



# **REQUEST FOR PROPOSAL (RFP)**

**Company/NGO to review, update and digitalize the “Greening Small, Medium Enterprises” course for the Organization for Entrepreneurship Development (ODA)**

RFP Reference No.: RFP25/03137

Country: Republic of Moldova

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## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "**Enabling an Inclusive Green Transition in the Republic of Moldova**" Project, hereby invites prospective proposers to submit a proposal for **reviewing, updating and digitalizing the "Greening SMEs" course for the Organization for Entrepreneurship Development (ODA)** in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

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

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00829**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

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

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

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

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

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

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

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

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

We look forward to receiving your proposal.

UNDP Moldova

## SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
<p><b>1. Scope</b></p>	<p>Proposers are invited to submit a proposal for the services specified in Section 5: Terms of Reference, in accordance with this Request for Proposal (RFP). A summary of the scope of the proposal is included in Section 3: Data Sheet.</p> <p>Proposers shall adhere to all the requirements of this RFP, including any amendment made in writing by UNDP. This RFP is conducted in accordance with Policies and Procedures of UNDP which can be accessed at <a href="#">UNDP Programme and Operations Policies and Procedures/Procurement</a>.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). 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>
<p><b>2. Interpretation of the RFP</b></p>	<p>Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by UNDP. UNDP is under no obligation to award a contract to any proposer as a result of this RFP.</p>
<p><b>3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality</b></p>	<p>All proposers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labor, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract.</p> <p>UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at:</p> <p><a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</a></p> <p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>In pursuance of this policy, UNDP:</p> <ol style="list-style-type: none"> <li>a) Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question;</li> <li>b) Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</li> </ol>
<p><b>4. Eligible proposers</b></p>	<p>Proposers shall have the legal capacity to enter into a binding contract with UNDP.</p> <p>A proposer, and all parties constituting the proposer, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A proposer shall be deemed to have the nationality of a country if the proposer is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.</p> <p>All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past,</p>

	<p>with a firm or any of its affiliates that have been engaged by UNDP to provide consulting services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process; were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP and seek UNDP’s confirmation on whether or not such a conflict exists.</p> <p>Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>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</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP’s further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p> <p>Proposers shall not be eligible to submit a proposal if at the time of proposal submission:</p> <ul style="list-style-type: none"> <li>☐ is included in the Ineligibility List, hosted by <a href="#">UNGM</a>, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;</li> <li>☐ is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a>, including the <a href="#">UN Security Council Resolution 1267/1989 list</a>;</li> <li>☐ is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a>.</li> </ul>
<p><b>5. Proprietary information</b></p>	<p>The RFP documents and any Terms of Reference or information issued or furnished by UNDP are issued solely for the purpose of enabling a proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to proposers shall remain the property of UNDP. All documents which may form part of the proposal will become the property of UNDP, who will not be required to return them to your firm.</p>
<p><b>6. Publicity</b></p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<p><b>SOLICITATION DOCUMENTS</b></p>	
<p><b>7. Clarification of solicitation documents</b></p>	<p>Proposers may request clarifications on any of the RFP documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.</p> <p>UNDP will provide the responses to clarifications through the method specified in</p>

	<p>Section 3: Data Sheet.</p> <p>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>
<b>8. Amendment of solicitation documents</b>	<p>At any time prior to the deadline for proposal submission, UNDP may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective proposers.</p> <p>If the amendment is substantial, UNDP may extend the deadline for submission of proposals to give the proposers reasonable time to incorporate the amendment into their proposal.</p>
<b>PREPARATION OF PROPOSALS</b>	
<b>9. Cost of preparation of proposal</b>	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<b>10. Language</b>	The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
<b>11. Documents establishing eligibility and qualifications of the proposer</b>	The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to UNDP's satisfaction.
<b>11.a Documents comprising the proposal</b>	<p>The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <ul style="list-style-type: none"> <li>▪ Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>▪ Technical Proposal;</li> <li>▪ Financial Proposal;</li> <li>▪ Proposal Security, if required by DS;</li> <li>▪ Any attachments and/or appendices to the Proposal.</li> </ul>
<b>12. Technical proposal format and content</b>	<p>The proposer is required to submit a technical proposal using the forms provided in Section 7 and taking into consideration the requirements in the RFP.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p>
<b>13. Financial proposal</b>	<p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>14. Currencies</b>	<p>All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where proposals are quoted in different currencies, for the purposes of comparison of all proposals:</p> <ul style="list-style-type: none"> <li>• UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange.</li> </ul>

	<ul style="list-style-type: none"> <li>In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</li> </ul>
<b>15. Duties and taxes</b>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.</p>
<b>16. Proposal validity period</b>	<p>Proposals shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request proposers to extend the period of validity of their proposals. The request and the responses shall be made in writing and shall be considered integral to the proposal.</p> <p>If the proposer agrees to extend the validity of its proposal, it shall be done without any change to the original proposal but will be required to extend the validity of the proposal security, if required, for the period of the extension, and in compliance with Article 17 (Proposal security) in all respects.</p> <p>The proposer has the right to refuse to extend the validity of its proposal without forfeiting the proposal security, if required, in which case, the proposal shall not be further evaluated.</p>
<b>17. Proposal security</b>	<p>A proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal.</p> <p>The proposal security shall be included along with the proposal. If a proposal security is required by the RFP but is not found in the proposal, the offer shall be rejected.</p> <p>If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, proposers shall include a copy of the proposal security in their proposal and the original of the proposal security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful proposers' proposal securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of proposal validity prescribed by UNDP pursuant to Article 16 (Proposal Validity Period).</p> <p>The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;</li> <li>In the event the successful Proposer fails: <ul style="list-style-type: none"> <li>to sign the contract after UNDP has issued an award; or</li> <li>to furnish the performance security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the proposer.</li> </ul> </li> </ul>

<p><b>18. Joint Venture, Consortium or Association</b></p>	<p>If the proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the proposal, each such legal entity will confirm in their joint proposal that:</p> <ul style="list-style-type: none"> <li>• they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarized agreement among the legal entities, which will be submitted along with the proposal; and</li> <li>• if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.</li> </ul> <p>After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>If a JV, Consortium or Association’s proposal is the proposal selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the RFP, both in the proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>• Those that were undertaken together by the JV, Consortium or Association; and</li> <li>• Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p><b>19. Only one proposal</b></p>	<p>The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture. Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>• they have at least one controlling partner, director, or shareholder in common; or</li> <li>• any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>• they have the same legal representative for purposes of this RFP; or</li> <li>• they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the proposal of another proposer regarding this RFP process;</li> </ul>

