, with clear separation of resources and configurations for each environment.

8. Monitoring and reporting

List of non-functional requirements:

Requirement	Explanation
NFR-8.1: Continuous monitoring	The system shall implement continuous performance, availability, and security monitoring using an open-source monitoring stack.
NFR-8.2: SLA reporting	Regular SLA compliance reporting mechanisms shall be implemented, with escalation procedures and corrective actions for failure to meet performance indicators.

IV. TECHNICAL AND USER DOCUMENTATION

The Contractor shall produce, maintain, and deliver complete documentation for the use, administration, maintenance, and further development of the DWH within the eSocial informational system. All documentation shall be in Romanian, delivered in digital format, and comply with government standards on interoperability and cybersecurity.

1. Documentation Components

Technical documentation:

- Description of the system architecture (PostgreSQL clusters, App Services VM, OWA API VM, network topology)
- Technical specifications of functionalities and components
- Data model and database schemas (Bronze schemas, Silver deduplication logic, Gold star schema with field-level mapping)
- API specification (auto-generated from Gold dataset metadata)
- Data lineage and catalog (deployed as a searchable static website)
- Integration configurations (MConnect stored responses, Kafka topics, OAuth, MPass)
- Naming conventions document
- Application installation, build, and deployment instructions
- Troubleshooting guides and backup and restore procedures
- Security model (RBAC matrix, encryption, audit log structure)

Operations guides:

- Pipeline monitoring (alerts, monitoring dashboard, escalation procedures)
- Data quality investigation playbook (validation failure triage and resolution)
- RBAC administration (provisioning new tenants, adding new dashboards, managing groups)
- System parameter configuration and maintenance guides
- Update and version management log (version, date, author, changes made)

User manuals:

- Dashboard user guide for STAS, MLSP, and DCSI users
- OWA.DataWarehouse API consumer guide for OWA module developers
- Data catalog access guide
- Information for accessing, navigating, and using the main functionalities
- Screenshots and examples of simulated cases

2. Delivery Requirements

- The documentation shall be delivered in PDF and in editable format (Word or Markdown)
- Each section shall contain an introductory summary, step-by-step guidance, and screenshots where relevant
- A subject index and a glossary of technical and functional terms shall be included
- The documentation shall be delivered together with a checklist confirming completeness

V. MLSP USER TRAINING ACTIVITIES AND MATERIALS

The Contractor shall design, deliver, and hand over a complete training programme for staff involved (around 100 to 200 DCSI and MLSP users) in the use, administration, and operation of the DWH. The training aims to ensure full operational capability of users after Contractor handover and to facilitate the transition from manual data analysis to the new integrated platform. All materials and trainings shall be provided in Romanian.

Components of the deliverable:

- **Training Program:**
  - One initial in-person Training of Trainers (ToT) for the DCSI lead team. Logistic arrangements (venue, catering, and similar) covered by UNDP.
  - At least 10 dedicated online sessions for DCSI users on platform operation, ETL monitoring, data quality investigation, transformation model maintenance, dashboard creation, RBAC administration, and OWA.DataWarehouse module maintenance.
  - In-person hands-on workshop for DCSI on real data scenarios, including SIAAS extraction, ANOFM cutover deduplication, and cross-programme analytics.
  - In-person sessions for MLSP staff focused on dashboard consumption, analytical use cases, and reporting.
  - Training is accepted when at least 90 percent of participants complete post-tests with at least 80 percent score.
- **Training materials:**
  - Presentation slides for each training module
  - Quick reference guides for essential operations
  - Recorded video tutorials for common actions in the system
  - Knowledge tests (pre and post training)
  - Forms for feedback and evaluation of training effectiveness.
- **Delivery and reporting:**
  - Sessions shall be delivered online and in person as decided by MLSP and DCSI
  - A detailed calendar with locations and dates shall be provided
  - A final training report shall be produced, including a list of participants, participant evaluations, and recommendations for future trainings.

Helpdesk service

For 3 months following platform handover, the Contractor shall provide a user helpdesk service to DCSI and MLSP users encountering difficulties with the DWH. The helpdesk shall resolve at least 95 percent of tickets within the SLA defined during inception, verified through monthly reports on helpdesk performance submitted by the Contractor to UNDP and DCSI.

