

United Nations Development Programme



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REQUEST FOR PROPOSAL

Development and Implementation of the Forensic Case Management System (FCMS)

RFP No.: RfP21/02375

Project: Strengthening Efficiency and Access to Justice in Moldova

Country: Republic of Moldova

Issued on: 08-Oct-2021

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form
 - Form D: Qualification Form
 - Form E: Format of Technical Proposal
 - Form F: Financial Proposal Submission Form
 - Form G: Financial Proposal Form

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 Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to sc.md@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

Victoria Muntean

Name: Victoria Muntean
Title: Project Manager
Date: 08-Oct-2021

Approved by:

Corina Oprea

Name: Corina Oprea
Title: Operations Manager
Date: 08-Oct-2021

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 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</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, 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.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>
4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide 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 goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or

	<p>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <p>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</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. Documents Comprising the Proposal	<p>8.1 The Proposal shall comprise of the following documents:</p> <p>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</p> <p>b) Technical Proposal;</p> <p>c) Financial Proposal;</p> <p>d) Proposal Security, if required by BDS;</p> <p>e) Any attachments and/or appendices to the Proposal.</p>
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time</p>

	<p>specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
11. Financial Proposals	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Proposal Security	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 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 Bidder.</p>
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead</p>

	<p>entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
15. Only One Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) 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 Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder 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.
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Proposal Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p>

	<p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	

	<p>request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</p> <p>c) 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 BDS.</p> <p>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p>
23. Deadline for Submission of Proposals and Late Proposals	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
24. Withdrawal, Substitution, and Modification of Proposals	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder 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 be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps: a) Preliminary Examination</p>

	<ul style="list-style-type: none"> b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with 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.
30. Evaluation of Technical and Financial Proposals	<p>30.1 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 the 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 the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, 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 Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> </div>

	<div> <div></div> <div> Combined Score = (TP Rating) x (Weight of TP, e.g. 60%) + (FP Rating) x (Weight of FP, e.g., 40%) </div> </div>
31. Due Diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; 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 Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNDP's determination of a Proposal's responsiveness will 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.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Reparable Errors and Omissions	<p>34.1 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.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, 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 Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is

	<p>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;</p> <p>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</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35.Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36.Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37.Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38.Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39.Contract Signature	39.1 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 Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40.Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41.Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42.Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default

43. Liquidated Damages	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. Payment Provisions	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. Vendor Protest	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
46. Other Provisions	<p>46.1 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 services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted Time: 11:00 hrs, (GMT+2, Moldova Local Time) Date : October 15, 2021 11:00 AM Venue : Zoom App Meeting URL: https://undp.zoom.us/j/82532574223?pwd=eGRPdVI3bStFZmcrVnltrG95T3hBZz09 Meeting ID: 825 3257 4223 Meeting Passcode: 159949</p> <p>Please send a message <u>by 14 October</u>, expressing your interest in participating at the pre-bidding conference to the email of the focal point indicated below.</p> <p>The <u>UNDP focal point for the arrangement</u> is: Victoria Muntean – Project Manager, Strengthening Efficiency and Access to Justice in Moldova Telephone: +373 68 567139 E-mail: victoria.muntean@undp.org</p> <p>-----</p> <p><i>Please, confirm your participation by COB one day before the pre-proposal meeting</i></p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required

7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	<p>Will be imposed as follows: Percentage of contract price per week of delay: 2.5%</p> <p>Max. number of weeks of delay 4, after which UNDP may terminate the contract.</p>
9	40	Performance Security	<p>Required under one of the below forms:</p> <p>i. bank guarantee or irrevocable letter of credit, issued by a reputable bank in the amount of 10% of the contract amount (see Section 6, FORM H: Form of Performance Security)</p> <p>Performance Security shall be provided by the selected bidder within (7) days upon issuance of letter of intent/contract and before issuance of the notice to proceed or upon UNDP request.</p> <p>Performance Security shall be valid until a date - 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor. It will be returned to the contractor within 30 days of final completion of the Contract.</p> <p>ii. 10% of total payment held as retention money until final certification of acceptance of all contract outputs/deliverables. The term “acceptance” shall not be equated with “mere receiving” of outputs/deliverables.</p> <p>The performance security form to be used shall be agreed before contract conclusion between UNDP and the Contractor.</p>
10	18	Currency of Proposal	<p>United States Dollar</p> <p>Reference date for determining UN Operational Exchange Rate: 29 October 2021</p> <p>For reference please access: https://treasury.un.org/operationalrates/OperationalRates.php</p>
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Vitoria Muntean – Project Manager, Strengthening Efficiency and Access to Justice in Moldova</p> <p>Address: 105 Sciusev str. MD-2012 Chisinau, Republic of Moldova</p> <p>E-mail address: victoria.muntean@undp.org</p>