	<ul style="list-style-type: none"> <li>• they are subcontractors to each other’s proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to</li> <li>• the personnel, does not apply to subcontractors being included in more than one proposal.</li> </ul>
<b>20. Alternative proposals</b>	<p>Unless otherwise specified in Section 3: Data Sheet, alternative proposals shall not be considered. If submission of alternative proposals is allowed in Section 3: Data Sheet, a proposer may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>If multiple/alternative proposals are being submitted, proposer must create an alternate response directly in the system and upload all attachments relevant to the alternate proposal separately together with the alternate response.</p>
<b>21. Pre-proposal conference</b>	<p>When appropriate, a pre-proposal conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is mandatory, a Proposer which does not attend the pre-proposal conference shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is not mandatory, non-attendance shall not result in disqualification of an interested proposer.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or proposal process during the pre-proposal conference. All questions shall be submitted in accordance with Article 38 (Clarification of Proposals).</p> <p>The pre-proposal conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers’ responsibility) proposers shall not rely upon any information, statement or representation made at the pre-proposal conference unless that information, statement or representation is confirmed by UNDP in writing.</p> <p>Minutes of the pre-proposal conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the minutes of the proposer’s conference or issued/posted as an amendment to RFP.</p>
<b>22. Site inspection</b>	<p>When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer who does not attend the site inspection shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested proposer.</p> <p>Proposers participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the proposers to participate in a site inspection.</p> <p>Prior to attending a site inspection, proposers shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:</p> <ul style="list-style-type: none"> <li>(i) loss of or damage to any real or personal property;</li> <li>(ii) personal injury, disease, or illness to, or death of, any person;</li> </ul>

	<p>(iii) financial loss or expense, arising out of the carrying out of that site inspection; and</p> <p>(iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents).</p> <p>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing.</p>
<b>23. Errors or omissions</b>	<p>Proposers shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.</p> <p>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.</p>
<b>24. Proposers' responsibility to inform themselves</b>	<p>Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:</p> <ul style="list-style-type: none"> <li>• examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP;</li> <li>• review the RFP to ensure that they have a complete copy of all documents;</li> <li>• obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</li> <li>• verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents;</li> <li>• attend any pre-proposal conference if it is mandatory under this RFP;</li> <li>• fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services; and</li> <li>• form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal.</li> </ul> <p>Proposers acknowledge that UNDP, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFP or any other information provided to the proposers.</p>
<b>25. No material change(s) in circumstances</b>	<p>The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to:</p> <ul style="list-style-type: none"> <li>• a change affecting any declaration, accreditation, license or approval;</li> <li>• major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors;</li> <li>• a change to any information on which UNDP may rely in assessing proposals.</li> </ul>
<b>SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>26. Instruction for proposal submission</b>	<p>The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet. The proposal shall be submitted by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal.</p>

	Proposers must be aware that the mere act of submission of a proposal, in and of itself, implies that the proposer fully accepts the UNDP General Conditions of Contract.
<b>26a. Online submission</b>	<p>Electronic submission through online portal shall be governed as follows:</p> <ul style="list-style-type: none"> <li>• Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;</li> <li>• <b>The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</b></li> <li>• <b>The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system.</b></li> <li>• Documents which are required to be in original form (e.g., Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS.</li> </ul> <p>Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal.</p>
<b>27. Deadline for Submission of Proposals</b>	<p>Complete proposals must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Proposal should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. UNDP shall accept no responsibility for proposals that arrive late due to any technical issues and shall only recognize the actual date and time that the proposal was received by UNDP.</p> <p>UNDP may, at its discretion, extend this deadline for the submission of proposals by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of UNDP and proposers subject to the previous deadline will thereafter be subject to the new deadline as extended.</p>
<b>28. Withdrawal, substitution and modification of proposals</b>	<p>A proposer may withdraw or modify its proposal after it has been submitted at any time prior to the deadline for submission directly in the system following the instructions provided in the user guide.</p> <p>However, after the deadline for proposal submission, the proposals shall remain valid and open for acceptance by UNDP for the entire proposal validity period, as may be extended.</p>
<b>29. Storage of proposals</b>	Proposals received are kept confidential and unopened in the system as part security protocols built in the system until the proposal opening date stated in Section 3: Data Sheet.
<b>30. Proposal opening</b>	There is no mandatory public bid opening for RFPs however UNDP may at its discretion sent a public bid opening report from the system only to suppliers who successfully submitted a proposal. The report will include only the names of the companies but not the financial proposal.
<b>31. Late proposals</b>	Any proposal received by UNDP after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents. In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposal closing and the delay could not be reasonably foreseen by the proposer or were due to force majeure.

<b>EVALUATION OF PROPOSALS</b>	
<b>32. Confidentiality</b>	<p>Information relating to the examination, evaluation, and comparison of proposals, and the recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>Any effort by a proposer or anyone on behalf of the proposer to influence UNDP in the examination, evaluation and comparison of the proposals or contract award decisions may, at UNDP's decision, result in the rejection of its proposal and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>33. Evaluation of proposals</b>	<p>UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>UNDP shall conduct the evaluation solely based on the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> <li>a) Preliminary examination;</li> <li>b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done);</li> <li>c) Evaluation of technical proposals;</li> <li>d) Evaluation of financial proposals.</li> </ol>
<b>34. Preliminary examination</b>	<p>UNDP shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any proposal at this stage.</p>
<b>35. Evaluation of eligibility and qualification</b>	<p>Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible proposers).</p> <p>In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>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;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ol>
<b>36. Evaluation of technical and</b>	<p>The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in Section 4: Evaluation</p>

