REQUEST FOR PROPOSAL (RFP)

Title: Design and Implementation of Community Mediation Programme in Target Communities

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SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "Enhancing Social Cohesion in Moldova through Dialogue and Community Empowerment - Phase II (SCPI-II)" Project, hereby invites prospective proposers to submit a proposal for Design and Implementation of a Community Mediation Programme in Target Communities in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

Section 1: This Letter of Invitation
Section 2: Instruction to Proposers
Section 3: Data Sheet
Section 4: Evaluation Criteria
Section 5: Terms of Reference
Section 6: Conditions of Contract and Contract Forms
Section 7: Proposal Forms

- **Form A:** Proposal confirmation
- **Form B:** Checklist
- **Form C**: Technical Proposal Submission
- **Form D:** Proposer Information
- **Form E:** Joint Venture/Consortium/Association Information
- **Form F:** Eligibility and Qualification
- **Form G:** Format for Technical Proposal
- **Form H:** Format for CV of Proposed Key Personnel
- **Form I:** Statement of Exclusivity and Availability
- **Form J**: Financial Proposal Submission
- **Form K:** Format for Financial Proposal

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-01114.** Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: http://supplier.quantum.partneragencies.org/ using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the Supplier Portal Registration Link.

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 OperationsPolicies 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 labour, 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
	Section 3: Data Sheet. UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary.

8. Amendment of solicitation documents	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.
PREPARATION OF PROPOSALS	
9. Cost of preparation of proposal	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
10. Language	The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
11. Documents establishing eligibility and qualifications of the proposer	The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to UNDP's satisfaction.
11.a Documents comprising the proposal	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 Data Sheet; ▪ Any attachments and/or appendices to the Proposal.
12. Technical proposal format and content	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.
13. Financial proposal	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.
14. Currencies	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.
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 notarised agreement among the legal entities, which will be submitted along with the proposal; and • if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. 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 subcontractors 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 the pre-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-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors; • a change to any information on which UNDP may rely in assessing proposals.
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 Data Sheet; • The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. • The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. • Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in 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 recognise 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 on the basis of the submitted technical and financial 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: <u>Rating the Technical Proposal (TP):</u> **TP Rating** = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 <u>Rating the Financial Proposal (FP):</u> **FP Rating** = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 <u>Total Combined Score:</u> **Combined Score =** (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP,e.g., 30%)

37. Post-qualification/ Due Diligence	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 beobliged 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/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default , within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available here. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security). 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.
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: https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions 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.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	The reference number of this Request for Proposal (RFP) is **RFP26/03379:** The services include the design and implementation of a comprehensive community mediation programme under the Project "Enhancing Social Cohesion in Moldova through Dialogue and Community Empowerment – Phase II" (SCPI-II). The assignment will include programme and curriculum development, outreach and selection of participants, competency-based training, mentoring and coaching, and supervised facilitation of community-level mediation and conflict-resolution processes, as further described in Section 5 of this RFP.
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	Any request for clarification of solicitation documents must be sent directly in the system through **Quantum message functionality**. **ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.**
		Deadline for submitting requests for clarifications / questions: **5 (five) days before the submission deadline**
		Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in **English**
5.	Partial proposals	Submitting proposals for parts or sub-parts of the TOR is: **Not allowed**
6.	Currencies	Prices shall be quoted only in the currency indicated in the system: • **USD (United States Dollars)** – applicable to international Bidders; or • **MDL (Moldovan Leu)** – applicable to local Bidders only. 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

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	Not Required
10.	Alternative proposals	Shall be considered.
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	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.**
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. **Note that system time zone is in EST/EDT (New York) time zone.**
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.
17.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased is 25% The maximum percentage by which quantities may be decreased is 25%

Ref. Article in Section 2	Data	Specific Instructions / Requirements
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	01 January 2027
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	Not Required
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	▪ Company Profile, which should not exceed fifteen (15) pages, including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package. ▪ Certificate of 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 ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2023-2025) ▪ Satisfactory-performance statements, references or comparable client evidence for at least top 3 (three) relevant assignments completed during the last 5 (five) years ▪ A copy of preliminary Agreement in case of Consortium ▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions), reporting and coordination & communication with UNDP for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel. ▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria)

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		▪ CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under in Section 5: ToR), including experience relevant to the required skills ▪ A written statement certifying that the proposed key personnel have no personal, professional, or financial conflict of interest under the envisaged contract ▪ **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.**

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

Criteria	Documents to establish compliance
Completeness of the Proposal	All documents requested in Section 2: Instructions to Bidders Articles 11 and 12 have been provided and are complete.
Proposer accepts UNDP General Conditions of Contract as specified in Section 6.	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Proposal Validity	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Appropriate signatures	Proposal Forms have been duly signed and stamped.
Power of Attorney [if applicable]	Certified Letter of Appointment and/or power of attorney authorizing the representative of the Bidder to sign bids has been provided.

Minimum Eligibility and Qualification Criteria

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

If the Proposal is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
Legal Status: Proposer is a legally registered entity	Form D: Proposer Information
Diversity, Inclusion and Belonging: Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: Proposer Information
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 pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance

History of non-performing 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: No 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 relevant professional experience in designing and delivering training programmes, capacity development initiatives, workshops or other structured learning activities for professionals, community actors or other relevant stakeholders in Moldova or comparable contexts. *(For JV/Consortium/Association, the Lead Partner must possess at least 3 (three) of the required 5 (five) years of experience).*	Form F: Eligibility and Qualification
Minimum 2 (two) assignments of similar nature and/or complexity successfully completed during the last 5 (five) years. The list of assignments, clients, period and contract value shall be included in the Proposal. *(For JV/Consortium/Association, all Parties company cumulatively should meet requirement).*	Form F: Eligibility and Qualification
Minimum Key Personnel:	
The minimum personnel mandatory for the implementation of the contract: • 1 (one) Team Leader/Community Mediation Programme Specialist. • 2 (two) Mediation Training and Practice Experts • 1 (one) Project Assistant Please *note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.* *(For JV/Consortium/Association, all Parties company cumulatively should meet requirement).*	Attach required documents to Form H: Format for CV of proposed Key Personnel
Financial Standing:	

[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.

