

REQUEST FOR PROPOSALS

SERVICES FOR

*Modernization of the State Automated Information System –
“FRONTEIRA”*



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

Strada Ciuflea 36/1, Chişinău, Republic of Moldova

13.09.2021

REQUEST FOR PROPOSALS
RFP-MD016/21

Mission: *Republic of Moldova*

Project Name: *EU 4 Border Security*

Project ID: *IB.0154*

Title of Services: *Modernization of the state Automated Information System –
“FRONTIERA”*

Request for Proposals

The International Organization for Migration (hereinafter called **IOM**) intends to hire Service Provider for the **EU 4 Border Security** project for which this Request for Proposals (RFP) is issued.

IOM now invites Service Providers to submit a Proposal for the following Services: *Modernization of the State Automated Information System – “FRONTIERA”*. More details on the services are provided in the *Terms of Reference (English and Russian versions)* attached to present announcement.

The Service Provider /Consulting Firm will be selected under a Quality – Cost Based Selection procedures described in this RFP.

The RFP includes the following documents:

- Section I. Instructions to Service Providers/Consulting Firms
- Section II. Technical Proposal – Standard Forms
- Section III. Financial Proposal – Standard Forms

The Proposals must be submitted in PDF format at vpanfilii@iom.int and nbalan@iom.int on or before **October 13, 2021**, 23:59 (GMT +02:00). No late proposal shall be accepted.

Deadline for submitting requests for clarifications/questions is **September 28, 2021**, 23:59 (GMT +02:00).

Very truly yours,

Procurement Team
Contact tel.: +373 22 23 29 40 (ext.127)

IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

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Section I - Instructions to Service Providers

1. Introduction

- 1.1 Only eligible Service Providers may submit a Technical Proposal and Financial Proposal for the services required. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected company.
- 1.2 Service Providers should familiarize themselves with local conditions and take them into account in preparing the proposal. Service Providers are encouraged to submit clarification questions to IOM before submitting a proposal.
- 1.3 The Service Providers costs of preparing the proposal and of negotiating the contract, are not reimbursable as a direct cost of the assignment.
- 1.4 Service Providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.
- 1.5 IOM is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers.
- 1.6 IOM shall provide at no cost to the Service Provider the necessary additional information and assist the Firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and report.

2. Corrupt, Fraudulent, and Coercive Practices

- 2.1 IOM Policy requires that all IOM Staff, bidders, manufacturers, suppliers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:
 - Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of any thing of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
 - Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
 - Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;

- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract.

3. Conflict of Interest

3.1 All bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand. A bidder may be considered to have conflicting interest under any of the circumstances set forth below:

- A Bidder has controlling shareholders in common with another Bidder;
- A Bidder receives or has received any direct or indirect subsidy from another Bidder;
- A Bidder has the same representative as that of another Bidder for purposes of this bid;
- A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the Mission/procuring Entity regarding this bidding process;
- A Bidder submits more than one bid in this bidding process;
- A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of the bid.

4. Clarifications and Amendments to RFP Documents

- 4.1 At any time before the submission of the proposals, IOM may, for any reason, whether at its own initiative or in response to a clarification amend the RFP. Any amendment made will be made available to all short-listed Service Providers who have acknowledged the Letter of Invitation.
- 4.2 Service Providers may request for clarification(s) on any part of the RFP. The request must be sent by standard electronic means at the addresses indicated in the invitation (vpanfilii@iom.int and nbalan@ion.int) on or before **September 28, 2021**. IOM will respond in writing or by standard electronic means to the said request and this will be made available to all those who acknowledged the Letter of Invitation without identifying the source of the inquiry.