13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	<p>29 October 2021, 16:00, (GMT+2, Moldova Local Time)</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p> <p><u>PLEASE NOTE:</u></p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on etendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct proposal closing time is as indicated in the e-tendering portal and system will not accept any proposal after that time. It is the responsibility of the proposers to make sure proposals are submitted within this deadline. UNDP will not accept any proposal that is not submitted directly in the system. 2. Try to submit your proposal a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your proposal at the last minute, UNDP may not be able to assist.
14	22	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	<p>Offers can be submitted only through on-line bidding in etendering module at:</p> <p>https://etendering.partneragencies.org</p> <p>Username: event.guest Password: why2change</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. It is strongly recommended to create your username with two parts, your first name and last name separately by ".", similar to the one shown above. 2. You can participate in the bid event only if you have registered in the system. 3. Please refer to Instructions to bidders and Q&A for bidders. <p><u>BU Code: MDA10</u> <u>Event ID: 0000010408</u></p> <p><input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Bidders that have accepted the invitation in the system will be notified via e-mail that changes have occurred. It is responsibility of the Bidder to view the respective changes and clarifications in the system.</p>

16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> Format: <u>PDF searchable</u> files only File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. Password for financial proposal must not be provided to UNDP until requested by UNDP. Max. File Size per transmission: 50 MB
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 60%-40% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	December 1, 2021
19		Maximum expected duration of contract	<p>42 weeks - for design, development, implementation and training services,</p> <p>12 months - for warranty, technical support and maintenance and services</p>
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Contract for Goods and Services for UNDP</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Mixed Goods and Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Required Documents that must be Submitted to Establish Qualification of Bidders (In "Certified True Copy" form only)	<ul style="list-style-type: none"> 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; For the requested proof of experience in implementation of projects with similar content and similar complexity the Bidder shall provide brief description of the ICT solutions implemented in the past five (5) years; 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); A copy of preliminary Agreement in case of Consortium or subcontracting; Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country

			<ul style="list-style-type: none"> ▪ 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. ▪ Statements of Satisfactory Performance/References from at least 2 (two) beneficiaries of the Bidder (in case of JV/Consortium/Association, of the leader of the consortium) for successfully implemented projects (ICT Systems) with similar complexity during the last 5 (five) years; ▪ 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); ▪ 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); ▪ Technical Proposal which shall include at least: <ul style="list-style-type: none"> ○ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required as per the attached ToR (Section 5. Terms of Reference of this RfP document), with clear distribution of roles and responsibilities of the proposed key personnel; ○ The detailed technical description of the proposed software solution, including the technological platforms, its performance parameters to be used and relevant constraints, needed hardware and operational restrictions if any; Methodology/Approach for execution of the Project with clear distribution of roles and responsibilities of the proposed key personnel; ○ Proposed approach for organizing project implementation of FCMS, listing all implementation stages and corresponding deliverables; ○ Proposed model for management of change and development requests and the methodology applied for estimating the effort and price to be charged; ○ Project management organizational chart with clear roles and responsibilities, as well as practices applied to interaction and collaboration within the project, including: project plan management, detailed activity planning, resource management, communication plan, change management, risk, management, deliverable quality management, progress monitoring and reporting, exception management, library management project; ○ Approach for management of changes including management of changes at the applications' level; ○ Information on proposed licensing model for FCMS; ○ Description of Service Quality Plan development and/or proposed draft Service Quality Plan;
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			<ul style="list-style-type: none"> ○ Information on the proposed approach for the cessation of support services and post-implementation. ▪ The Technical Proposal must include also the technical description of the proposed solution, Technical Responsiveness Checklist as it is required in the attached ToR (Section 5. Terms of Reference of this RfP document) – Item-by-Item commentary on Technical Requirements, demonstrating the responsiveness. For more information about the format and other aspects to be approached in the Technical Proposal, please refer to the attached ToR, section 16. ▪ CVs of personnel to be involved in the project (mentioned under Section 4: Evaluation Criteria of this RfP document), signed by the envisaged person, together with attestation certificates e.g. diplomas, certifications as well as training certificates (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements. Statements of Availability for the proposed personnel confirming participation in the project at the level and duration specified shall be provided; ▪ All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded; ▪ Other relevant documents; ▪ <u>Dully filled in, signed and stamped Forms A-G. Forms F and G should be PASSWORD PROTECTED. Please, ensure that NO OTHER DOCUMENTS ARE DISCLOSING YOUR FINANCIAL PROPOSAL apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.</u>
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Section 4. Evaluation Criteria

Required Documents that must be Submitted to Establish Qualification of Bidders (In “Certified True Copy” form only)