Liquidity: 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 have the authority to seek references from concerned parties & banks on the bidder's financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that contractor is not financially capable and/or has serious financial problems. *(For JV/*Consortium*/Association, all Parties company cumulatively should meet requirement).*	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: *Proposers* should have annual sales turnover of minimum USD 100,000.00 for the last 3 (three) years. *(For JV/Consortium/Association, all Parties company 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	350
2.	Proposed methodology, approach and implementation plan	300
3.	Management structure and key personnel	350
	Total	**1000**

Section 1. Proposer's qualification, capacity and experience		**Points obtainable**
1.1	Reputation of organisation and staff credibility / reliability / industry standing • **Excellent (100 %):** The company is a well-known, top-tier market leader with an impeccable reputation for reliability and quality. Staff are recognized experts. Supported by strong, verifiable references and positive industry analysis. **(70 pts)** • **Good (90%):** The company is well-known and has a good standing in the field. There is positive evidence of reliability and staff credibility, but it may not be a top-tier leader. Supported by good references. **(63 pts)** • **Satisfactory (70 %):** The company is known in the industry but may have a mixed or limited reputation. Staff credibility is adequate but not exceptional. References are satisfactory but may have minor issues. **(49 pts)**	70

	• **Poor (40 %):** The company is not well-known, has a poor reputation, or lacks verifiable evidence of industry standing and staff credibility. References are weak or unavailable. Clarification may be required. **(28 pts)** • **Very Poor (10 %):** The submission provides minimal or no credible information regarding the company's reputation or staff credibility and is not supported by evidence to demonstrate ability to comply with requirements. **(7 pts)** • **No Submission (0 %):** Information has not been submitted or is unacceptable. **(0 pts)**	
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. • **Excellent (100 %):** Impeccable management structure and robust, fully verified financial stability. World-class project controls (QA, risk frameworks) are in place. No subcontracting, or minimal, pre-vetted subcontracting with seamless integration. **(90 pts)** • **Good (90 %):** Solid management structure and strong, reliable financial standing. Effective project controls and clear quality procedures are in place. Subcontracting is limited, well-defined, and adequately managed. **(81 pts)** • **Satisfactory (70 %):** Adequate management structure but lacks depth. Financial capacity is stable but limited. Project controls are basic and functional. Significant subcontracting is proposed but has standard oversight. **(63 pts)** • **Poor (40 %):** Weak management structure with unclear accountability. Questionable financial stability or high liquidity risk. Controls are weak or ad-hoc. Extensive subcontracting is planned without clear oversight. Clarification required. **(36 pts)** • **Very Poor (10 %):** Minimal or confusing information on management and controls. High risk of financial instability. Core project delivery relies almost entirely on uncontrolled, unvetted subcontractors. **(9 pts)** • **No Submission (0 %):** Information has not been submitted or is unacceptable. **(0 pts)**	90
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region / country • Minimum 5 (five) years of relevant professional experience in designing and delivering training programmes, capacity development initiatives, workshops or other structured learning activities for professionals, community actors or other relevant stakeholders in Moldova or comparable contexts – 50 points, each additional year – 5 pts, up to a maximum of **60 points.**	60
1.4	Relevant assignments successfully completed during the last 5 years: • Proven experience (minimum 2 (two) assignments of similar nature and/or complexity successfully completed during the last 5 (five) years (2 projects – 20 pts., each additional project – 5 pts., up to max **50 pts.)** • Additional 5 pts for assignments covering mediation/conflict-resolution capacity development with supervised or practical community-level application, up to a maximum of **20 pts**.	70
1.5	Quality assurance procedures and risk mitigation measures	40

	• **Excellent (100 %):** Impeccable, certified Quality Assurance (QA) procedures (e.g., ISO) with highly detailed, project-specific quality control steps. The risk mitigation strategy is comprehensive, proactively identifying all key risks with concrete, highly viable mitigation measures. **(40 pts)** • **Good (90 %):** Strong, systematic QA procedures with clear monitoring and verification steps. The risk mitigation plan is robust, covering most major project risks with realistic and effective preventive actions. **(36 pts)** • **Satisfactory (70 %):** Adequate QA procedures but lacks specific details or external certifications. The risk mitigation strategy is standard and functional, but some minor risks are overlooked or mitigation measures are generic. **(28 pts)** • **Poor (40 %):** Weak or ad-hoc QA procedures with poor monitoring mechanisms. The risk mitigation plan is incomplete, fails to address critical project risks, or provides superficial mitigation measures. Clarification required. **(16 pts)** • **Very Poor (10 %):** Minimal or confusing information on quality control. Virtually no risk mitigation framework is present, exposing the project to high operational and delivery risks. **(4 pts)** • **No Submission (0 %):** Information has not been submitted or is unacceptable. **(0 pts)**	
1.6	Organization Commitment to Sustainability • Organization is compliant with ISO 14001 or ISO 14064 or equivalent – **(10 pts):** • Organization is a member of the UN Global Compact – **5 pts** • Organization demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues) – **5 pts**	20
	Total Section 1	**350**
Section 2. Proposed methodology approach and implementation plan		**Points obtainable**
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another? • **Excellent (100 %)**: Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements **(80 pts)** • **Good (90 %):** Requirements submitted and supported by good evidence of ability to support and exceed contract requirements **(72 pts)** • **Satisfactory (70 %):** Requirements submitted and supported by satisfactory evidence of ability to support contract requirements **(56 pts)** • **Poor (40 %):** Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required) **(32 pts)** • **Very poor (10 %):** Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements **(8 pts)** • **No submission (0 %):** Requirements not submitted. **(0 pts)**	80
2.2	Description of the Proposer's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100

	• **Excellent (100 %):** Methodology submitted and supported by excellent evidence of a highly robust, detailed, and directly relevant approach that demonstrates deep alignment with the subject matter and fully meets and exceeds all Terms of Reference requirements **(100 pts)** • **Good (90 %):** Methodology submitted and supported by good evidence of a clear, systematic, and strong approach to meet and exceed most Terms of Reference requirements **(90 pts)** • **Satisfactory (70 %):** Methodology submitted and supported by satisfactory evidence of a functional and standard approach to adequately meet all Terms of Reference requirements **(70 pts)** • **Poor (40 %):** Methodology submitted and supported by marginally acceptable or weak evidence of an approach to support Terms of Reference requirements; the methodology may be generic, superficial, or lacking logical flow (Clarification may be required) **(40 pts)** • **Very poor (10 %):** Methodology submitted but lacks credible detail, structure, or evidence to demonstrate a viable approach to comply with Terms of Reference requirements **(10 pts)** • **No submission (0 %):** Methodology has not been submitted, or is completely unacceptable and fails to address the Terms of Reference requirements **(0 pts)**	
2.3	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement • **Excellent (100 %):** Monitoring and evaluation framework submitted and supported by excellent, comprehensive evidence of highly effective performance tracking mechanisms and tools, with a detailed, tailored plan on how they shall be adopted and used for this specific requirement **(50 pts)** • **Good (90 %):** Monitoring and evaluation framework submitted and supported by good, clear evidence of systematic performance tracking tools and mechanisms, with a viable plan for their adoption and use under this specific requirement **(45pts)** • **Satisfactory (70 %):** Monitoring and evaluation framework submitted and supported by satisfactory, standard evidence of functional performance monitoring tools, though the plan for adapting them to this specific requirement may lack depth **(35 pts)** • **Poor (40 %):** Monitoring and evaluation framework submitted and supported by marginally acceptable or weak evidence; mechanisms and tools are generic, superficial, or lack a clear methodology for how they will be practically applied to this specific requirement (Clarification may be required) **(20 pts)** • **Very poor (10 %):** Monitoring and evaluation details submitted but lack credible structure, tools, or evidence to demonstrate how performance will be effectively tracked or evaluated **(5 pts)** • **No submission (0 %):** Performance monitoring and evaluation details have not been submitted, or the response is completely unacceptable and fails to address how performance will be measured **(0 pts)**	50