5. Preparation of the Proposal

- 5.1 A Service Provider Proposal shall have two (2) components:

- a) the Technical Proposal (PDF format)
 - b) the Financial Proposal (PDF format)
- 5.2 The Proposal, and all related correspondence exchanged by the Service Providers and IOM, shall be in English. All reports prepared by the contracted Service Provider/ Consulting Firm shall be in English or Romanian.
- 5.3 The Service Providers/ Consulting Firms are expected to examine in detail the documents constituting this Request for Proposal (RFP). Material deficiencies in providing the information requested may result in rejection of a proposal.
- 5.4 In addition to the Technical and Financial Proposal, the Service Provider shall provide necessary registration documents/licenses mentioned in the Terms of Reference attached to present announcement. In addition, the technical proposal shall include the documents proving the qualification of the company and its staff, description of similar projects completed, company profile, financial capacity and all other documents required by Qualification Criteria.

6. Technical Proposal

6.1 When preparing the Technical Proposal, Service Providers/ Consulting Firms must give particular attention to the following:

- a) If a Service Provider/ Consulting Firm deems that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Service Providers/ Consulting Firms may associate with the other consultants invited for this assignment or to enter into a joint venture with consultants not invited, only with the approval of IOM. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.¹
- b) For assignment of the staff, the proposal shall be based on the number of professional staff-months estimated by the firm, no alternative professional staff shall be proposed.
- c) It is desirable that the majority of the key professional staff proposed is permanent employees of the firm or have an extended and stable working relationship with it.
- d) Proposed professional staff must, at a minimum, have the experience of at least **three years**, preferably working under conditions similar to those prevailing in the country of the assignment.

6.2 The Technical Proposal shall provide the following information using the attached Technical Proposal Standard Forms TPF 1 to TPF 6 (Section II).

¹ This clause shall be included/revised as deemed necessary

- a) A brief description of the Service Providers/ Consulting Firms organization and an outline of recent experience on assignments of a similar nature (TPF-2), if it is a joint venture, for each partner. For each assignment, the outline should indicate the profiles of the staff proposed, duration of the assignment, contract amount, and firm's involvement.
- b) A description of the approach, methodology and work plan for performing the assignment (TPF-3). This should normally consist of maximum of ten (10) pages including charts, diagrams, and comments and suggestions, if any, on Terms of Reference and counterpart staff and facilities. The work plan should be consistent with the work schedule (TPF-7)
- c) The list of proposed Professional Staff team by area of expertise, the position and tasks that would be assigned to each staff team members (TPF-4).
- d) Latest CVs signed by the proposed professional staff and the authorized representative submitting the proposal (TPF-5) Key information should include number of years working for the firm and degree of responsibility held in various assignments during the period required by ToR.
- e) A time schedule estimates of the total staff input (Professional and Support Staff, staff time needed to carry out the assignment, supported by a bar chart diagram showing the time proposed for each Professional and Staff team members (TPF-6). The schedule shall also indicate when experts are working in the project office and when they are working at locations away from the project office.
- f) A time schedule (bar chart) showing the time proposed to undertake that the activities indicated in the work plan (TPF-7).
- g) A detailed description of the proposed methodology and staffing for training if the RFP specifies training as specific component of the assignment.

6.3 The technical proposal shall mandatory include the following documents to establish the qualification of the bidders:

- a) Company Profile, which should not exceed fifteen (15) pages, covering the company experience, human resources, management and technical capacities, portfolio, demonstrating experience in implementation of projects with similar content and similar complexity;
- b) Certificate of Incorporation/ Business Registration (in case of JV/Consortium/Association, the documents shall be provided for the leader of the consortium and each partner, if any);
- c) Quality Certificates (e.g., ISO 9001, ISO 20000, ISO 27001, etc.) and/or other similar certificates accreditations, awards and citations received by the Bidder, if any.

- d) Statements of Satisfactory Performance/References from at least 3 (three) beneficiaries of the Bidder (in case of JV/Consortium/Association, the leader of the consortium and each partner shall present 3 (three) statements per entity) for successfully implemented projects (ICT Systems) with similar complexity during the last 5 (five) years
 - e) Financial Statements (Income Statements and Balance Sheets) for the past 3 years (2020, 2019 and 2018) for the Bidder (in case of JV/Consortium/Association, the documents shall be provided for the leader of the consortium and each partner, if any);
 - f) 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 (in case of JV/Consortium/Association, the documents shall be provided for the leader of the consortium, if any);
- 6.4 The technical proposal shall not include any financial information related to the financial proposal.