<p><b>financial proposals</b></p>	<p>Criteria. A proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in Section 3: Data Sheet. When necessary, and if stated in the Data Sheet, UNDP may invite technically responsive proposers for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.</p> <p>When necessary, and if stated in the Section 3: Data Sheet, UNDP may invite technically responsive bidders for a presentation related to their technical Proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.</p> <p>The evaluation method that applies for this RFP shall be as indicated in Section 3: Data Sheet, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Proposers; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>When the Data Sheet specifies a <b>combined scoring method</b>, the formula for the rating of the proposals will be as follows:</p> <p style="text-align: center;"><u>Rating the Technical Proposal (TP):</u></p> <div style="border: 1px solid black; padding: 5px;"> <p><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p><b>37. Post-qualification/ DueDiligence</b></p>	<p>UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the proposer. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ol style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the proposer;</li> <li>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;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>e) Physical inspection of the proposer’s offices, branches or other places where business transpires, with or without notice to the proposer;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ol>
<p><b>38. Clarification of proposals</b></p>	<p>UNDP may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers’ responses shall not contain any changes regarding the substance or price of the proposal, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions).</p>

	<p>UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.</p> <p>Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the proposals.</p>
<b>39. Responsiveness of proposal</b>	<p>UNDP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <ul style="list-style-type: none"> <li>a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or</li> <li>b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or</li> <li>c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.</li> </ul> <p>If a proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission.</p>
<b>40. Nonconformities, reparable errors and omission</b>	<p>Provided that a proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the proposal that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other proposers.</p> <p>Provided that a proposal is substantially responsive UNDP may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>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</li> <li>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.</li> </ul> <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
<b>41. Right to accept any proposal and to reject any or all proposals</b>	<p>UNDP reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.</p>

<b>AWARD OF CONTRACT</b>	
<b>42. Award criteria</b>	Prior to expiration of the proposal validity, UNDP shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet.
<b>43. Right to vary requirement at time of award</b>	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of services originally specified by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions and the solicitation document.
<b>44. Notification of award</b>	Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
<b>45. Debriefing</b>	In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
<b>46. Publication of contract award</b>	UNDP will publish the contract award on UNDP Procurement Notices website <a href="https://procurement-notices.undp.org/view_awards.cfm">https://procurement-notices.undp.org/view_awards.cfm</a> which is linked to the <a href="#">United Nations Global Marketplace</a> , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
<b>47. Contract Signature</b>	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
<b>48. Contract Type and General Terms and Conditions</b>	The type of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in Data Sheet, can be accessed at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>49. Performance security</b>	<p>The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified here in: <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a>, within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available <a href="#">here</a>. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).</p> <p>Failure of the successful proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the proposal security. In that event UNDP may award the contract to the next lowest ranked proposer.</p>
<b>50. Bank guarantee for advance payment</b>	<p>Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the proposer shall submit a Bank Guarantee in the full amount of the advance payment using this <a href="#">bank guarantee form</a> available at: <a href="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&amp;action=default">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&amp;action=default</a>.</p> <p>Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.</p>

<b>51. Liquidated Damages</b>	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.
<b>52. Proposal protest</b>	Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP. The following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a>
<b>53. Other Provisions</b>	In the event that the Bidder offers a lower price to the host Government (e.g., General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence. UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a>

### SECTION 3: DATA SHEET (DS)

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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Request for Proposal (RFP) is <b>RFP25/03137</b>.</p> <p>The scope of this assignment is to contract a company/organisation to review, update, and digitalize the Greening SMEs course, intended for entrepreneurs who aim to apply greening principles and integrate “green” economy measures into their enterprises' production and business processes, by developing interactive, SCORM-compliant, asynchronous e-learning modules that integrate green transition principles into SME development. The course should be engaging, learner-centred, modular structured, and accessible through various e-learning platforms, such as: ODA’s e-learning platform, particularly Moodle, mlearn.gov.md etc.</p>
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	<p>Any request for clarification of solicitation documents must be sent directly in the system through <b>Quantum message functionality</b>.</p> <p><b>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</b></p> <p>Deadline for submitting requests for clarifications / questions: <b>3 (three) working days before the submission deadline</b></p> <p>Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.</p>
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in <b>English and/or Romanian</b>
5.	Partial proposals	Submitting proposals for parts or sub-parts of the TOR is: <b>Not allowed</b>
6.	Currencies	<p>Prices shall be quoted only in the currency indicated in the system: <b>MDL (Moldovan Leu) for local suppliers</b> and <b>USD (US Dollars) for international suppliers.</b></p> <p>For evaluation purposes, all the rates shall be recalculated at UN Operational Rate of Exchange indicated on the submission deadline: <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a></p> <p>UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.</p>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
7.	Duties and taxes	All prices shall: <b>Be exclusive of VAT and other applicable indirect taxes.</b>
8.	Proposal validity period	90 days
9.	Proposal security	Not Required
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	<p><b>Will be conducted</b></p> <p><b>Date: 02 October 2025</b></p> <p><b>Time and time zone: 14:00, Chisinau time</b></p> <p><b>Zoom link:</b>  <a href="https://us04web.zoom.us/j/79955008828?pwd=BBLipua1gX7IRQkxyJO14yfor66t5X.1">https://us04web.zoom.us/j/79955008828?pwd=BBLipua1gX7IRQkxyJO14yfor66t5X.1</a></p> <p><b>Zoom Meeting ID: 799 5500 8828</b></p> <p><b>Zoom Meeting Passcode: 021025</b></p> <p>Interested bidders <b>must register for the session via the Quantum</b> system by sending a request message through the platform or by sending a request to <a href="mailto:sc.md@undp.org">sc.md@undp.org</a> with a reference to the respective tender.</p> <p>Before joining the meeting kindly leave your name and contact details, after which you will be allowed to join the meeting.</p> <p>The pre-proposal conference is:</p> <p><input checked="" type="checkbox"/> <b>not mandatory</b></p> <p><b>Minutes of the Pre-proposal conference</b> will be disseminated by:</p> <p>Direct communication to prospective Bidders by email and posting directly in Quantum and on the below tender websites: UNDP Moldova tenders, UNDP Procurement Notices and UNGM.</p>
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	<p>Proposals must be <b>submitted directly in Quantum</b>.</p> <p>Allowable manner of submitting proposals:</p> <ul style="list-style-type: none"> <li>▪ File Format: PDF files only</li> <li>▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible.</li> <li>▪ The proposer should receive an email acknowledging receipt of the proposal by the system.</li> <li>▪ <b>The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the “Commercial section” of the requirements.</b></li> </ul>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<b>Noncompliance with this instruction may result in rejection of the proposal received.</b>
14.	Deadline for proposal submission	Deadline for proposal submission is <b>indicated in the portal</b> . In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails. <b>Note that system time zone is in EST/EDT (New York) time zone.</b>
15.	Proposal Opening	Public proposal opening will <b>NOT</b> be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: <input checked="" type="checkbox"/> Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal  The maximum number of technical points is detailed in Section 4: Evaluation Criteria  To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.
17.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased or decreased is 25%
18.	Contract award to one or more proposer	UNDP will award a contract to:  <b>One Bidder Only</b>
19.	Type of contract to be awarded	<b>Contract Face Sheet</b>  More information can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  See Section 6 for link to sample contract.
20.	Expected date for commencement of contract	<b>November 2025</b>
21.	Conditions of contract to apply	<b>UNDP General Terms and Conditions for contracts (goods and/or services)</b>  See Section 6 for link to the contract terms.
22.	Performance Security	Not Required  See Section 6 for link to the contract terms.
23.	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows:  Percentage of contract price per week of delay: 1% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Documents to be submitted with your Proposal	<ul style="list-style-type: none"> <li>▪ Company/Organisation Profile, which should <u>not</u> exceed fifteen (15) pages, including list of relevant institutions the Company/Organisation has been cooperating with, including the topic and year must be presented together with the application package.</li> <li>▪ Certificate of Incorporation/ Business Registration</li> </ul>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<ul style="list-style-type: none"> <li>▪ List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ 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</li> <li>▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor’s Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2022-2024)</li> <li>▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case)</li> <li>▪ A copy of preliminary Agreement in case of Consortium</li> <li>▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel</li> <li>▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria)</li> <li>▪ List of qualified key personnel, together with CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria), including experience relevant to the required skills</li> <li>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</li> <li>▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Proposer’s practices which contributes to the ecological sustainability of reduction of environment impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.)</li> <li>▪ <b>Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the “Technical section” of the requirements.</b></li> <li>▪ <b>Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.</b></li> </ul>