2.4	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic • **Excellent (100 %):** Implementation plan submitted and supported by excellent, comprehensive evidence of a highly logical, realistic, and detailed activity sequence that fully ensures timely and successful project completion **(70 pts)** • **Good (90 %):** Implementation plan submitted and supported by good, clear evidence of a well-sequenced, logical, and feasible schedule of activities with highly realistic timelines **(63 pts)** • **Satisfactory (70 %):** Implementation plan submitted and supported by satisfactory evidence of a standard, functional schedule; activities are generally sequenced logically, though some timelines may lack optimization **(49 pts)** • **Poor (40 %):** Implementation plan submitted and supported by marginally acceptable or weak evidence; the proposed sequencing is superficial, contains logical gaps, or presents unrealistic timelines that risk project delays (Clarification may be required) **(28 pts)** • **Very poor (10 %):** Implementation plan submitted but lacks credible structure, logical sequencing, or evidence to demonstrate a realistic schedule of activities **(7 pts)** • **No submission (0 %):** No implementation plan has been submitted, or the response is completely unacceptable and fails to outline a viable schedule of activities **(0 pts)**	70
	Total Section 2	**300**

Section 3. Management Structure and Key Personnel			**Points obtainable**
3.1	**1 (one) Team Leader/Community Mediation Programme Specialist**		**120**
	Master degree in Conflict Studies, Law, Social Sciences, International Relations, Development Studies, Public Administration, Psychology or another relevant field (bachelor's degree – 0 pts; master's degree or equivalent – 5 pts).	5	
	At least 3 similar successfully completed projects in a leading role, designing, managing or supervising mediation/dialogue/conflict-resolution and/or capacity-development programmes proven by brief descriptions of project scope and outcome, and proofs of completion (3 projects – 40 pts., each additional project – 5 pts., up to max of 50 pts)	50	
	Proven experience in developing or supervising relevant training and professional development methodologies (2 assignments: up to 20 pts; each additional assignment: 5 pts, up to 30 pts).	30	
	Proven experience in multi-stakeholder coordination with public institutions, local authorities, civil society, professional bodies and community actors in Moldova (2 assignments – 10 pts, each additional assignment – 5 pts, up to 15 pts).	15	
	Previous demonstrated experience working with UN entities, international organizations or donor-funded programmes relevant to the assignment (limited/indirect evidence – up to 5 pts; clear relevant experience – up to 10 pts).	10	
	Language qualifications: • Romanian (mandatory): Fluent proficiency – 7 pts; • English: Working proficiency – 3 pts;	10	

3.2	**2 (two) Mediation Trainers** *(Both trainers shall be evaluated individually, and the average score shall apply)*		**180**
	Master's degree or higher in mediation, law, conflict resolution or conflict studies (Master's degree -5 pts, PhD – 10 pts).	10	
	Internationally recognized professional accreditation/certification as a mediator, issued by a recognized mediation training, accreditation, or professional body (e.g., IMI, CEDR, SIMI, or equivalent) (1 certification – 5 pts, each additional certification – 5 pts, up to 15 pts).	15	
	At least 5 years of demonstrated professional experience as a mediation trainer, including delivery of initial and/or continuous professional training for mediators[2] and training for legal professionals, managers or other professional audiences. (5 years – 50 pts; each additional year – 5 pts, up to 75 pts).	75	
	Demonstrated involvement in mediator attestation, strategic development and/or institutional strengthening of mediation in Moldova. (yes - 15 pts, no – 0 pts.).	15	
	Demonstrated experience in the development or adaptation of mediation training programmes, curricula, studies, strategies, methodologies or other institutional/professional development products in the field of mediation (2 assignments – 40 pts, each additional assignment – 5 pts, up to 55 pts).	55	
	Language qualifications: • Romanian (mandatory): Fluent proficiency – 7 pts; • Russian: Working proficiency – 3 pts;	10	
3.3	**1 (one) Project Assistant**		**50**
	University degree in public administration, social sciences, international relations, economics, project management, development studies, communications or another relevant field (10 pts).	10	
	At least 2 years of professional experience in project implementation, administrative/programme support, community development, or capacity building (2 years – 10 pts; each additional year – 5 pts, up to 15 pts).	15	
	Experience supporting workshops, community activities, and field operations, including participant coordination, travel, venue logistics, accessibility arrangements, and preparation of activity materials (3 assignments – 10 pts; each additional assignment – 5 pts, up to 15 pts)	15	
	Language qualifications: • Romanian: Fluent proficiency – 5 pts; • English: Working proficiency – 3 pts; • Russian: Elementary proficiency – 2 pts;	10	
	Total Section 3		**350**

[2] *As applicable under Law No. 9 of February 12, 2026 on Mediation and the Status of Mediators, published: March 12, 2026, in the Official Journal, Nos. 112–115, Art. 89*

SECTION 5. TERMS OF REFERENCE

A. PROJECT DESCRIPTION

Under the project "Enhancing Social Cohesion in Moldova through Dialogue and Community Empowerment – Phase II" (SCPI-II), implemented with the financial support of the Government of Switzerland, UNDP is responsible for Activity 2.1.3 on community mediation. The activity is intended to strengthen locally anchored capacities for peaceful dispute resolution and to complement the project's broader work on social cohesion, dialogue and participatory governance.