7. Financial Proposal

- 7.1 In preparing the Financial Proposal, service providers are expected to take into account the requirements and conditions outlined in the RFP. The Financial Proposal shall follow the Financial Proposal Standard Forms FPF 1 and FPF 2 (Section III).
- 7.2 The Financial proposal shall include all costs associated with the assignment, including (i) remuneration for staff and (ii) reimbursable expenses such as *transportation and / or accommodation costs, use of physical or technical means to perform the task*.
- 7.3. Service Providers/ Consulting Firms shall express the price of their services in **EUR with VAT 0%**, exemption of excise and custom duties acc. to the GD 246 of 08.04.2010. In case other currency is offered, the comparison of offers will be based on the prevailing IOM rate of exchange (link to the website with official UN operational rates: <https://treasury.un.org/operationalrates/OperationalRates.php>)
- 7.4 The Financial Proposal shall be valid for **30 days**. During this period, the Service Provider/ Consulting Firm is expected to keep available the professional staff for the assignment². IOM will make its best effort to complete negotiations and determine the award within the validity period. If IOM wishes to extend the validity period of the proposals, the Service Provider/ Consulting Firm has the right not to extend the validity of the proposals.

8. Submission, Receipt, and Opening of Proposals

² For this purpose, the Mission may have the option to require short-listed Consultants a bid security.

- 8.1 Service Providers/ Consulting Firms may only submit one proposal. If a Service Provider/ Consulting Firm submits or participates in more than one proposal such proposal shall be disqualified.
- 8.2 The Proposal (both Technical and Financial Proposals) shall be submitted online in PDF format at the following addresses: vpanfilii@iom.int, cc: nbalan@iom.int on or before **October 13, 2021**, 23:59 (GMT +02:00). No late proposal shall be accepted.
- 8.3 **The Financial proposal shall be encrypted with password. The password will be requested from applicants after technical evaluation is completed by Bid and Evaluation Award Committee.**

9. Evaluation of Proposals

- 9.1 After the Proposals have been submitted to the BEAC and during the evaluation period, Service Providers/ Consulting Firms that have submitted their Proposals are prohibited from making any kind of communication with any BEAC member, as well as its Secretariat regarding matters connected to their Proposals. Any effort by the Service Providers/ Consulting Firms to influence IOM in the examination, evaluation, ranking of Proposal, and recommendation for the award of contract may result in the rejection of the Service Providers/ Consulting Firms Proposal.
- 9.2 The Combined Scoring Method shall be applied. The weight given to the Technical Proposal is 70% and the weight given to the Financial Proposal is 30%.

10. Technical Evaluation

- 10.1 The entire evaluation process, including the submission of the results and approval by the approving authority, shall be completed in not more than *30 (thirty) calendar day* after the deadline for receipt of proposals.
- 10.2 Minimum Eligibility and Qualification will be evaluated on Pass/Fail basis according to the table below:

Subject	Criteria
Legal Status	Vendor is a legally registered entity and can ensure rapid local response (including presence of staff) to any of the contract related requests.
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.
Previous Experience	Minimum 5 (five) years of relevant experience in software development and at least 3 (three) successfully executed projects (ICT Systems) with similar complexity, where at least one project implemented for state authorities.

Key Personnel	The minimum personnel mandatory for the implementation of the contract: 1 (one) Project Manager 1 (one) Software Architect 1 (one) Senior Technical Lead 4 (four) Full Stack Software Developers 1 (one) Database Developer
Financial Standing	The average annual turnover of the Bidder should be not less than USD 350,000.00 (three hundred fifty thousand), or equivalent, for the most recent three (3) years (2018, 2019, 2020) and this turnover must have been derived solely through the provision of Information Technology (IT) Systems and services.