## SECTION 4: EVALUATION CRITERIA

### Preliminary Examination Criteria

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

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

### Minimum Eligibility and Qualification Criteria

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

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

Eligibility Criteria	Documents to establish compliance
<b>Legal Status:</b> Proposer is a legally registered entity	Form D: Proposer Information
<b>Diversity, Inclusion and Belonging:</b> Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: Proposer Information
<b>Eligibility:</b> Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
<b>Conflict of Interest:</b> No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
<b>Bankruptcy:</b> The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
<b>History of non-performing contracts<sup>1</sup>:</b> Non-performance of a contract did not occur as a result of contractor default within the last 3 years <sup>1</sup> .	Form F: Eligibility and Qualification
<b>Litigation History:</b> No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
<b>Previous Experience:</b>	
At least 3 years of proven institutional experience in curriculum development, assessment, and/or instructional design for formal, non-formal, or vocational training programmes, including capacity-building initiatives.  <i>(For JV/Consortium/Association, all Parties should meet requirement cumulatively).</i>	Form F: Eligibility and Qualification
Proven experience (minimum 2 completed assignments/projects) in e-learning content development and/or digitalization of training courses.  <i>(For JV/Consortium/Association, all Parties should meet requirement cumulatively).</i>	Form F: Eligibility and Qualification
<b>Minimum Key Personnel:</b>	
<ul style="list-style-type: none"> <li>• <b>Project Manager</b></li> <li>• <b>Expert 1 Multimedia designer</b></li> <li>• <b>Expert 2 Developer</b></li> <li>• <b>Expert 3 Educational Trainer - Greening SMEs</b></li> <li>• <b>Expert 4 QA/Accessibility Tester</b></li> <li>• <b>Expert 5 LMS Administrator (Moodle packaging/integration)</b></li> </ul> <p><i>Please note: The above listed roles cannot be cumulated. (For JV/Consortium/Association, all Parties should meet requirement cumulatively).</i></p>	Attach required documents to Form H: Format for CV of proposed Key Personnel
<b>Financial Standing:</b>	
<b>Liquidity:</b> The Average Ratio current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. If QR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from	Copy of audited financial statements for the last 3 (three) years.  Form F: Eligibility and Qualification

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer's decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

<p>concerned parties &amp; banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not financially capable and/or had serious financial problems.</p> <p><i>(For JV/Consortium/Association, all Parties should meet requirement cumulatively).</i></p>	
<p><b>Turnover:</b> Proposers should have average sales turnover of minimum USD 40,000.00 for the last 3 (three) years.</p> <p><i>(For JV/Consortium/Association, all Parties should meet requirement cumulatively).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>

### Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	200
2.	Proposed methodology, approach and implementation plan	400
3.	Management structure and key personnel	400
<b>Total</b>		<b>1000</b>

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of organisation and staff credibility / reliability / industry standing</p> <p>Organization / Company profile – 20 points:  The company is a well-known market player with a good standing – 20 pts  The company is well-known but lacks a good standing in the field – 10 pts</p>	20
1.2	<p>General organisational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted.</p> <ul style="list-style-type: none"> <li>• Age of the legal entity (3 year – 15 pts, 2,5 pts for each additional year, up to 20 pts)</li> <li>• Project management support mechanism (no – 0 pts, yes - 5 pts.)</li> <li>• Project management controls (up to 5 pts.)</li> </ul>	30
1.3	Relevance of specialised knowledge and experience on similar engagements done in the region / country:	110

	<ul style="list-style-type: none"> <li>At least 3 years of proven institutional experience in curriculum development, assessment, and/or instructional design for formal, non-formal, or vocational training programmes, including capacity-building initiatives. (3 years – 20 pts, 5 pts for each additional year, up to 30 pts);</li> <li>Proven experience in e-learning content developing and/or digitalizing of training courses, with demonstrated ability to produce SCORM-compliant modules and integrate them into recognized LMS platforms (e.g., Moodle, Iversity, etc.). (1 project/contract/assignment – 20 pts, 5 pts for each additional project, up to 35 pts);</li> <li>Experience in developing curricula and training materials related to the green economy, environmental sustainability, eco-innovation, resource efficiency and cleaner production (RECP), EMAS, circular economy, or Environmental, Social, and Governance (ESG) practices. (1 project/contract/assignment – 20 pts, 5 pts for each additional project, up to 35 pts);</li> <li>Previous proven experience working with UNDP, other United Nations agencies, or international development partners, with demonstrated capacity to manage assignments under donor-funded projects, is an asset. (No – 0 pts, Yes – 10 pts)</li> </ul>	
1.4	<p>Quality assurance procedures and risk mitigation measures</p> <ul style="list-style-type: none"> <li>Quality assurance framework and policies in place, supported by recognized certifications or accreditations (Comprehensive quality assurance framework and policies in place – 10 pts, Limited or no evidence of quality assurance procedures or certifications – 0 pts)</li> <li>Risk management approach tailored to project lifecycle in place (Robust risk management approach with clearly defined methodologies and tools – 10 pts, Limited or no evidence of risk management strategies or tools – 0 pts).</li> </ul>	20
1.5	<p>Organizational Commitment to Sustainability:</p> <ul style="list-style-type: none"> <li>Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (no – 0 pts., yes – 5 pts.).</li> <li>Organization is a member of the UN Global Compact - (no – 0 pts., yes – 5 pts.);</li> <li>Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) - (no – 0 pts., yes – 10 pts.).</li> </ul>	20
<b>Total Section 1</b>		<b>200</b>