Community-level disagreements and tensions are not always addressed through accessible, trusted and constructive mechanisms. Strengthening practical mediation and conflict-resolution capacities among community actors can help prevent escalation, improve communication between groups and create locally available pathways for structured problem-solving. The programme therefore combines capacity development with mentoring, supervised practice, quality assurance and links to relevant national mediation standards and reform priorities.

Under Output 2.1, social cohesion platforms are expected to enable structured dialogue, joint problem-solving and community-driven initiatives. Activity 2.1.3 contributes to this objective by expanding the pool of trained mediators and enabling them to apply mediation and related conflict-resolution approaches in practical community settings, while observing voluntariness, impartiality, confidentiality, informed consent, safeguarding, do-no-harm and conflict-sensitivity principles.

The programme builds on a baseline cohort of 22 persons previously trained in mediation-related approaches and will expand the pool to the project target of 122 trained and capacitated mediators. The 100 additional mediators will be developed through a phased approach: an initial pilot cohort of 20 participants in Chisinau, followed by a revised and improved programme delivered to 40 mediators in the North and 40 mediators in the South of Moldova. The target localities for these interventions should cover participants from Taraclia, Basarabeasca, Causeni, Stefan Voda, Orhei, Ocnița, Dondușeni, Briceni, Soroca and Edineț. The exact geographic configuration and participating localities might be adjusted in line with SCPI-II priorities, contextual evidence and implementation readiness, but shall not create additional implementation costs for the bidder.

The primary objective of this assignment is to design, pilot, scale up, and deliver a professional initial training programme in mediation, qualifying a total of 100 new community mediators across target regions in Moldova."

The proposed training curriculum must consist of at least 80 instructional hours and must comply with Article 14 of Law no. 9/2026 on Mediation and the Status of the Mediator of the Republic of Moldova. The curriculum design, thematic modules, and practical hours must fully satisfy the initial training standards required by the national licensing framework, ensuring that all program graduates are officially eligible to sit for the national qualification exam to obtain the license for the practice of mediator. Across the implementation period, the programme shall also contribute to at least 250 eligible community mediation or structured conflict-resolution processes facilitated and documented at local level.

B. SCOPE OF WORK & EXPECTED OUTPUTS

The contracted entity's activities will be carried out in two main phases, with the second phase explicitly building on the experience, evidence and lessons generated through the first.

Phase I – Chisinau pilot cohort: the Proposer will design, recruit and deliver a pilot mediation programme for 20 participants based in Chisinau. The pilot cohort may include university students, representatives of civil society organizations, youth and community actors, relevant professionals and other motivated participants able to

contribute to community-level mediation and conflict-resolution work. The pilot will test the curriculum, training methodology, competency assessment, mentoring arrangements and practical tools before wider rollout.

Phase II – Regional scale-up: based on the documented results and lessons learned from the Chisinau pilot, the Proposer will revise and improve the programme and subsequently recruit, train and capacitate 40 mediators in the North and 40 mediators in the South of Moldova at local level. The target localities for these interventions should cover participants from Taraclia, Basarabeasca, Causeni, Stefan Voda, Orhei, Ocnița, Dondușeni, Briceni, Soroca and Edineț. The exact geographic configuration and participating localities might be adjusted in line with SCPI-II priorities, contextual evidence and implementation readiness, but shall not create additional implementation costs for the bidder.

Across both phases, the Proposer will provide programme design, participant outreach and selection, curriculum development and adaptation, training, mentoring, coaching, supervised practice, M&E, quality assurance, safeguarding and implementation support. Participants shall be supported to progress from structured learning and simulations toward supervised and increasingly independent application. Participant-facing activities shall be designed and delivered in Romanian and Russian, as appropriate, and in accordance with the principles of equality, non-discrimination, accessibility and meaningful participation. Particular attention shall be given to ensuring the effective and inclusive participation of women, youth, persons with disabilities, ethnic and linguistic minorities, and other groups that may face barriers to participation or are otherwise underrepresented.

For the purposes of this assignment, an eligible community mediation or conflict-resolution process may include a mediation session, a multi-session mediation case, a co-mediated process, a structured facilitated problem-solving process, or another conflict-resolution intervention agreed with UNDP. Relevant practical experience may also be demonstrated through supervised or simulated practice, including mock mediation sessions, role-plays, case simulations or other structured practical exercises that demonstrate the candidate's ability to apply mediation and conflict-resolution techniques in practice. Routine information sessions, lectures, awareness events or consultations without a defined conflict-resolution purpose shall not qualify. Multiple meetings relating to the same case or dispute shall normally be documented as one process unless otherwise agreed with UNDP.

C. THE SELECTED COMPANY WILL BE RESPONSIBLE FOR THE FOLLOWING ACTIVITIES:

For Phase I – Chisinau pilot cohort:

- Develop the detailed pilot methodology, work plan, competency framework, participant-selection approach, curriculum, assessment tools, safeguarding/referral procedures and monitoring arrangements in coordination with UNDP. The proposed program must consist of at least 80 instructional hours and strictly comply with Article 14 of Law no. 9/2026 on Mediation, ensuring graduates meet all initial training requirements to be eligible for the national mediator qualification exam.

- Conduct transparent outreach and selection to engage a diverse pilot cohort of 20 participants in Chisinau, including university students, civil society representatives and other relevant community actors;

- Deliver a sequenced and practice-oriented mediation training programme based on adult learning principles, and aligned with existing national and international standards, systematically combining core theoretical concepts with intensive practical application through interactive methods such as simulations, role plays, case exercises, peer-to-peer learning, and structured self-reflection;

- Provide mentoring, coaching and supervised practice opportunities that allow the pilot participants to test and apply the acquired skills in a controlled and ethical manner;

- Apply baseline, formative and final competency assessments and collect structured participant feedback on the relevance, quality, accessibility and practical usefulness of the programme;

- Document the pilot implementation, results, challenges and lessons learned, including recommendations on participant selection, curriculum, training methods, mentoring, logistics and monitoring;
- Revise and improve the programme package on the basis of the pilot evidence and prepare the methodology and implementation plan for the regional scale-up in the North and South.