- 10.3 The BEAC shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP and by applying an evaluation criterion, sub criteria and point system. Each responsive proposal shall be given a technical score (St). The proposal with the highest score or rank shall be identified as the Highest Rated/Ranked Proposal.
- 10.4 A proposal shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is **70%**.
- 10.5 The technical proposals of Service Providers/ Consulting Firms shall be evaluated based on the following criteria and sub-criteria:

Summary of Technical Proposal Evaluation Criteria		Score Weight	Points obtainable
1.	Company experience/expertise	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	40%	400
3.	Management Structure and Key Personnel	30%	300
		Total	1,000

Criterion 1. Company experience/expertise		Points obtainable
1.1	Company Reputation / Reliability / Industry Standing (up to 30 pts.)	30
1.2	General Organizational Capability which is likely to affect implementation: - Age/size of the firm (7 years – 15 pts., each additional year – 5 pts., up to max 30 pts.);	65

	<ul style="list-style-type: none"> - Financial stability "Annual turnover, for the last 3 years, over not less than USD 350,000.00" (<i>no – 0 pts., yes – 15 pts.</i>); - Strength of project management support (<i>up to 20 pts.</i>). 	
1.3	Extend to which any work would be subcontracted: <ul style="list-style-type: none"> - Certain development processes will be outsourced (<i>yes – 0 pts., no – 15 pts.</i>) 	15
1.4	Quality assurance procedures and risk mitigation measures: <ul style="list-style-type: none"> - Q&A and Warranty procedures proposed (<i>up to 30 pts.</i>) 	30
1.5	Relevance of: <ul style="list-style-type: none"> - Minimum 5 (five) years of relevant experience in software development (<i>5 years – 30 pts., each additional year – 5 pts., up to max 50 pts.</i>); - At least 3 (three) successfully executed projects (ICT Systems) with similar complexity, where at least one project implemented for state bodies (i.e. central public authorities, state agencies, etc.) (within the last 5 (five) years, in production for at least 6 (six) months and their brief description (<i>3 projects – 20 pts., each additional project – 5 pts., up to max 40 pts.</i>); - Demonstrated experience of working with Moldovan public institutions (<i>up to 25 pts.</i>); - Demonstrated experience in the development of software for border or customs authorities (<i>up to 20 pts.</i>); - Working experience with UN agencies and/or other international organizational (<i>no – 0 pts., yes – up to 15 pts.</i>) 	150
1.6	Sustainability Criteria / Gender equality and diversity commitments: <ul style="list-style-type: none"> - Overall gender balance in the team (<i>no – 0 pts., yes – 5 pts.</i>); - Appointment of women to managerial positions in the team (<i>no – 0 pts., yes – 5 pts.</i>). 	10 5 5
Total for Criterion I:		300 pts.

Criterion 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	The Bidder understands the assignment, the scope is well defined and corresponds to the TOR (<i>up to max 50 pts.</i>): <ul style="list-style-type: none"> • The Bidder has full understanding of the task. The structure and entire technical proposal fully demonstrate 	50