The helpdesk addresses user questions about platform usage (dashboard navigation, data interpretation, report creation, RBAC administration, and similar). Defect resolution, performance issues, and security vulnerabilities are covered separately under the 3-month maintenance and support warranty.

It is estimated that there will be around 100 to 200 users of the DWH platform across DCSI and MLSP.

Additional requirements:

- The training shall be adapted to various levels of digital and analytical competence
- The materials shall be delivered in digital format (PDF, presentation slides, MP4 video) with editable source files for reuse.

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

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

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

6.2 Special Conditions of Contract

Article 16.2 (Copyright, Patents 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 Ministry of Labour and Social Protection of the Republic of Moldova, as further specified in the Terms of Reference".

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

To: Insert name of contact person

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

From: Insert name of proposer

Subject RFP reference **RfP-26/03339**

Check the appropriate box	Description
☐	**YES**, we intend to submit a proposal.
☐	**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
☐	The requested services are not within our range of supply
☐	We are unable to submit a competitive proposal for the requested services at the moment
☐	The requested services are not available at the moment
☐	We cannot meet the requested terms of reference
☐	The information provided for proposal purposes is insufficient
☐	Your RFP is too complicated
☐	Insufficient time is allowed to prepare a proposal
☐	We cannot meet the delivery requirements
☐	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc. Please provide details below.
☐	Sustainability criteria/requirements are too stringent (if applicable)
☐	We do not export
☐	We do not sell to the UN
☐	Your requirement is too small
☐	Our capacity is currently full
☐	We are closed during the holiday season
☐	We had to give priority to other clients' requests
☐	The person handling proposals is away from the office
☐	Other (please provide reasons below):
Further information: Click or tap here to enter text.	
☐	We would like to receive future RFPs for this type of services
☐	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	☐
▪ Form D: Proposer information	☐
▪ Form E: Joint Venture/Consortium/Association Information	☐
▪ Form F: Eligibility and Qualification	☐
▪ Form G: Technical Proposal	☐
▪ Form H: CVs of proposed key personnel	☐
▪ Form I: Statements of exclusivity and availability for key personnel	☐
▪ 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]*	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐
Have you provided the required documents in support of Form D: Proposer Information?	☐

Financial Proposal:

▪ Form J: Financial Proposal Submission	☐
▪ 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:	**RfP-26/03339**		

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	
☐	☐	**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.
☐	☐	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.
☐	☐	**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.
☐	☐	I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct :https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
☐	☐	**Conflict of interest:** I/We warrant that the 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.
☐	☐	**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.
☐	☐	I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
☐	☐	**Bankruptcy**: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
☐	☐	**Proposal Validity Period:** I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.
☐	☐	I/We understand and recognize that you are not bound to accept any proposal you receive.
☐	☐	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.

Name: ____

Title: ____

Date: ____

Signature: ____

[*Stamp with official stamp of the Proposer*]

FORM D: PROPOSER INFORMATION

RFP Reference	**RfP-26/03339**
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?	☐ Yes ☐ 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?**	☐ Yes ☐ No If yes, insert Vendor Number
Countries of operation	Click or tap here to enter text.
Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the 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.
No. of employees in the country available to ensure rapid local response to any of the contract related requests (whether through a local branch or office or through a local consortium partner)	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?	Tick all that apply and **provide supporting documentation**: ☐ Corporate Environmental Policy ☐ ISO 14001

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

FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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: ______________________________________

Signature: ________________________________

Date: ______________________________________

Name of partner: ______________________________________

Signature: _________________________________

Date: ______________________________________

Name of partner: ______________________________________

Signature: ________________________________

Date: ______________________________________

Name of partner: ______________________________________

Signature: _________________________________

Date: ______________________________________

FORM F: ELIGIBILITY AND QUALIFICATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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

History of Non- Performing Contracts

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

Litigation History (including pending litigation)

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

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the **last 5 years**.