<b>Section 2. Proposed methodology approach and implementation plan</b>		<b>Points obtainable</b>
2.1	To what degree does the Proposer understand the task? (up to max 50 pts.):	50

	<ul style="list-style-type: none"> <li>the Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – 41 pts. to 50 pts;</li> <li>the Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR but require some adjustments to properly address all the tasks – 21 pts. to 40 pts;</li> <li>the Proposer has no and/or limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – 0 pts. to 20 pts.</li> </ul>	
2.2	<p>Have the important aspects of the task been addressed in sufficient detail? (up to max 60 pts):</p> <ul style="list-style-type: none"> <li>the important aspects of the task have been addressed in sufficient detail in a manner which does not require any further clarification on the proposed methodology – 46 pts. to 60 pts;</li> <li>the important aspects of the task have been addressed in a manner which requires some clarification on the proposed methodology – 21 pts. to 45 pts;</li> <li>the important aspects of the task have not been addressed in sufficient detail and require major clarification on the proposed methodology – 0 pts. to 20 pts.</li> </ul>	60
2.3	<p>Are the different components of the project adequately weighted relative to one another? (up to max 40 pts.):</p> <ul style="list-style-type: none"> <li>the different components of the assignment have been fully weighted relative to one another – 26 pts. to 40 pts;</li> <li>the different components of the assignment have been partially weighted relative to one another – 11 pts. to 25 pts;</li> <li>the different components of the assignment have not been weighted relative to one another – 0 pts. to 10 pts.</li> </ul>	40
2.4	<p>Is the adopted conceptual framework appropriate for the task? (up to max 90 pts):</p> <ul style="list-style-type: none"> <li>the presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – 61 pts. to 90 pts;</li> <li>the presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – 31 pts. to 60 pts;</li> <li>the presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – 0 pts. to 30 pts.</li> </ul>	90
2.5	<p>Is the scope of the task well defined and does it correspond to the TOR? (up to max 90 pts.)</p> <ul style="list-style-type: none"> <li>the scope of the task is well defined and fully corresponds to the ToR – 71 pts. to 90 pts;</li> <li>the scope of the task is well defined yet does not fully correspond to the ToR – 35 pts to 70 pts</li> <li>the scope of the task is not well defined and does not correspond to the ToR – 0 pts to 34 pts.</li> </ul>	90

2.6	<p>Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation of the project? (up to max 50 pts.)</p> <ul style="list-style-type: none"> <li>the presentation is clear, well-structured with a defined and realistic sequence of activities, which promises efficient implementation of the assignment – 41 pts. to 50 pts;</li> <li>the presentation is clear, well-structured with a defined yet rather unrealistic sequence of activities – 21 pts. to 40 pts;</li> <li>the presentation is not well structured and doesn't present a clear sequence of activities – 0 pts. to 20 pts.</li> </ul>	50
2.7	Were any quality assurance, risk mitigation measures procedures and warranty proposed? (no – 0 pts., up to some extent description – 10 pts., clearly described mechanism/existing proven certification - 20pts.).	20
<b>Total Section 2</b>		<b>400</b>

<b>Section 3. Management Structure and Key Personnel</b>		<b>Points obtainable</b>	
<b>1</b>	<b>Project Manager</b>	<b>100</b>	
	University degree in information technologies, media, project management, business administration, finance, economics, or another related field (10 pts)		10
	Minimum of 3 (three) years of demonstrated experience in implementing and/or managing distance and/or e-learning projects. (3 years – 20 pts, each additional year – 5 pts, up to 30 pts)		30
	Experience in capacity development initiatives, curriculum development, and/or training design in at least 2 similar projects or assignments (2 projects – 20 pts, each additional project – 5 pts, up to 30 pts)		30
	Previous experience working on projects funded by international organizations or donors is an asset (No – 0 pts, Yes – 5 pts)		5
	Knowledge of e-learning standards and formats (SCORM, xAPI) is an asset. (No – 0 pts, Yes – 5 pts)		5
	Project management certification is an advantage (No – 0 pts, Yes – 5 pts)		5
	Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)		15
<b>2</b>	<b>Expert 1 Multimedia designer</b>	<b>60</b>	
	University degree in information technologies, web, graphic design, business administration, marketing, economics, social sciences, environmental science, or a related field. (10 pts)		10
	Minimum 2 years of proven experience with software design tools such as Adobe Creative Suite, Dreamweaver, etc. (2 years – 20 pts, each additional year – 5 pts, up to 30 pts)		30
	Previous experience working on projects funded by international organizations or donors. (No – 0 pts, Yes – 5 pts)		5
	Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)	15	