	<p>responsiveness to the ToR <i>(30 pts to 50 pts)</i>;</p> <ul style="list-style-type: none"> • The Bidder has satisfactory understanding of the assignment. The structure and entire technical proposal correspond to the TOR but require some adjustments to properly address all the tasks – <i>(10 pts to 29 pts)</i>; • The Bidder has limited understanding of the assignment. The structure and entire technical proposal don't correspond to the TOR and require major adjustments to properly address the tasks – <i>(0 pts to 9 pts)</i>. 	
2.2	<p>Have the important aspects of the task been addressed in sufficient detail?</p> <ul style="list-style-type: none"> • The important aspects of the task have been addressed in sufficient detail in a manner which does not require any further clarification on the proposed methodology <i>(51 pts to 80 pts)</i>; • The important aspects of the task have been addressed in a manner which requires some clarification on the proposed methodology <i>(21 pts to 50 pts)</i>; • The important aspects of the task have not been addressed in sufficient detail, and require major clarification on methodology <i>(0 pts. to 20 pts)</i>. 	80
2.3	<p>Important aspects of the project implementation approach such as project resource management, communication with the stakeholders, change management, risk management, deliverables' quality management, progress monitoring and reporting, exception management, are addressed in sufficient detail and different components of the project adequately weighted relative to one another <i>(up to max 80 pts)</i>:</p> <ul style="list-style-type: none"> • The important aspects of the project implementation approach such as project resource management, communication with the stakeholders, change management, risk management, deliverables' quality management, progress monitoring and reporting, exception management, are clearly described in sufficient detail and suit to the project <i>(50 pts to 80 pts)</i>; • The important aspects of the project implementation approach such as project resource management, communication with the stakeholders, change management, risk management, deliverables' quality management, progress monitoring and reporting, exception management have been addressed in a manner which requires some clarification on methodology and different components of the assignment are weighted to some extend relative to one another <i>(20 pts to 49 pts)</i>; • The important aspects of the project implementation approach have not been addressed in sufficient detail, and require major clarification on methodology and different components of the assignment were not adequately weighted <i>(0 pts to 19 pts)</i>. 	80

2.4	<p>The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional) (<i>up to max 120 pts</i>)</p> <ul style="list-style-type: none"> • The proposed technical solution is relevant and fully responds to the requirements (<i>71 pts to 120 pts</i>); • The proposed technical solution requires clarifications to ensure its adequacy and has some non-critical gaps and uncertainties which require clarifications (<i>21 pts to 70 pts</i>); • The proposed technical solution is not adequate or it doesn't respond to technical requirements – (<i>0 to 20 pts.</i>) 	120
	<p>The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning is logical, realistic and the needed human and material resources promise an efficient implementation of the project (<i>up to max 70 pts</i>):</p> <ul style="list-style-type: none"> • The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the bidder promise an efficient implementation of the project (<i>50 pts to 70 pts</i>); • The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the bidder certainly are not sufficient – (<i>20 pts to 49 pts</i>); • The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the bidder are missing – (<i>0 pts to 19 pts</i>). 	70
Total for Criterion II:		400 pts.

Criterion 3. Management Structure and Key Personnel		Points obtainable
3.1	<p>Project Manager:</p> <ul style="list-style-type: none"> - University degree in Management, Engineering, ITC or another relevant field (<i>Bachelor's degree – 5 pts., Master's degree or equivalent – 10 pts.</i>) - At least 10 (ten) years of professional experience in the field of design, development and implementation of complex software solutions (<i>10 years – 10 pts., each additional year – 1 pts, up to max 15 pts.</i>); - At least 3 (three) similar successfully completed ICT projects with similar complexity, in a leading role 	70