Organize, manage, and financially cover all operational and logistical arrangements required for the successful delivery of the assignment, including but not limited to: venue rentals (conference and training rooms), catering, interpretation services (as needed), and participant and expert transportation.For Phase II – Regional scale-up in the North and South:

- Conduct outreach and selection in target communities confirmed by UNDP[3] and ensure that 40 participants in the North and 40 participants in the South successfully complete the revised mediation programme;
- Adapt the revised curriculum, examples, delivery arrangements and participant support to local contexts while maintaining consistent competency, ethical and quality standards across the two regional cohorts;
- Deliver the revised practice-oriented programme for both regional cohorts and use interactive training methods, competency assessment and peer learning to strengthen practical mediation and conflict-resolution skills;
- Establish mentoring, coaching, case clinics and supervised practice arrangements for the Chisinau, Northern and Southern cohorts, progressively supporting participants toward more independent application;
- Support the identification, screening, facilitation and documentation of at least 250 eligible community mediation or structured conflict-resolution processes, applying appropriate referral pathways for matters unsuitable for mediation;
- Monitor and document programme results, participant competencies and community processes; apply safeguarding, confidentiality, informed-consent, data-protection and do-no-harm procedures; and develop practical arrangements for continued peer learning, networking and sustainability.
- Organize, manage, and financially cover all operational and logistical arrangements required for the successful delivery of the assignment, including but not limited to: venue rentals (conference and training rooms), catering, interpretation services (as needed), and participant and expert transportation.
- Develop a practical model for a community mediation network, roster, or community of practice, incorporating minimum practice standards, peer learning, continuing professional development, supervision, and feasible institutional linkages;
- Formulate a sustainability and scale-up roadmap, providing actionable recommendations on future recognition, referral arrangements, linkages with relevant national mediation reforms, and integration into local dialogue and social cohesion mechanisms.

D. KEY DELIVERABLES AND TENTATIVE TIMETABLE

[3] *The target localities for these interventions should cover participants from Taraclia, Basarabeasca, Causeni, Stefan Voda, Orhei, Ocnița, Dondușeni, Briceni, Soroca and Edineț. The exact geographic configuration and participating localities might be adjusted in line with SCPI-II priorities, contextual evidence and implementation readiness, but shall not create additional implementation costs.*

The Proposer is expected to provide the following deliverables according to the indicative schedule below:

Key deliverables	***Tentative deadline and deliverable format***
Deliverable 1: Approved inception and Chisinau pilot-design package, including work plan, participant-selection package, methodology, competency framework, curriculum, monitoring/verification arrangements and safeguarding/referral protocols	
Activity 1: Undertake the inception and design phase required to prepare the 20-person Chisinau pilot and establish the quality-assurance framework for the full assignment. The Proposer shall: • Review relevant project documents, previous mediation interventions, available evidence on social cohesion and community tensions, and relevant legal, regulatory and institutional frameworks; • Develop the detailed work plan and implementation methodology for the pilot and subsequent regional scale-up, to be approved by UNDP; • Develop transparent outreach and selection criteria for the Chisinau pilot cohort, to be approved by UNDP; • Develop the competency framework, curriculum, trainer guide, participant materials, assessment tools and practical exercises for the pilot programme. The proposed program must consist of at least 80 instructional hours and strictly comply with Article 14 of Law no. 9/2026 on Mediation, ensuring graduates meet all initial training requirements to be eligible for the national mediator qualification exam. All materials are to be approved by UNDP. • Develop monitoring, evaluation and learning arrangements, including indicator definitions and an anonymized process-verification approach; • Develop safeguarding, confidentiality, informed-consent, data-protection and referral procedures applicable throughout implementation; • Coordinate with UNDP on the final pilot methodology, participant-selection approach and training materials before implementation; ***Deliverables 1:*** 1. Inception Report including detailed work plan, methodology, implementation sequence, staffing/logistics approach, risk register and quality-assurance framework, approved by UNDP; 2. Chisinau pilot participant-selection package, including agreed criteria, outreach approach and final list/profile of 20 selected participants, approved by UNDP; 3. Pilot training package, including curriculum, trainer guide, participant materials, competency-assessment tools, monitoring tools and safeguarding/referral templates approved by UNDP.	Within 3 months after contract initiation. Deliverable format: one electronic copy in English; participant-facing materials in Romanian and Russian as required; editable source files and PDF versions.

Deliverable 2: Chisinau pilot completed for 20 participants, lessons learned documented, and revised mediation programme and North/South rollout plan accepted by UNDP	
Activity 2: Deliver the pilot programme for the 20 selected participants in Chisinau and use the results to revise and improve the programme before regional rollout. The Proposer shall: • Deliver the agreed practice-oriented mediation training programme for the 20-person Chisinau pilot cohort; • Organize, manage, and financially cover all operational and logistical arrangements required for the successful delivery of the assignment, including but not limited to: venue rentals (conference and training rooms), catering, interpretation services (as needed), and transportation services (as needed);Provide mentoring, coaching, practical assignments and supervised practice opportunities during and after the pilot training; • Apply baseline, formative and final competency assessments and document attendance, participation and successful completion; • Collect structured feedback from participants and trainers and assess the relevance, accessibility, practicality and effectiveness of the pilot; • Analyze lessons learned and identify concrete improvements to participant selection, curriculum, methodology, mentoring, logistics, monitoring and safeguarding; • Revise the programme package and prepare the detailed rollout plan for the Northern and Southern cohorts in coordination with UNDP; • Confirm the revised methodology and regional rollout arrangements with UNDP before commencement of the Northern and Southern cohorts; ***Deliverables 2:*** • Chisinau Pilot Training Delivery Report confirming completion by 20 participants and summarizing attendance, competency assessment results and participant feedback; • Pilot Lessons Learned and Programme Improvement Report, including findings, challenges, recommendations and agreed adjustments for scale-up; • Revised and approved mediation programme package for regional rollout, including updated curriculum, trainer/participant materials, assessment tools, mentoring approach and operational templates; • Regional rollout plan for the North and South, including outreach/selection approach, cohort organization, schedule, logistics and quality-control arrangements.	By the end of month 6 after contract initiation. Deliverable format: one electronic copy in English; revised participant-facing materials in Romanian and Russian as required; editable source files and PDF versions.
Deliverable 3: Regional scale-up completed for 40 mediators in the North and 40 in the South, mentoring/supervision implemented.	