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

Project name & Country of Assignment	**Client & Reference Contact Details**	**Contract Value** *(please include the currency)*	**Period of activity and status** *(month/ year)*	**Types of activities undertaken and role (Contractor, sub-contractor or consortium member)**

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

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

Financial Standing

Annual Turnover for the last 3 years	**Year 2025**	Currency: USD	Amount
	Year 2024	Currency: USD	Amount
	Year 2023	Currency: USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	**Historic information for the last 3 years**		
	2023	**2024**	**2025**
	Information from Balance Sheet		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	Information from Income Statement		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

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

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

FORM G: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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

Section 1: Proposer's qualification, capacity and expertise

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

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

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

1.4 Quality assurance procedures and risk mitigation measures.

1.5 Organization's commitment to sustainability.

Section 2: Proposed Methodology, Approach and Implementation Plan

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

2.1 Detailed description of the approach, conceptual framework and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered. The Proposer shall include a software components table listing each proposed tool, its license, its version, and its STISC approval status. For each proposed software component, the Proposer shall indicate whether the component is already in production use within the eSocial platform (and therefore presumed STISC-approved) or requires confirmation during the inception period.

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

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

2.4 In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal.

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

The Offer compliance checklist matrix (Anex 1 to the Form G) must be submitted by the Bidder as separate document in accordance with compliance to all functional and non-functional requirements of the ToR, duly filled in with evidence and references for proper evaluation.

Section 3: Management Structure and Key Personnel

3.1 Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the ToR. Include an organisation chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.

3.2 For each of the key personnel provide: the CV using the format in **Form H** and the statement of exclusivity and availability using the format in Form I. *Please provide copies of Certifications/Awards for the Key Personnel to be involved in the project.*

FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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	*Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.*	
Professional Certifications	*Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.*	
References:	*Provide names, addresses, phone and email contact information for two (2) references.*	

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

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

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

Signature of Personnel

Date (Day/Month/Year)

FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABLITY

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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

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

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

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

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

Name: ________________________________

Title: ________________________________

Date: ________________________________

Signature: ________________________________

FORM J: FINANCIAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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

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

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

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

FORM K: FORMAT FOR FINANCIAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP-26/03339**		

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) or USD (US Dollars) for local suppliers and USD (US Dollars) for international suppliers, VAT exclusive

UNDP anticipates the involvement of a specified number of key personnel and corresponding allocation of working days to achieve the deliverables outlined in this solicitation. These estimates are provided as a reference to guide bidders in understanding the expected level of effort. However, bidding companies are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such changes are aligned with their technical approach and methodology. The bidders are encouraged to propose their variation to ensure timely delivery and maintain the quality of ToR outputs.

Table 1: Financial Offer:

Deliverable / Activity description	**Professional Fees**				**Other Costs**				**Total Amount per deliverable** (subtotal 1 + sub-total 2)
	Position	**Daily fee Rate**	**No. of Working Days**	**Total Amount**	**Description**	**Q-ty**	**Price**	**Total**	
Deliverable 1: Inception and governance plan	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								

	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 2: Phase 1 Foundation	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								
	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 3: Phase 2 Core	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								

	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 4: Phase 3 ANOFM Legacy	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								
	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 5: Phase 4 Hard Legacy	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								

	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 6: Phase 5 Final Onboarding and Go-Live Preparation	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								
	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
Deliverable 7: Phase 6 OWA.DataWarehouse module	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								

	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1					**Sub-total 2**	
Deliverable 8: Source code, technical and user documentation	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								
	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1					**Sub-total 2**	
Deliverable 9: Training and capacity building, including 3-month user helpdesk	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								

	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 10: 3-month maintenance	1 (one) DWH Architect / Project Manager								
	1 (one) Senior Data Modeler / Business Analyst								
	1 (one) Senior Data Engineer								
	2 (two) Middle Data Engineers								
	1 (one) Senior .NET Developer								
	1 (one) Senior DevOps Engineer								
	1 (one) Data Quality Engineer								
	1 (one) BI Developer								
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Grand Total								**Total Amount of Financial Proposal** *[Please specify currency]*	

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: RfP-26/03339

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.

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

Signature: ____

Name: ____

Title: ____

Date: ____

Name of Bank ____

Address ____

[Stamp with official stamp of the Bank]