- 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;
- For the requested proof of experience in implementation of projects with similar content and similar complexity the Bidder shall provide brief description of the ICT solutions implemented in the past five (5) years;
- 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);
- A copy of preliminary Agreement in case of Consortium or subcontracting;
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
- 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.
- Statements of Satisfactory Performance/References from at least 2 (two) beneficiaries of the Bidder (in case of JV/Consortium/Association, of the leader of the consortium) for successfully implemented projects (ICT Systems) with similar complexity during the last 5 (five) years;
- 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);
- 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);
- Technical Proposal which shall include at least:
 - Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required as per the attached ToR (Section 5. Terms of Reference of this RfP document), with clear distribution of roles and responsibilities of the proposed key personnel;
 - The detailed technical description of the proposed software solution, including the technological platforms, its performance parameters to be used and relevant constraints, needed hardware and operational restrictions if any;
 - Methodology/Approach for execution of the Project with clear distribution of roles and responsibilities of the proposed key personnel;
 - Proposed approach for organizing project implementation of FCMS, listing all implementation stages and corresponding deliverables;
 - Proposed model for management of change and development requests and the methodology applied for estimating the effort and price to be charged;
 - Project management organizational chart with clear roles and responsibilities, as well as practices applied to interaction and collaboration within the project, including: project plan management, detailed activity planning, resource management, communication plan, change management, risk, management, deliverable quality management, progress monitoring and reporting, exception management, library management project;
 - Approach for management of changes including management of changes at the applications’ level;
 - Information on proposed licensing model for FCMS;
 - Description of Service Quality Plan development and/or proposed draft Service Quality Plan;
 - Information on the proposed approach for the cessation of support services and post-implementation
- The Technical Proposal must include also the technical description of the proposed solution, Technical Responsiveness Checklist as it is required in the attached ToR (Section 5. Terms of Reference of this RfP document) – Item-by-Item commentary on Technical Requirements, demonstrating the responsiveness. For more information about the format and other aspects to be approached in the Technical Proposal, please refer to the attached ToR, section 16.

- CVs of personnel to be involved in the project (mentioned under Section 4: Evaluation Criteria of this RfP document), signed by the envisaged person, together with attestation certificates e.g. diplomas, certifications as well as training certificates (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements. Statements of Availability for the proposed personnel confirming participation in the project at the level and duration specified shall be provided;
- All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded;
- Other relevant documents;
- Dully filled in, signed and stamped Forms A-G. Forms F and G should be PASSWORD PROTECTED. Please, ensure that NO OTHER DOCUMENTS ARE DISCLOSING YOUR FINANCIAL PROPOSAL apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
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 (whether through a local branch or office, through a local consortium partner or a local subcontracted consultant or company or other – all relationships to be documented through official documents and valid contracts submitted with the Proposal).	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with RFP clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with RFP clause 4.	Form A: Technical Proposal Submission Form
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.	Form A: Technical Proposal Submission Form
QUALIFICATION		

History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 (three) years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 (three) years.	Form D: Qualification Form
Previous Experience	Minimum 5 (five) years of experience in ICT solutions development <i>(For JV/Consortium/Association, the below should be met:</i> <ul style="list-style-type: none"> - <i>The Lead Partner of the JV shall demonstrate that he has a minimum of 5 years of experience in ICT solutions development;</i> - <i>The other consortium partners shall demonstrate that they have a minimum of 3 years of experience in ICT solutions development).</i> 	Form D: Qualification Form
	Minimum 2 (two) successfully executed ICT projects of similar complexity, where at least one project implemented for state bodies (i.e. central public authorities, state agencies, etc.) (i.e. highly configurable case management systems, document and workflow management systems) implemented over the last 5 (five) years. The Bidder shall present proofs of projects completion with his Proposal. <i>(For JV/Consortium/Association, the Lead Partner should meet the requirement).</i>	Form D: Qualification Form
Key Personnel	The minimum key roles for the implementation of the contract: <ul style="list-style-type: none"> • 1 (one) Project Manager • 1 (one) Technical Team Leader • 1 (one) Software Architect • 1 (one) Lead Business Analyst • 1 (one) Database Developer • 1 (one) Software Tester Engineer 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. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form E: Format of Technical Proposal
Financial Standing	Minimum average annual turnover of USD 200 000 for the last 3 (three) years (2020, 2019 and 2018). <i>(For JV/Consortium/Association, the Lead Partner should meet the requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