Activity 3: Implement the revised programme at local level for 40 mediators in the North and 40 mediators in the South and provide mentoring and supervised practice across all programme cohorts. The Proposer shall: • Conduct outreach, selection and participant coordination to ensure 40 successful programme completers in the North and 40 in the South; • Deliver the revised mediation training programme for the Northern and Southern cohorts using context-relevant examples, practical exercises and competency assessment; • Organize, manage, and financially cover all operational and logistical arrangements required for the successful delivery of the assignment, including but not limited to: venue rentals (conference and training rooms), catering, interpretation services (as needed), and transportation services (as needed);Provide individual and group mentoring, case clinics, coaching, debriefing and structured reflective practice across the Chisinau, Northern and Southern cohorts; • Establish an ethical mechanism for identifying, receiving, screening and allocating suitable community issues or cases, including conflict-of-interest checks, informed consent and referral; • Use co-mediation and supervised facilitation where appropriate, particularly during initial practice, and progressively increase participant autonomy; • Apply safeguarding and referral pathways for matters outside the competence or ethical scope of community mediation and maintain secure handling of confidential or sensitive information; • Collect proportionate feedback, track relevant outcomes and document implementation progress, risks, corrective measures and lessons throughout the regional phase; • Maintain regular coordination with UNDP on case-flow, safeguarding, quality assurance and corrective measures throughout implementation; ***Deliverables 3:*** 1. Northern Cohort Selection and Training Report confirming successful completion by 40 mediators, with attendance, competency results and disaggregated participant data; 2. Southern Cohort Selection and Training Report confirming successful completion by 40 mediators, with attendance, competency results and disaggregated participant data; 3. Mentoring, Supervision and Mid-term Progress Report covering all cohorts, participant progression, practice support, case/process pipeline, risks and corrective measures;	Regional training to be completed by the end of month 14; mentoring and supervised practice to continue through month 19. Deliverable format: one electronic copy in English, with supporting data/registers in agreed editable formats; participant-facing materials in Romanian and Russian as required.

Deliverable 4: Sustainability and scale-up roadmap, at least 250 eligible community mediation or structured conflict-resolution processes documented and verified, final report and complete handover package accepted by UNDP	
Activity 4: Consolidate the practical application of community mediation across all cohorts, transition the network toward long-term institutional sustainability, and execute a comprehensive project closure and handover. The Proposer shall: • Supervise and verify local case delivery: Provide oversight, technical advice, and quality assurance to trained mediators across all regions to support the successful facilitation of at least 250 eligible community mediation or structured conflict-resolution processes; • Document practice impact: Systematically compile, verify, and clean the anonymized registry of the 250+ facilitated processes, and draft 10 high-quality, impact-focused case studies representing diverse regional contexts; • Design the network framework: Formulate the operational guidelines, practice standards, continuing professional development pathways, and peer-supervision structures required to establish a functional, lasting community of practice or mediator roster; • Formulate the transition strategy: Draft a comprehensive sustainability and scale-up roadmap detailing strategic entry points, policy recommendations, referral pathways, and integration opportunities with national legal reforms in Moldova; • Synthesize project achievements: Draft a comprehensive, evidence-based Final Report evaluating overall performance against key indicators, documenting lessons learned, and outlining strategic recommendations for future interventions; • Consolidate the handover package: Organize and compile all finalized training curricula, guidelines, operational templates, and databases into a clean, fully editable, and user-friendly digital handover package for UNDP. ***Deliverables 4:*** 1. Practical model for a community mediation network, roster or community of practice, including minimum practice standards, peer learning, continuing professional development, supervision and feasible institutional linkages; 2. Sustainability and scale-up roadmap, including recommendations on future recognition, referral arrangements, links with relevant national mediation reforms and integration into local dialogue and social cohesion mechanisms; 3. At least 250 eligible community mediation or structured conflict-resolution processes documented through an approved anonymized register, accompanied by at least 10 anonymized practice stories or case studies, subject to informed consent and confidentiality requirements	Final month of the contract (no later than month 20). Deliverable format: one electronic copy in English; final participant-facing materials in Romanian and Russian as required; complete editable source files and PDF versions.

4. Final Report synthesizing the Chisinau pilot, lessons learned and adjustments, Northern and Southern scale-up, training and mentoring results, achievement against the required indicators, at least 250 community processes, outcome evidence, risks and recommendations; 5. Final handover package containing all approved curricula, trainer and participant materials, tools, templates, anonymized monitoring/case databases and learning products in editable and final formats.	

E. REPORTING INSTRUCTIONS

The Proposer will submit all reports and deliverables according to UNDP requirements and the formats indicated in the Key Deliverables and Tentative Timetable. Templates and reporting arrangements will be agreed during the inception stage, and UNDP may request reasonable clarifications or adjustments to the proposed formats during implementation.

Types of reports and updates:

1) **Inception and Pilot Design Package,** covering the agreed work plan, methodology, participant selection, curriculum, monitoring, safeguarding and risk arrangements.

2) **Training Delivery, Rollout and Progress Reports,** covering pilot delivery and lessons learned, competency results, participant feedback, regional rollout, mentoring and supervised practice, quality assurance, implementation challenges, indicator progress, monthly updates, quarterly progress and corrective measures.

3) **Final Report and Handover Package,** summarizing implementation and results against required indicators, lessons learned, risks, recommendations and sustainability measures, accompanied by agreed supporting datasets and the final financial report.

The Proposer shall comply with UNDP monitoring, evaluation and quality-assurance requirements and provide agreed statistical information and verification evidence according to the approved schedule. Monitoring arrangements shall remain proportionate to the assignment and shall not compromise confidentiality, informed consent, data protection or the safety of participants and mediation parties.

Core methodological, monitoring and reporting products shall be submitted in English. Agendas, curricula, participant materials and other participant-facing documents shall be available in Romanian and Russian as required. Editable source files shall be provided together with final versions.

As a quality-assurance measure, UNDP may conduct spot checks, observe selected training or mentoring activities, or request participant feedback. Any verification involving mediation parties or sensitive case information shall be designed with the Proposer to protect confidentiality, informed consent and data protection; anonymized or aggregated evidence shall be used wherever sufficient.

F. COMMUNICATION AND VISIBILITY

Any public reference to UNDP, the SCPI-II project, the Government of Switzerland or the activities and products delivered under this contract shall be subject to prior approval by the UNDP project team. Visibility requirements communicated by UNDP shall be observed without compromising mediation confidentiality, participant safety or informed consent.

Agendas, curricula, participant materials and other documents intended for target audiences shall be developed and/or translated into Romanian and Russian as required. English versions of core methodological, monitoring and reporting products shall be submitted for approval to UNDP.

G. INSTITUTIONAL ARRANGEMENTS

The Proposer will be awarded a contract by UNDP and will work under the overall supervision of the UNDP SCPI-II Project Manager and designated technical focal points. UNDP will provide available relevant documentation, confirm target areas and facilitate initial coordination with key stakeholders as appropriate.

Where a proposal is submitted by a Joint Venture, Consortium or Association, the partnership agreement or preliminary agreement required under this RFP shall clearly define the division of responsibilities, legal accountability, organizational expertise and proposed allocation of work among the partners.