	<b>Expert 2 Developer</b>		
<b>3</b>	University degree in information technologies, applicative Informatics, computer science, software engineering, web design, business administration, marketing, economics, social sciences, environmental science, or a related field. (10 pts)	10	<b>60</b>
	Minimum 2 years of proven experience in programming, including writing, modifying, testing, and debugging code, with demonstrated use of basic web technologies (HTML5, CSS, JavaScript), experience with e-learning authoring tools (e.g., H5P, Articulate Storyline, Adobe Captivate, iSpring), and ability to produce SCORM-compliant content for LMS integration (e.g., Moodle, mlearn.gov.md). (2 years – 10 pts, each additional project – 5 pts, up to 30 pts)	30	
	Previous experience working on projects funded by international organizations or donors is an asset. (No – 0 pts, Yes – 5 pts)	5	
	Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)	15	
	<b>Expert 3 Educational Trainer - Greening SMEs</b>		
<b>4</b>	University degree in education, instructional design, educational technology, business administration, marketing, economics, social sciences, environmental science, or another related field. (10 pts)	10	<b>60</b>
	Proven experience (at least 2 assignments/projects) as a trainer and/or coach on green and circular economy topics (waste management, ESG, RECP, EMAS etc.). (2 projects – 20 pts, each additional project – 5 pts, up to 30 pts)	30	
	Previous experience working on projects funded by international organizations or donors is an asset. (No – 0 pts, Yes – 5 pts)	5	
	Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)	15	
	<b>Expert 4 QA/Accessibility Tester</b>		
<b>5</b>	University degree in information technologies, applicative Informatics, computer science, software engineering, IT, HCI/UX, web design, business administration, marketing, economics, social sciences, environmental science, or a related field. (10 pts)	10	<b>60</b>
	Minimum 2 years hands-on QA, testing, including accessibility testing and validation of SCORM-compliant e-learning modules in LMS platforms (e.g., Moodle, Iversity, mlearn.gov.md). (2 years – 10 pts, each additional year – 5 pts, up to 25 pts)	25	
	Previous experience working on projects funded by international organizations or donors is an asset. (No – 0 pts, Yes – 5 pts)	5	
	Recognized QA or accessibility certification(s) (e.g., ISTQB, IAAP CPACC/WAS/CPWA) is an advantage. (No certification(s) – 0 pts, 1 certification – 1 pt; 2 certifications – 2 pts; 3 or more certifications – 5 pts; maximum 5 pts).	5	
	Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)	15	
	<b>Expert 5 LMS Administrator (Moodle packaging/integration)</b>		
<b>6</b>	University degree in computer science, IT, software engineering, educational technology or a related field. (10 pts)	10	<b>60</b>

Minimum 2 years proven experience in Moodle administration, including course packaging, installation, upgrades, plugin management, and troubleshooting. (2 years – 10 pts, each additional project – 5 pts, up to 25 pts)	25	
Previous experience working on projects funded by international organizations or donors is an asset. (No – 0 pts, Yes – 10 pts)	10	
Proficiency in Romanian and English required; Russian is an advantage. (Romanian – 5 pts, English – 5 pts, Russian – 5 pts; max 15 pts)	15	
<b>Total Section 3</b>		<b>400</b>

## **SECTION 5. TERMS OF REFERENCE**

### **Company/NGO to review, adjust and digitalize the “Greening SMEs” course for the Organization for Entrepreneurship Development (ODA)**

#### **1. Background Information and rationale**

On 23<sup>rd</sup> of June 2022, the European Council granted the Republic of Moldova the status of EU candidate country which is a substantial achievement, but which comes with great responsibilities and obligations. One of such obligation is the “Green Agenda and Sustainable Connectivity” which includes Chapters of the environment and climate change acquis. In this sense, meaningful reform is expected in view of European Green Deal targets.

The Green Transition Project takes due account of this endeavour. Hence, it will put in place the enabling conditions for a green transformation in Moldova through a combination of cross-sectorial decision-making in joint stakeholder platforms, capacity building measures, general education and awareness raising, dissemination of best policy practices, information sharing and networking, as well as pilot-testing green-transition related solutions and other activities, to ensure that the green transition concept is well understood and implemented.

The established enabling conditions and the investments into green-transition solutions will respond to the key development challenges that the country is currently dealing with such as the climate change, environmental pollution, and the energy crisis.

#### **2. Project Description**

**UNDP** aims to support the Government of Moldova in advancing a transformative green agenda by enhancing awareness, building institutional and private sector capacities, and promoting investments in a low-emission, resource-efficient economy.

The **Green Transition Project**, implemented by UNDP and financed by the European Union, seeks to accelerate Moldova’s transition towards a green economy. One of its key objectives is to enhance business development and strengthen the private sector’s preparedness for green transition.

The project is implemented through three mutually reinforcing components:

1. Socio-economic framework for a gender-responsive and inclusive green transition enabled.
2. Capacity and awareness on the inclusive green transition increased among key stakeholders.
3. Additional funding attracted by promoting and piloting investments in green and innovative technologies, while evidence-based decision-making for green transition is improved by deploying a reliable air quality monitoring system.

As part of this effort, the project supports the Organization for Entrepreneurship Development (ODA) in reviewing, updating the curriculum and digitalizing its offline course developed within Greening SMEs national program. ODA is a public institution subordinated to the Ministry of Economic Development and Digitalization (MDED). Its mission is to implement the state policy for supporting entrepreneurship, particularly small and medium-sized enterprises (SMEs), in accordance with the strategies and programs approved by the Government.

The digital course will focus on strengthening SMEs' capabilities in understanding and adopting green practices, eco-innovations, resource efficiency and cleaner production (RECP), and Environmental, Social, and Governance (ESG) principles.

The target learners are MSME owners and managers seeking to adopt eco-innovation, resource efficient and cleaner production (RECP), energy efficiency and renewable energy (EERE), circular economy practices, and ESG principles.

#### **3. Scope of Work**

Under this assignment, the Contractor shall provide end-to-end e-learning services that cover curriculum modernization, digital course design and development, platform integration and testing, and capacity building the Greening SMEs course, developed and owned by ODA. The scope defines the activities and tasks required to achieve the stated objectives and deliverables and will be carried out in close coordination with the designated institutional counterparts. The minimum activities are listed below:

- Review and update the existing Greening SMEs curriculum for accuracy, relevance, and alignment with national priorities, regional best practices and SMEs' needs.
- Design and develop a modular, SCORM 2004 4th Edition–compliant digital course with engaging multimedia and interactivities (quizzes, scenarios, experts' interviews and case studies).
- Integrate, test, and deploy the course package(s) on the designated LMS platforms (Moodle and mlearn.gov.md) ensuring performance, accessibility, and analytics.
- Build local capacity for ongoing administration, content iteration, and basic troubleshooting; deliver handover documentation and source files.

The contractor is expected to develop interactive, modular, SCORM-compliant, asynchronous e-learning modules for Greening SMEs course, deployed on ODA's Learning Management System (Moodle) and the Government e-learning platform MLearn (mlearn.gov.md), in two learning languages: Romanian and Russian. Technical requirements for interoperability with MLearn are available on the Governmental website <https://mlearn.gov.md/>. Any additional clarifications for integrations and upload of the content will be coordinated by the contractor with the Electronic Governance Agency (EGA) who is the owner of MLearn.