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 Employers 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.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable = 70%
1	Bidder's qualification, capacity and experience	270
2	Proposed Methodology, Approach and Implementation Plan	330
3	Management Structure and Key Personnel	400
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 25 pts.)	25
1.2	General Organizational Capability which is likely to affect implementation – <ul style="list-style-type: none"> Financial stability “Annual turnover over 200 000 USD” (no – 0 pts., yes – 15 pts.) Age/size of the firm (5 years – 10 pts., each additional year – 5 pts., up to max 30 pts.) Project management support mechanism (no – 0 pts, yes -15 pts.) Project management controls (up to 20 pts.) 	80
1.3	Extent to which any work would be subject to a consortium agreement <ul style="list-style-type: none"> Certain development processes will be part of a consortium (no – 15 pts., yes - 0 pts.) 	15
1.4	Quality assurance procedures and risk mitigation measures (no – 0 pts, up to some extent description – 20 pts., clearly described mechanism/existing proven certification - 35 pts.)	35
1.5	Relevance of: <ul style="list-style-type: none"> At least 5 (five) years of experience related to development and implementation of complex ICT solutions (5 years – 10 pts., each additional year – 5 pts., up to max 30 pts.); At least 2 (two) 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.) (i.e. highly configurable case management systems, document and workflow management systems), within the last 5 (five) years, in production for at least 6 (six) months and their brief description (2 projects – 20 pts., each additional project – 5 pts., up to max 40 pts.); Demonstrated experience of working with Moldovan public institutions would be a strong advantage (no – 0 pts., yes – 20 pts); Working experience with UN Agencies and/or other international organizations will be an asset (no – 0 pts., yes – 10 pts) 	100
1.6	Organizational Commitment to Sustainability and Human Rights (mandatory weight) <ul style="list-style-type: none"> Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 10 points Organization is a member of the UN Global Compact -5 points Organization demonstrates significant commitment to sustainability and human rights through some other means- 15 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, 	15

	demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant)	
Total Section 1		270

Section 2. Proposed Methodology, Approach, Technical Compliance and Implementation Plan		Points obtainable
2.1	<p>The Bidder understands the assignment, the scope is well defined and corresponds to the TOR (up to max 50 pts)</p> <ul style="list-style-type: none"> The Bidder has full understanding of the task. The structure and entire technical proposal fully demonstrate responsiveness to the ToR - 30 pts to 50 pts; 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 - 10 pts to 29 pts; 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 - 0 pts to 9 pts. 	50
2.2	<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 (up to max 80 pts)</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 – 50 pts to 80 pts; 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 – 20 pts to 49 pts; 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 – 0 pts to 19 pts. 	80
2.3	<p>The proposed technical solution for FCMS is adequate and is compliant with the System's technical requirements (functional and non-functional) (up to max 130 pts)</p> <ul style="list-style-type: none"> The proposed technical solution is relevant and the Technical Responsiveness Checklist is dully completed and fully responds to the FCMS requirements – 71 pts to 130 pts; The proposed technical solution requires clarifications to ensure its adequacy and the Technical Responsiveness Checklist has some non-critical gaps and uncertainties which require clarifications – 21 pts to 70 pts; The proposed technical solution is not adequate and the Technical Responsiveness Checklist is either missing or it doesn't respond to FCMS technical requirements – 0 to 20 pts. 	130

Section 2. Proposed Methodology, Approach, Technical Compliance and Implementation Plan			Points obtainable
2.4	<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 (up to max 70 pts):</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 – 50 pts to 70 pts; 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 – 20 pts to 49 pts; 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 – 0 pts to 19 pts. 		70
Total Section 2			330

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Qualifications of key personnel proposed		
3.1 a	Project Manager:		75
	Master degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies or related areas (<i>yes – 5 pts, no – 0 pts</i>)	5	
	At least 5 (five) years of professional experience in the field of design, development and implementation of complex software solutions (<i>5 years – 15 pts., each additional year – 2.5 pts., up to max of 25 pts.</i>)	25	
	At least 2 (two) similar successfully completed ICT projects with similar complexity, in a leading role throughout the entire duration, proven by brief descriptions of project scope and outcome, and proofs of completion (<i>2 projects – 10 pts., each additional project – 5 pts., up to max of 20 pts</i>)	20	
	Internationally recognized project management certification such as PMP, PRINCE2, AGILE or equivalent (<i>no – 0 pts., yes – 17.5 pts.</i>)	17.5	
	Fluency in English. Knowledge of Romanian or Russian is an asset (<i>English 2.5 pts, each additional language 2.5 pts, up to max of 7.5 pts.</i>)	7.5	
3.1 b	Software Architect:		60
	Master's degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies (<i>yes – 5 pts, no – 0 pts</i>)	5	
	At least 5 (five) years of professional experience in designing and implementation of IT systems architecture, including large-scale architectures (<i>5 years – 15 pts., each additional year – 5 pts., up to max of 25 pts.</i>)	25	
	Engagement in at least 2 (two) projects for implementation of various ICT solutions that involved document management and business-process management, as System Architect, proven by brief descriptions of project scope and outcome, and proofs of completion (<i>2 projects – 10 pts., each additional project – 5 pts., up to max of 20 pts</i>)	20	
	Fluency in English. 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>)	10	