The work will combine desk review, consultations, online and in-person coordination and field visits. The Proposer is expected to interact, as relevant, with community members, trained mediators, local public authorities, civil society organizations, public institutions, the Ministry of Justice and/or other relevant professional or training bodies, academia and donor-financed initiatives where coordination supports quality, complementarity or sustainability. Such stakeholders will not participate in the procurement decision-making process.

The Proposer shall arrange all transportation and logistics necessary for delivery, including venues where not provided by partners, participant communication, training materials, interpretation and translation, reasonable accommodation and accessibility measures, permissions, secure data management and other operational inputs. All related costs shall be included in the Financial Proposal.

H. DURATION OF WORK

a) The estimated duration of services is a maximum of 20 months. The expected date of commencement is 01 January 2027, subject to completion of the procurement and contracting process.

b) UNDP will normally require up to 14 (fourteen) calendar days, depending on the implementation stage and complexity of the deliverable, to review, comment on, approve or certify acceptance of submitted deliverables.

I. KEY PERSONNEL AND TEAM COMPOSITION REQUIREMENTS

The **minimum key personnel** required for the contract implementation shall meet the following requirements:

Team Leader/Community Mediation Programme Specialist:

Education:

- University degree in Conflict Studies, Law, Social Sciences, International Relations, Development Studies, Public Administration, Psychology or another field relevant to the assignment. A Master's degree or equivalent advanced qualification is an asset.

Experience:

- At least 5 (five) years of professional experience in mediation, peacebuilding, conflict prevention, dialogue, community development or a closely related field.
- At least 3 similar successfully completed projects in a leading role designing, managing or supervising mediation/dialogue/conflict-resolution or capacity-development programmes in Moldova

- Proven experience developing or supervising mediation methodology, competency frameworks, curricula, assessment, mentoring and/or quality-assurance systems
- Proven multi-stakeholder coordination with public institutions, local authorities, civil society, professional bodies and community actors.
- Experience working with UN entities, international organizations or donor-funded programmes relevant to the assignment (limited/indirect evidence.

Language Requirements:

- Romanian – Excellent proficiency;
- English – Working proficiency;

Mediation Training and Practice Experts (2):

Education:

- Master's degree or higher in mediation, law, conflict resolution or conflict.

Experience, qualifications and skills:

- Internationally recognized professional accreditation/certification as a mediator, issued by a recognized mediation training, accreditation, or professional body (e.g., IMI, CEDR, SIMI, or equivalent)
- At least 5 years of demonstrated professional experience as a mediation trainer, including delivery of initial and/or continuous professional training for mediators and training for legal professionals, managers or other professional audiences.
- Demonstrated involvement in mediator attestation, strategic development and/or institutional strengthening of mediation in Moldova.
- Demonstrated experience in the development or adaptation of mediation training programmes, curricula, studies, strategies, methodologies or other institutional/professional development products in the field of mediation.

Language skills

- Romanian – Excellent proficiency;
- Russian – Working proficiency;

- ***Project Assistant:***

Education:

- University degree in public administration, social sciences, international relations, economics, project management, development studies, communications or another field relevant to the assignment.

Experience:

- At least 2 years of professional experience in project implementation, administrative/programme support, community development, or capacity building

- Experience supporting workshops, community activities, and field operations, including participant coordination, travel, venue logistics, accessibility arrangements, and preparation of activity materials.

Language skills

- Romanian: Fluent proficiency ;
- English: Working proficiency ;
- Russian: Elementary proficiency ;

The Proposer could consider and propose, subject to UNDP agreement upon signature of the contract, other personnel if it considers to be required for the successful implementation of the present assignment, to target more effectively the objective of this assignment.

The Proposer shall provide information on the Project Team proposed to manage this assignment outlining details including:

- Extent of experience of each of the proposed team members.
- Details of their respective qualifications and relevant experience.

Additional considerations regarding proposed team and allocation of resources

The Proposer shall provide a clear description of the proposed approach to implementing the assignment, demonstrating its understanding of the Terms of Reference, expected deliverables and the context in which the services will be provided.

The proposal shall include a clear allocation of resources, including the estimated number of working days for each Key Personnel for each deliverable and/or major activity. The allocation shall clearly indicate the roles and responsibilities of each team member, including responsibilities for training preparation and delivery, curriculum/materials development, participant assessment, mentoring, coordination and quality assurance, as applicable.

The Proposer may propose additional personnel where required for the effective implementation of the assignment. Such personnel shall be clearly identified, including their role and level of participation, and included in the financial proposal under the applicable staff category. Additional personnel will not be subject to separate technical evaluation unless otherwise specified.

Bidders shall submit detailed CVs for all Key Personnel, indicating their proposed role, level of participation, relevant experience, education, professional certifications/accreditation and language skills. For the Mediation Training and Practice Experts, the CVs should clearly demonstrate relevant experience in the design and delivery of mediation training programmes.

The Proposer shall also provide a brief description of its previous institutional experience in assignments of a similar nature, particularly in mediation training, professional capacity development, curriculum development and practical application of mediation approaches. Where subcontractors or partner organizations are proposed, their respective roles shall be clearly identified.

The Key Personnel included in the proposal shall participate at the level and for the duration specified. Any substitution shall require prior written approval by UNDP and shall be made with personnel of equivalent or higher qualifications and relevant experience.

UNDP may request the withdrawal and replacement of personnel in cases of demonstrated non-performance or inadequate performance. Any such replacement shall be at the Service Provider's expense.

The Service Provider shall ensure that all personnel perform their duties in accordance with high professional and ethical standards and the principles and values of the United Nations, including respect for diversity, inclusion, confidentiality, neutrality and non-discrimination.

J. KEY PERFORMANCE INDICATORS AND SERVICE LEVEL

The Proposer's performance will be assessed against timeliness, quality, achievement of agreed results, responsiveness, professional communication, accuracy, safeguarding and confidentiality, effective risk management and the practical usefulness and sustainability of programme outputs.

a) Compliance with the approved work plan, deadlines and deliverable requirements;

b) Prior coordination of key activities, methodological decisions, schedule changes and material risks with the UNDP SCPI-II project team;

c) Reports and verification records are complete, accurate and evidence-based and demonstrate progress against the required indicators while respecting confidentiality and data-protection requirements;

d) The final report and core methodological products are submitted in English; participant-facing materials are available in Romanian and Russian as required, and the final handover package is complete, editable and usable by UNDP.