	<p>throughout the entire duration, proven by brief descriptions of project scope and outcome, and proofs of completion³ (3 projects – 10 pts., every additional project – 1 pts., up to max 15 pts.)</p> <ul style="list-style-type: none"> - Experience in the development of software for border or customs authorities would be an advantage (no – 0 pts, yes – up to 10 pts.) - Proved certification in Project Management (<i>Prince, PMI, etc.</i>) would be an asset (no – 0 pts., yes – 5 pts.); - Proficiency in Romanian, Russian and English language (English – 5 pts, Russian – 5 pts and Romanian 5 pts). 	
3.2	<p>Software Architect:</p> <ul style="list-style-type: none"> - University degree in the field of Computer Science and/or Information Technologies (<i>Bachelor's degree – 5 pts., Master's degree or equivalent – 10 pts.</i>); - At least 10 (ten) years of proven track record of designing enterprise systems (10 years – 10 pts., each additional year – 1 pts, up to max 15 pts.); - Docker and Kubernetes Certifications (<i>Docker – 10 pts., Kubernetes – 10 pts.</i>); - Proven track record of designing and successfully implementing projects for the Government of Moldova and MCloud integration. (no – 0 pts., experience with government – 5 pts., experience with MCloud – 10 pts.); - Proficiency in English language. Knowledge of Romanian or Russian is an asset (<i>English 5 pts, each additional language 2.5 pts, up to max of 10 pts.</i>) 	70
3.3	<p>Senior Technical Lead:</p> <ul style="list-style-type: none"> - University degree in the field of Computer Science and/or Information Technologies (<i>Bachelor's degree – 5 pts., Master's degree or equivalent – 10 pts.</i>); - At least 5 (five) years of experience developing projects of similar complexity (5 years – 10 pts., each additional year – 1 pts, up to max 15 pts.); - Proven track record of designing and successfully implemented projects for the Government of Moldova (no – 0 pts., experience with government – 10 pts., experience with border/customs authorities – 10 pts.); - Strong experience and knowledge in MCloud, Java, Docker, Kubernetes, Microservices, Apache Kafka, JavaScript, React (no – 0 pts, yes – 10 pts.); - Fluency in English. Knowledge of Romanian or Russian is an asset (<i>English 3 pts, each additional language 1 pts, up to max of 5 pts.</i>). 	60
3.4	Senior Full Stack Software Developer	50

³ Information about similar complexity projects in which the person was involved should be explicitly described in his/her CV

	<ul style="list-style-type: none"> - University degree in the field of Computer Science and/or Information Technologies (<i>Bachelor's degree – 5 pts., Master's degree or equivalent – 10 pts.</i>); - At least 3 (three) years of experience developing projects of similar complexity (<i>3 years – 10 pts., each additional year – 1 pts, up to max 15 pts.</i>); - Experience with MCloud, Java, Docker, Kubernetes, Microservices, Apache Kafka, JavaScript, React (<i>no – 0 pts, yes – 15 pts.</i>); - Fluency in English. Knowledge of Romanian or Russian is an asset (<i>English 3 pts, each additional language 1 pts, up to max of 5 pts.</i>). 	
3.5	<p>Database Developer</p> <ul style="list-style-type: none"> - Master's degree in the field of Computer Science and/or Information Technologies (<i>yes – 5 pts, no – 0 pts</i>); - At least 3 (three) years of experience of developing/maintaining databases of similar complexity (<i>3 years – 10 pts., each additional year – 1 pts, up to max 15 pts.</i>); - Oracle professional certification (<i>no – 0 pts., yes - 25 pts</i>); - Fluency in English. Knowledge of Romanian or Russian is an asset (<i>English 3 pts, each additional language 1 pts, up to max of 5 pts.</i>). 	50
Total for Criterion III:		300 pts.

The minimum technical score S_t required to pass is: **700 Points**.

10.5 Technical Proposal shall not be considered for evaluation in any of the following cases:

- a) late submission, *i.e.*, after the deadline set
- b) failure to submit any of the technical requirements and provisions provided under the Instruction to Service Provider/ Consulting Firm (ITC) and Terms of Reference (TOR);

11. Financial Evaluation

11.1 After completion of the Technical Proposal evaluation, IOM shall notify those Service Providers/ Consulting Firms whose proposal did not meet the minimum qualifying score or were considered non responsive based on the requirements in the RFP, indicating that their Financial Proposals shall not be opened after the completion of the selection process.

11.2 IOM shall simultaneously notify the Service Providers/ Consulting Firms that have passed the minimum qualifying score requesting the password for the encrypted Financial Proposals. The BEAC has the option to open the Financial proposals publicly or not.