Section 3. Management Structure and Key Personnel			Points obtainable
3.1 c	Lead Business Analyst		70
	Master's degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies or related areas (<i>yes – 5 pts, no – 0 pts</i>)	5	
	At least 5 (five) years as a Business Analyst for ICT solutions (<i>5 years – 15 pts., each additional year – 2.5 pts., up to max of 20 pts</i>);	20	
	Engagement as Business Analyst in at least in at least 2 (two) projects for the implementation of complex software web-based BPM and/or DMS solutions, proven by brief descriptions of project scope and outcome, and proofs of completion (<i>2 projects – 10 pts., each additional project – 5 pts., up to max 20 pts.</i>)	20	
	Strong experience and knowledge on business-processes modeling in the content of IT systems and experience in user requirements elicitation (<i>no experience – 0 pts; yes – 5 pts</i>);	5	
	Internationally recognized certification in Business Analysis issued by an internationally recognized institution proving advanced knowledge regarding requirements' identification, analysis, prioritizing, management, communication, verification and validation (i.e. BPMT, CBAP or equivalent) is a strong asset. (<i>no certification – 0 pts; certified – 10 pts</i>)	10	
	Fluency in Romanian is a must. Knowledge of English or Russian will be an asset (<i>Romanian 8 pts, each additional language 1 pts, up to max of 10 pts.</i>)	10	
3.1 d	Database Developer		70
	Master degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies (<i>yes – 5 pts, no – 0 pts</i>)	5	
	At least 5 (five) years of overall professional experience in database design, development and administration (<i>5 years – 15 pts; for each additional year – 2.5 pts, up to 20 pts</i>)	20	
	Advanced knowledge on databases development and administration and DB security (<i>no – 0 pts; yes – 5 pts</i>)	5	
	Advanced knowledge on databases' performance optimization on the database technology (<i>no – 0 pts; yes – 5 pts</i>)	5	
	Professional certification in the Database technology on which the Tenderer's proposed FCMS solution is based (<i>no certification – 0 pts; certified expert – 15 pts</i>)	15	
	Specific professional experience proved through participating in at least one similar project, within which he/she held a position of Database Developer (<i>one project – 10 pts; for each additional project 2.5 pts, up to 15 pts</i>)	15	
	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>)	5	
3.1 e	Technical Team Leader		65
	Master degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies (<i>yes – 5 pts, no – 0 pts</i>)	5	
	At least 5 (five) years of experience in the design, software development and implementation of complex software platforms (<i>5 years – 20 pts; for each additional year – 5 pts, up to 35 pts</i>)	35	
	Certification in software development technology and/or programming language(s) on which the bidder's proposed solution is based (<i>no certification – 0 pts; certified expert – 15 pts</i>)	15	

Section 3. Management Structure and Key Personnel			Points obtainable
	Fluency in English. Knowledge of Romanian or Russian will be an asset (<i>Romanian 5 pts, each additional language 2.5 pts, up to max of 10 pts.</i>)	10	
3.1 f	Software Tester Engineer		60
	Master degree (or 5 (five) years university degree) in the field of Computer Science and/or Information Technologies (<i>no – 0 pts; yes – 5 pts</i>);	5	
	At least 3 (three) years as a Quality Assurance Expert (<i>3 years – 10 pts, each additional year 2.5 pts, up to 15 pts</i>)	15	
	Experience in at least 2 (two) projects, in which provided Quality Assurance services for software solution, proven by brief descriptions of project scope and outcome (<i>2 projects – 10 pts, each additional year 5 pts, up to 20 pts</i>)	20	
	Recognized certification at international level regarding advanced competences related to setting the optimal testing activities based on risk analysis of information systems and tests execution depending on the particular methodology for software development (<i>no certification – 0 pts; certified expert – 15 pts</i>)	15	
	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>)	5	
Total Section 3			400

Section 5. Terms of Reference

Terms of Reference are attached in a separate file.

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Form for Performance Security	N/A at the stage of proposal submission
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

We, the undersigned, offer to provide the services for ***Development and Implementation of the Forensic Case Management System (FCMS)*** in accordance with your ***Request for Proposal No. RfP21/02375*** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) 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;
- b) 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;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) 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);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, 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 embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

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

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

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ 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; ▪ For the requested proof of experience in implementation of projects with similar content and similar complexity the Bidder shall provide brief description of the ICT solutions implemented in the past five (5) years; ▪ 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); ▪ A copy of preliminary Agreement in case of Consortium or subcontracting;

- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
- 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.
- Statements of Satisfactory Performance/References from at least 2 (two) beneficiaries of the Bidder (in case of JV/Consortium/Association, of the leader of the consortium) for successfully implemented projects (ICT Systems) with similar complexity during the last 5 (five) years;
- 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);
- 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);
- Technical Proposal which shall include at least:
 - Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required as per the attached ToR (Section 5. Terms of Reference of this RfP document), with clear distribution of roles and responsibilities of the proposed key personnel;
 - The detailed technical description of the proposed software solution, including the technological platforms, its performance parameters to be used and relevant constraints, needed hardware and operational restrictions if any;
Methodology/Approach for execution of the Project with clear distribution of roles and responsibilities of the proposed key personnel;
 - Proposed approach for organizing project implementation of FCMS, listing all implementation stages and corresponding deliverables;
 - Proposed model for management of change and development requests and the methodology applied for estimating the effort and price to be charged;
 - Project management organizational chart with clear roles and responsibilities, as well as practices applied to interaction and collaboration within the project, including: project plan management, detailed activity planning, resource management, communication plan, change management, risk, management, deliverable quality management, progress monitoring and reporting, exception management, library management project;
 - Approach for management of changes including management of changes at the applications' level;
 - Information on proposed licensing model for FCMS;
 - Description of Service Quality Plan development and/or proposed draft Service Quality Plan;

- Information on the proposed approach for the cessation of support services and post-implementation
- The Technical Proposal must include also the technical description of the proposed solution, Technical Responsiveness Checklist as it is required in the attached ToR (Section 5. Terms of Reference of this RfP document) – Item-by-Item commentary on Technical Requirements, demonstrating the responsiveness. For more information about the format and other aspects to be approached in the Technical Proposal, please refer to the attached ToR, section 16.
- CVs of personnel to be involved in the project (mentioned under Section 4: Evaluation Criteria of this RfP document), signed by the envisaged person, together with attestation certificates e.g. diplomas, certifications as well as training certificates (valid at the date of presentation) clearly stipulating the relevant experience which meets the listed requirements. Statements of Availability for the proposed personnel confirming participation in the project at the level and duration specified shall be provided;
- All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded;
- Other relevant documents;
- Dully filled in, signed and stamped Forms A-G. Forms F and G should be PASSWORD PROTECTED. Please, ensure that NO OTHER DOCUMENTS ARE DISCLOSING YOUR FINANCIAL PROPOSAL apart from Forms F and G. Your price proposal in e-Tendering system shall equal with 1 US\$.

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

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 <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

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

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

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment 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 D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

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

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

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

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

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

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

☐ Attached are the Statements of Satisfactory Performance from the Top 2 (two) Clients or more.

Current contracts/commitments in progress

Complete information about all projects in progress

Name of Client	Project name and location	Contract Value	Project Start Date	Scheduled Completion Date	Completion percentage

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ 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 Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

The Bidder's proposal should be organized to follow this format of Technical Proposal and the requirements stated in the attached ToR. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization (including each member of the consortium if so applicable), including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach, Technical Compliance and Implementation Plan

This section should demonstrate the bidder'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 Bidder's Approach and Methodology.** A detailed description of the Approach and Methodology on how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.

The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms. The Bidder shall explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team. **Subcontracting must not exceed 30% of the contract value.** The description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement shall be also included in this section.

- 2.2 Technical Compliance.** The Bidder must provide detailed descriptions of the essential technical, performance, or other relevant characteristics of all key Information Technologies, Materials and Services offered in the proposal (e.g., version, release, and model numbers). Without providing sufficient clear detail, Bidders run the risk of their tenders being declared non-responsive.

To assist in the tender evaluation, the detailed descriptions shall be organized and cross referenced in the same manner as the Tenderer's Item-by-Item commentary on the Technical Requirements from the ToR. All information provided by cross reference must, at a minimum, include clear titles and page numbers.

The Bidder must provide an *item-by-item* commentary on FCMS Technical Requirements, demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to fulfil the Requirements.

In demonstrating the responsiveness of its proposal, the Bidder is strongly urged to use the *Technical Responsiveness Checklist* provided below.

Failure to do so might result in a lower score for the corresponding technical evaluation criteria. Among other things, the checklist shall contain explicit cross references to the relevant pages in the Bidder's Technical Proposal.

The following *Checklist* is provided to help the Bidder organize and consistently present its Technical Proposal. For each of the FCMS functional and non-functional technical requirements, the Bidder must describe how its Technical Proposal responds to each Requirement. In addition, the Bidder must provide cross references to the relevant supporting information, if any, included in the proposal. The cross reference shall identify the relevant document(s), page number(s), and paragraph(s). The *Technical Responsiveness Checklist* does not supersede the rest of the FCMS Technical Requirements (or any other part of the Tender Documents).