The contractor is expected to apply a **mixed methods approach** to ensure a comprehensive understanding of the current training framework, its alignment with SME needs, and the most effective pathways for content digitalization. The approach should combine both qualitative and quantitative methods, including:

- Desk Review of all relevant materials, including existing training manuals, curricula, reports, legislation, and policy documents, as well as ODA's programme content, past training results, and related research on SME greening, ESG, RECP, energy efficiency and renewable energy (EERE), EMAS, the circular economy etc. This will include reviewing comparable educational programmes and good practices from Moldova and internationally.
- Stakeholder Consultations with key actors such as ODA's management team, ODA beneficiaries, policymakers, SME representatives, and subject matter experts in entrepreneurship education, ESG, EMAS, RES, and green/circular economy etc. These consultations will aim to identify needs, gaps, and opportunities for strengthening SME greening training and its delivery.
- SME Feedback Mechanisms through targeted surveys or questionnaires to assess SMEs' perceptions, readiness, learning preferences, and interest in adopting green business models as part of their operational strategies. The feedback will also help identify potential barriers to participation and inform the design of a more user-friendly and impactful digital learning experience.

Findings from this methodological process will directly inform the design, structuring, and delivery of the digital course, ensuring it is context-specific, needs-driven, and optimally positioned to build SME capacity for the green transition.

The scope of work shall be aligned to:

- **Course Digitalization & Content Assessment**
  - Conduct a rapid needs assessment with ODA and key stakeholders to validate target audience, outcomes, and priority topics.

- Review, assess, re-structure and update the existing offline training materials of the “Ecologizarea Afacerii” (Greening SMEs) curriculum implemented by ODA. A minimum of 7 key modules below (but not limited to) must be provided to ODA:
  - *Environmental management systems and audits*
  - *Waste and water management, circular economy practices*
  - *EPR implementation and reporting*
  - *Energy efficiency and renewable energy (EERE)*
  - *Green innovation and responsible procurement*
  - *Sustainable development strategies and ESG reporting*
  - *Practical application of eco-innovation and indicator systems*
  - *Other relevant topics.*
- Develop and convert a 24-hour training program into SCORM-compliant digital content.
- Ensure content follows a 40% theory / 60% practice methodology (learning-by-doing).
- Structure content into mini learning sessions (max. 15 minutes of theory followed by exercises or testing).
- Develop all digital learning components including:
  - Video content with high-quality audio, with the option of subtitles/captions in Romanian and Russian languages;
  - Voice-over presentations;
  - Screen recordings;
  - Case studies specific to the Moldovan context;
  - Best practices, success stories relevant to the region and context of SME sector development etc.
  - Exercises, self-assessments, and knowledge validation quizzes/tests.
- Integration of Stakeholder Video Interviews:
 

The contractor shall produce and embed at least 5 short, high-quality video interviews (up to 5 minutes each) with relevant stakeholders (e.g., SME representatives, policymakers, industry experts, financial institutions) within the corresponding course modules. Each video should:

  - Illustrate practical examples, challenges, and solutions related to the module topic.
  - Ensure gender balance and diversity in the selection of interviewees, and all stakeholders to be interviewed shall be coordinated and approved by UNDP and ODA teams.
  - Be delivered in MP4 (HD) format, embedded in SCORM packages for seamless playback in Moodle and mlearn.gov.md.
  - Include Romanian audio with subtitles in Romanian and Russian (English optional).
  - Meet WCAG 2.1 AA accessibility standards (closed captions and transcripts required).
  - Be optimized for fast loading and playback across major browsers (Chrome, Firefox, Edge) and mobile devices (iOS, Android).
  - Include raw footage and edited versions as part of the final deliverables to ensure ownership by UNDP and ODA.
- **E-learning Platform Integration & Interactivity**
  - SCORM Compliance: package all modules to SCORM 2004, 4th Edition (or other edition as confirmed with ODA at the initiation of the contract) and provide ADL Test Suite logs for each package; verify launch, suspend/resume, completion/success status, and score tracking on the ODA-specified Moodle version.

- LMS deployment: ensure seamless integration into Moodle and mlearn.gov.md, with mandatory coordination with the E-Governance Agency (EGA) to confirm compatibility requirements and technical specifications.
  - Cross-platform and Mobile Responsiveness: ensure responsive delivery and stable operation across devices (desktop, tablet, mobile) and compatible with the latest and previous major versions of widely used browsers (Chrome, Firefox, Edge) as well as default browsers on iOS and Android.
  - Accessibility and Inclusion: all digital content must comply with WCAG 2.1 Level AA accessibility requirements, including keyboard navigation, screen reader compatibility, and appropriate use of alt-text for images and video subtitles.
  - Design modules with progression control: participants must pass tests before proceeding.
  - Certificates: implement automated certificate generation upon course completion.
  - Learner support materials: create brief user guide(s) and access instructions for participants.
  - Learning Analytics & Reporting: Integrate concrete learning analytics tools and/or dashboards to monitor participant engagement and performance. This includes the ability to track participation rates, success and failure rates, learning speed, time spent per module, and other relevant performance metrics to inform future content adjustments and learner support strategies. Ideally, the system should generate Moodle/H5P reports and comply with privacy-by-design principles. If possible, the contractor should also provide monthly reports in formats agreed with ODA and the Green Transition Project, to enable continuous course evaluation, feedback integration, and improvement.)
- **Capacity Building & Support**
    1. Deliver one training session for ODA staff on the deployment, monitoring, and maintenance of the Greening SMEs course (1 course envisaged).
    2. Develop and hand over an admin guide for platform managers.
    3. Provide ongoing technical support during initial rollout.
    4. Deliver editable source files (e.g., project files, media, scripts), SCORM packages, and a maintenance guide.
    5. Provide maintenance, technical support, and a performance guarantee for the digital training product for a minimum of one (1) year after final delivery, ensuring uninterrupted operation, timely troubleshooting, and necessary updates. Support shall include defined response and resolution times (e.g., Critical issues: respond within 4 hours, resolve within 24 hours). **Maintenance and support costs shall be included in the Contractor’s financial proposal and will be paid quarterly based on performance reports approved by ODA/UNDP. Maintenance is generally expected to represent around 10% of the contract value, but bidders may propose their own costing with justification.”**

The final output of this activity will be a comprehensive digital training course, including all modules, multimedia content, and platform integrations, along with a final report that details the curriculum description, target beneficiaries, structure of the course, main goals and specific objectives, description of topics covered, challenges encountered. The report will also outline actionable steps for improving interactivity, means to adjust the modules (when and if the case), and enhancing the long-term usability of the training platform.