- 11.3 The BEAC shall determine the completeness of the Financial Proposal whether all the Forms are present and the required to be priced are so priced.
- 11.4 The BEAC will correct any computational errors. In case of a discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition, activities and items described in the Technical proposal but not priced, shall be assumed to be included in the prices of other activities or items.
- 11.5 The Financial Proposal of Service Providers/ Consulting Firms who passed the qualifying score shall be opened, the lowest Financial Proposal (F1) shall be given a financial score (Sf) of 1000 points. The financial scores (Sf) of the other Financial Proposals shall be computed based on the formula:

$$\text{Sf} = 1000 \times \text{F1} / \text{F}$$

Where:

Sf - is the financial score of the Financial Proposal under consideration,

F1 - is the price of the lowest Financial Proposal, and

F - is the price of the Financial Proposal under consideration.

The proposals shall then be ranked according to their combined (Sc) technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal = 0.70; F = the weight given to the Financial Proposal = 0.30; T + F = 1)

$$\text{Sc} = \text{St} \times \text{T\%} + \text{Sf} \times \text{F\%}$$

The firm achieving the highest combined technical and financial score will be invited for negotiations.

12. Negotiations

- 12.1 The aim of the negotiation is to reach agreement on all points and sign a contract. The contract negotiation is expected to take place online or at the premises of IOM Mission to Moldova in approximately one week after the evaluation of the offer is completed.
- 12.2 Negotiation will include: a) discussion and clarification of the Terms of Reference (TOR) and Scope of Services; b) Discussion and finalization of the methodology and work program proposed by the Service Provider/ Consulting Firm; c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, and schedule of activities (manning schedule); d) Discussion on the services, facilities and data, if any, to be provided by IOM; e) Discussion on the financial proposal submitted by the Service Provider/ Consulting Firm; and f) Provisions of the contract. IOM shall prepare minutes of negotiation which will be signed both by IOM and the Service Providers/ Consulting Firms.

- 12.3 The financial negotiations will include clarification on the tax liability and the manner in which it will be reflected in the contract and will reflect the agreed technical modifications (if any) in the cost of the services. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.
- 12.4 Having selected the Service Provider/ Consulting Firm on the basis of, among other things, an evaluation of proposed key professional staff, IOM expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, IOM shall require assurances that the experts shall be actually available. IOM will not consider substitutions during contract negotiation unless both parties agree that the undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that staff were referred in their proposal without confirming their availability the Service Provider/ Consulting Firm may be disqualified. Any proposed substitution shall have equivalent or better qualifications and experience than the original candidate.
- 12.5 All agreement in the negotiation will then be incorporated in the description of services and form part of the Contract.
- 12.6 The negotiations shall conclude with a review of the draft form of the Contract attached to the present Request for Proposals announcement. To complete negotiations, IOM and the Service Providers/ Consulting Firms shall initial the agreed Contract. If negotiations fail, IOM shall invite the second ranked Service Provider/ Consulting Firm to negotiate a contract. If negotiations still fail, the IOM shall repeat the process for the next-in-rank Service Providers/ Consulting Firms until the negotiation is successfully completed.

13. Award of Contract

- 13.1 The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the Service Provider/ Consulting Firm with the Highest Rated Responsive Proposal. Thereafter, the IOM shall promptly notify other Service Providers/ Consulting Firms on the shortlist that they were unsuccessful and shall return their unopened Financial Proposals. Notification will also be sent to those Service Providers/ Consulting Firms who did not pass the technical evaluation.
- 13.2 The selected service provider will be required to fill in and submit a Vendor Information Sheet (VIS) which includes detailed information about the company.
- 13.3 The selected service provider will be required to provide a **Performance Security** in the amount of **10% of the contract amount**. Performance security is a guarantee to ensure the contractor will comply with contractual obligations. It is posted in favor of the IOM mission to Moldova and is forfeited if the contractor defaults on its obligations. The Performance Security may be provided in the form of **bank guarantee**.

13.4 The Service Provider/ Consulting Firm is expected to commence the assignment on or before **December 1, 2021**.

13.5 Maximum expected duration of contract: 7 months

14. Confidentiality

14.1.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Provider/ Consulting Firm who submitted Proposals or to other persons not officially concerned with the process. The undue use by any Service Provider/ Consulting Firm of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of IOM's anti-fraud and corruption policy.