IMPORTANT: If a requirement is not mentioned in the aforementioned *Checklist*, that does not relieve the Bidder from the responsibility of including supporting evidence of compliance with that other requirement in its Technical Proposal. One- or two-word responses such as "Yes," "No," "Will comply," or similar will be not considered as sufficient to confirm Bidder's technical responsiveness with FCMS Technical Requirements.

Template for *Technical Responsiveness Checklist*:

Tech. Require. <i>FRQ00X</i> or <i>NFRQ00X</i>	Technical Requirement:	<i>Mandatory</i>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Proposal:		

2.3 Preliminary Implementation Plan. The Preliminary Implementation plan shall include a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

The Bidder shall demonstrate how he/she plans to integrate sustainability measures in the execution of the contract.

Also the Bidder shall include any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 3: Management Structure and Key Personnel

- 3.1 The Bidder shall describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Additionally, the Bidder shall provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications, skills and knowledge in areas relevant to the Scope of Services and specified at Section 3. Management Structure and Key Personnel, Technical Evaluation Criteria. A Statement of Availability shall be also provided.
- 3.3 Each CV shall provide a brief description of project scope and outcome as well as proofs, if available (*such as letter of satisfactory completion of work of the team he/she was part of or any other similar document attesting services provision*) of completion, to support the claimed professional experience or knowledge required under Section 3. Management Structure and Key Personnel, Technical Evaluation Criteria.

Bidders agree that experts will provide high quality outputs and expertise and participate in the project at the level and duration specified.

Should any changes be necessary in this regard, a formal request for the agreement of the A2J Project team to allow substitutions, shall be submitted.

UNDP may at any time request the withdrawal or replacement of any of the Service Provider personnel. Replacement will be at the Service Provider expense.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

We, the undersigned, offer to provide the services for ***Development and Implementation of the Forensic Case Management System (FCMS)***” in accordance with your ***Request for Proposal No. RfP21/02375*** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

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

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

Name: _____
Title: _____
Date: _____
Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RfP21/02375		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in a separate file from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

Your Financial Proposal file (comprising Forms F and G) must be password protected. The password shall not be disclosed unless required in written by UNDP.

DO NOT DISCLOSE YOUR PRICE IN THE E-TENDERING SYSTEM LINE ITEM. YOU MUST PUT PRICE AS 1\$ AND PROVIDE THE FINANCIAL PROPOSAL AS ENCRYPTED FILE AS EXPLAINED IN INSTRUCTIONS.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: US Dollars

Table 1: Summary of Overall Prices

	Amount(s), excl. VAT
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees*

*The table below shall provide separate information on professional fees for all team members, clearly presenting their engagement in the assignment.

Name	Position	Fee Rate, excl. VAT	No. of Days/months/ hours	Total Amount, excl. VAT
		A	B	C=A*B
In-Country				
Specialist 1				
Specialist 2				
Home Based				
Specialist 1				
Specialist 2				
Subtotal Professional Fees				

Table 3: Breakdown of Other Costs*

Description	UOM	Quantity	Unit Price, excl. VAT	Total Amount, excl. VAT
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Software licenses (if any), as per the section 13.2 from the ToR	Lump Sum(s)			
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs				

* Please include the licenses for all COTS software products, necessary for the implementation and use of FCMS in the three (3) environments. The following are included: operating systems, database management systems, software libraries, utility systems, and other system software.

*Any translation, interpretation and proof-reading costs shall be listed separately in the financial proposal.

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees, excl. VAT	Other Costs, excl. VAT	Total, excl. VAT
Inception Report and Preliminary Project Plan – a Project Initiation document which sets the main project rules such as communication approach, Quality Assurance (QA), a preliminary implementation plan, monitoring and control of the project, risk management, project closing.				
<p>Detailed SRS (System Requirements Specification) + SDS (System Design Specification including a UI/UX Design Guide) – shall be prepared by the Contractor based on his proposed solution and as result of the analysis of the users' requirements and it must be in line with the FCMS ToR. The SRS and SDS must not be a simple copy/paste of the ToR or FCMS Technical Requirements. It must describe how the FCMS functional and non-functional requirements will be realized in the real System, in the real life. The detailed SRS and SDS must include at least the following:</p> <p>The System Architecture Document describing the models in UML language to include at least the following (with sufficient level of detail):</p> <ul style="list-style-type: none"> Detailed Analysis Model, including: <ul style="list-style-type: none"> Requirements model and/or use case model; Domain Model, fully specifying the entities and the relations between them; Component Model, including narrative description of all components, the links between them and integration interfaces with other systems/external components; Logical Model, including: <ul style="list-style-type: none"> Class Diagrams; 				