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

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 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 **RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**

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	☐
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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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	Click or tap here to enter text.
Legal name of Proposer	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of registration	Click or tap here to enter text.
Proposer's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	☐ 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.
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):*	Click or tap here to enter text.
Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent? *(If yes, provide a Copy of the valid Certificate):*	Tick all that apply and **provide supporting documentation**: ☐ Corporate Environmental Policy ☐ ISO 14001 ☐ 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	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:

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.**	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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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

The recommended Contractor shall submit a duly notarized Joint Venture/Consortium/Association Agreement prior to contract signature.

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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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 5 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 (five) 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** *(state 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 2023**	Currency: USD	Amount
	Year 2024	Currency: USD	Amount
	Year 2025	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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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 organization, including year and country of incorporation, core areas of work, relevant market/reputational standing, credible references and evidence of satisfactory past performance.

1.2 General organisational capability likely to affect implementation, including management and staffing structure, project management support mechanisms and controls, financial/operational capacity, field/logistics and accessibility arrangements, Romanian/Russian delivery capacity, and management of any subcontractors.

1.3.1 Describe the organization's specialised institutional knowledge and years of experience in mediation, conflict resolution, peacebuilding, dialogue facilitation, community-based capacity development or closely related fields, including relevant experience in Moldova or comparable multilingual and context-sensitive environments.

1.3.2 Provide details of similar assignments successfully completed during the last five years, identifying those that combined mediation/conflict-resolution capacity development with supervised or practical community-level application.

1.4 Describe the organization's quality-assurance procedures, risk-management arrangements and responsible delivery practices relevant to the assignment, including safeguarding, confidentiality/data protection, inclusion and staff/operational well-being where applicable.

1.5 Describe 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 Provide a comprehensive conceptual framework demonstrating the Proposer's understanding of the assignment, its objectives, constraints and required results. Explain the logic and sequencing of the Chisinau pilot, lessons-learned/refinement stage, regional scale-up, mentoring and supervised practice, and final sustainability/handover arrangements.

2.2 Present the proposed methodology and tools in detail and explain how they respond to the ToR. Cover participant outreach and selection; pilot training and assessment; methodology revision based on evidence; North/South rollout; mentoring and supervised practice; monitoring and verification; safeguarding, confidentiality, inclusion and referral; and the pathway to at least 250 eligible documented processes.

2.3 Describe any innovative, efficient or value-added elements included in the technical offer. Explain how they are relevant to the Moldovan context and how they would improve learning, mediator retention, practical application, regional delivery, monitoring, quality or sustainability.

2.4 Describe the available performance monitoring and evaluation mechanisms and tools. Explain in detail how they shall be adapted, adopted, and practically applied to meet the specific requirements of this assignment, including the tracking of participant progression, quality of mediation services, and the verification of the 250 documented community processes.

2.5 Present a detailed and logically structured implementation plan, including a Gantt chart or project schedule showing activities, milestones, deliverables and dependencies across the maximum 20-month implementation period. The plan should clearly show the pilot, learning/refinement stage, Northern and Southern rollout, mentoring/supervised practice and time required for UNDP review of deliverables.

2.6 Provide a clear and logical distribution of roles and responsibilities within the proposed team. Describe each team member's functions and contributions and include an indicative allocation of person-days per expert for the main phases and deliverables.

Section 3: Management Structure and Key Personnel

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

3.2 For each of the key personnel provide: the CV using the format in **Form H** and the statement of exclusivity and availability using the format in Form I. *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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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:	**RfP26/03379 Design and Implementation of Community Mediation Programme in Target Communities**		

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: USD (United States Dollars) – applicable international (VAT Exclusive); or MDL (Moldovan Leu) – applicable to local Bidders only (VAT Exclusive).

Table 1: Total Cost per Deliverable*

Deliverable / Milestone as per Terms of Reference	Price (USD) (Lump Sum, All Inclusive)
Deliverable 1: Approved inception and Chisinau pilot-design package, including work plan, participant-selection package, methodology, competency framework, curriculum, monitoring/verification arrangements and safeguarding/referral protocols	
Deliverable 2: Chisinau pilot completed for 20 participants, lessons learned documented, and revised mediation programme and North/South rollout plan accepted by UNDP	
Deliverable 3: Regional scale-up completed for 40 mediators in the North and 40 in the South, mentoring/supervision implemented.	
Deliverable 4: Sustainability and scale-up roadmap, at least 250 eligible community mediation or structured conflict-resolution processes documented and verified, final report and complete handover package accepted by UNDP	
Total Amount of Financial Proposal	

**Basis for payment tranches*

Table 2: Cost Breakdown by Cost Component

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: Approved inception and Chisinau pilot-design package, including work plan, participant-selection package, methodology, competency framework, curriculum, monitoring/verification arrangements and safeguarding/referral protocols	1 (one) Team Leader/Community Mediation Programme Specialist				Travel (if any)				
	1 (one) Mediation Training and Practice Experts				Local transportation costs (if any)				
	1 (one) Mediation Training and Practice Experts				Communication Expenses				
	1 (one) Project Assistant				Other costs (please specify)				
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 2: Chisinau pilot completed for 20 participants, lessons learned documented, and revised mediation programme and North/South	1 (one) Team Leader/Community Mediation Programme Specialist				Rental of venue				
	1 (one) Mediation Training and Practice Experts				Hotel accommodation (if needed)				

rollout plan accepted by UNDP	**1 (one) Mediation Training and Practice Experts**				**Catering services**				
	1 (one) Project Assistant				**Subsistence allowance**				
					Transportation costs				
					Communication				
					Other costs (specify)				
		Sub-total 1				**Sub-total 2**			
	Total:								
Deliverable 3: Regional scale-up completed for 40 mediators in the North and 40 in the South, mentoring/supervision implemented.	**1 (one) Team Leader/Community Mediation Programme Specialist**				**Rental of venue**				
	1 (one) Mediation Training and Practice Experts				**Hotel accommodation (if needed)**				
	1 (one) Mediation Training and Practice Experts				**Catering services**				
	1 (one) Project Assistant				**Subsistence allowance**				
					Transportation costs (if any)				
					Communication Expenses				

					Other costs (please specify)				
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 4: Sustainability and scale-up roadmap, at least 250 eligible community mediation or structured conflict-resolution processes documented and verified, final report and complete handover package accepted by UNDP	1 (one) Team Leader/Community Mediation Programme Specialist				Travel				
	1 (one) Mediation Training and Practice Experts				Subsistence allowance				
	1 (one) Mediation Training and Practice Experts				Local transportation costs				
	1 (one) Project Assistant				Communication				
					Other costs (specify)				
		Sub-total 1				Sub-total 2			
	Total:								