Deliverable/ Activity description	Time (person days)	Professional Fees, excl. VAT	Other Costs, excl. VAT	Total, excl. VAT
<ul style="list-style-type: none"> – Data Models and Database Schema. – User Interfaces (GUI) screens mockups and related specifications of the interfaces' elements such as buttons, labels, dropdown lists, textboxes, etc; • Deployment Model, including narrative description of all nodes and the links between them. This model will also contain the precise specifications of equipment and operation environments for the operation of the system at normal parameters, as well as specifications for a minimal configuration; • Dynamic Model to include: <ul style="list-style-type: none"> – Diagrams and narrative description of the states and transitions of the key entities; – Activity Diagrams and/or sequence for the key use cases. 				
Detailed technical requirements for the needed hardware (servers, storages, networking, etc) as well as for the end-users (e.g. PCs, barcode scanners, printers, if any)				
Compiled and documented source-code (including third instruments and libraries, where applicable);				
Software installation package (including third instruments and libraries, where applicable);				
Software licenses (where applicable). In case the proposed FCMS solution depends on certain software licenses, these must be offered by the Contractor to the Owner of the System.				
Documentation of APIs used for integration with other ICT systems				
<p>Testing documentation which shall include at least the following:</p> <ul style="list-style-type: none"> • Test Plan as a complete planning document, which contains the scope, approach, resources, schedule, etc. of testing activities. In other words, the Test Plan shall outline the test strategy and overall testing approach for the FCMS. It must describe the objectives of the testing, resources allocated for testing, time estimation and the templates of the deliverables as outputs of the testing activities. It must give guidelines how the testing will be conducted, to ensure the needed quality of the new System. • Test scenario(s) – item or event of the new System, which could be verified by one or more Test cases; • Test Case(s) – a group of input values, 				

Deliverable/ Activity description	Time (person days)	Professional Fees, excl. VAT	Other Costs, excl. VAT	Total, excl. VAT
<p>execution preconditions, expected execution post-conditions and results. This must be prepared for each test scenario. The general structure of each test case shall consist of at least the following:</p> <ul style="list-style-type: none"> – Unique ID and title of the test case; – The description of the test case (e.g. narrative description of the user's functionality, operation); – Preconditions; – Dependencies; – Actor (user role); – Expected result; – Steps to be undertaken by the user in order to achieve the expected result; – Exceptions, if any. <ul style="list-style-type: none"> • Testing Report(s) – a summary report document which summarizes testing activities conducted as well as the test results and well documented identified deficiencies (e.g. bugs, exceptions, etc.) in the new System, which fails to perform its expected function and produce the expected results; • Action Plan for fixing the identified deficiencies – the list of the proposed actions such as software debugging/development activities in order to fix the identified deficiencies in the Testing Report. The proposed actions shall be prioritized according to the severity of the identified deficiencies (e.g. critical or high-severity, medium, low); • Report on implemented Action Plan for fixing of the identified deficiencies – a short summary report, which must reflect the list of the fixed deficiencies versus identified deficiencies as per action plan mentioned above. 				
System installation and configuration guidelines (to include at least how to install application, what the hardware and software requirements are, platform description and configuration, application configuration, disaster recovery procedures);				
Users' Manual – a printable manual book that provides instructions and guides, as well as other users on how to use the new software system. The Users' Manual should be dual purpose to serve as a desk companion or library resource and as a training material for any training course that may be conducted. In the case of a training course, the Users' Manual would be printed and distributed to the training				

Deliverable/ Activity description	Time (person days)	Professional Fees, excl. VAT	Other Costs, excl. VAT	Total, excl. VAT
participants.				
Administrator's Manual – System installation and configuration guidelines (to include as a minimum how to install application(s), what the System's hardware and software requirements are, platform's description and configuration, application configuration, disaster recovery procedures). The Administration Manual shall describe entire set of components and controls used for the configuration of the new System, including also the guidelines to the System Administrators on how to manage the users and their roles. It must also provide instructions on System's maintenance and all back-up aspects.				
The Operation Manual – a document designed for the developers, which has to provide good understanding and guidelines on how the software system is organized and how further adjustments can be made. In other words, the aforementioned manual is intended for programmers wishing to customize or extend the delivered FCMS or interact with the System's APIs.				
Technical Support Services for the period of 12 months that will include patching of security flaws (at application level); fixing of defects; Investigation of errors detected during system operation; quarterly delivery of maintenance and support reports.				
Total				

Form H: Form of Performance Security²

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

To: UNDP

[insert contact information as provided in Data Sheet]

WHEREAS *[name and address of Contractor]* (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. *[insert contract no.]* dated *[insert date]*, to deliver the goods and execute related services *[insert relevant text]* (hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

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

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

This guarantee shall be valid until a date - 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date:

Name of Bank:

Address:

[Stamp with official stamp of the Bank]

² If the RfP requires the submission of a Performance Security, which shall be made a condition to the signing and effectivity of the contract, the Performance Security that the Bidder's Bank will issue shall use the contents of this template