#### 4. Deliverables

The selected Contractor is expected to provide the following deliverables according to the schedule below:

No	Deliverable	Description	Tentative delivery date
1	Inception Report	Refined activity plan and methodology, aligned with ODA/UNDP after initial consultations, including timeline, roles, responsibilities, risk mitigation, and required inputs.	November 2025
2	Reviewed and Updated Curriculum	<ul style="list-style-type: none"> <li>○ Assessment of the existing curriculum with recommendations, conclusions, and a draft of the updated training course content.</li> <li>○ Final updated curriculum, submitted in editable format (MS Word and MS PowerPoint), plus a PDF version for distribution.</li> </ul> <p>To be validated and approved by ODA and UNDP.</p>	November 2025
3.1	Production and Integration of Stakeholder Video Interviews for E-learning Modules	<p>At least 5 short video interviews (up to 5 minutes each) produced, subtitled (RO &amp; RU), ensuring gender balance, and embedded into relevant SCORM modules. Delivered in MP4 with transcripts and closed captions, optimized for playback on all major browsers and mobile devices.</p> <p>Interviews should be approved and coordinated with the UNDP and ODA teams before final integration.</p> <p>Raw footage and edited versions will be submitted as part of the deliverable.</p>	December 2025
3.2	Draft Digital Modules (Test Version)	First version of all modules (7 trainings) in SCORM format; includes multimedia elements, interactivity, quizzes, progress tracking, and integrated engagement analytics; delivered for testing and feedback from ODA and UNDP.	December 2025
4	Final Digital Training Package	Complete, fully functional SCORM-compliant package of all modules, incorporating multilingual subtitles (RO, RU); automated certification; mobile-responsive design; incorporating feedback from ODA and ready for deployment on the designated platforms.	January 2026
5	Platform Integration & Testing Report	Confirmation of successful upload and integration on target platforms; test logs and troubleshooting records; accessibility and compatibility verification.	February 2026
6	Capacity Building & User Manual/Admin guide	<p>One dedicated training session for ODA staff on course administration, user tracking, troubleshooting, and content updates; user manual for participants; admin guide for platform managers.</p> <p><i>(List of participants, presentations, agenda, photos, etc.)</i></p>	February 2026

7	One-Year Maintenance & Guarantee	<p>Provide maintenance, technical support, and a performance guarantee for the digital training product for a minimum of one (1) year after final delivery, ensuring uninterrupted operation, timely troubleshooting, and necessary updates.</p> <p>Support shall include defined response and resolution times (e.g., Critical: respond within 4 hours, resolve within 24 hours).</p> <p>Maintenance and support costs shall be included in the Contractor’s financial proposal and will be paid quarterly based on performance reports approved by ODA/UNDP.</p>	February 2027
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**Note:** The indicated tentative timeframe has been estimated as being sufficient and feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of the assignment. At the same time the proposed timeframe can be adjusted shall it be required by the context of delivery of services. The provision of the envisaged deliverables approved by ODA and accepted by UNDP shall be the only criteria for Contractor’s work being completed and eligible for payment/s.

**5. Confidentiality**

All data and information received from the UNDP for the purposes of this assignment are to be treated confidentially and only to be used for the execution of these Terms of Reference.

All intellectual property rights arising from the execution of these Terms of Reference are assigned to UNDP. The contractor shall also deliver all source files (e.g., Articulate.story, raw video/audio, H5P.h5p) and provide proof of licenses for fonts, images, music, and voice talent used (royalty-free and transferable).

The contents of written materials obtained and used in this assignment shall not be disclosed to any third parties without the expressed advance written authorization of UNDP.

**6. Institutional arrangements**

The contractor shall ensure timely delivery of outputs. The company/organization is responsible for the collection of quantitative and qualitative data, analysing the existing educational and training materials developed within ODA, maintaining close collaboration and continuous communication with the Business Development Manager of the Green Transition Project and ODA’s representative, delegated for coordinating the assignment in cause. The obligations and responsibilities of the company are the following:

The selected company/organization will be responsible for:

- Collaborating closely with the Green Transition Project representatives, experts, and ODA staff to develop a comprehensive action plan and detailed methodology for the assignment.
- Preparing and discussing with the Green Transition Project representatives and ODA representative the framework and samples for surveys, questionnaires, and other data collection tools (if applicable).
- Coordinating in advance with the Green Transition Project representatives and ODA representative on the approach, timing, and execution of data collection activities.
- Ensuring that the data collection process guarantees quality, integrity, and feasibility, in line with agreed standards and ethical guidelines. ***Data must be processed legally in accordance with current legislation,***

***applying data minimization principles, and accompanied by a simple Data Protection Plan detailing storage, retention, and access procedures.***

- Submitting all collected data in electronic format, using templates and structures agreed with the Green Transition Project representatives and ODA representative.
- Maintaining strict confidentiality regarding all materials, including methodology, questionnaires, curricula, and research results, recognizing that these are subject to copyright.
- Establishing and applying robust quality assurance mechanisms to ensure that all deliverables are relevant, accurate, and feasible. This will include regular progress check-ins and submission of interim outputs for review and feedback.
- Ensuring that Gender Equality and Women’s Empowerment (GEWE) principles are fully integrated throughout the program design and implementation phases.
- Providing regular progress updates to the Green Transition Project Manager and ODA representative, highlighting achievements, challenges encountered, and proposed mitigation measures.

### **Language requirements**

All project implementation documentation and contractual communications (e.g., inception report, workplan, progress/UAT minutes, acceptance notes, issue logs, release notes) shall be provided in Romanian and/or English.

All learner-facing training course deliverables shall be produced as two fully localized versions: Romanian and Russian. This includes on-screen text, audio narration, captions/subtitles, transcripts, graphics with embedded text, quizzes/feedback, certificates, and any learner help screens or H5P/Moodle labels within the Contractor’s control. The Contractor shall ensure content parity across languages, use Cyrillic-safe fonts, and include translation, proofreading, and localization QA in the price; accessibility conformance (WCAG) shall be met in both languages.

Any translation, interpretation and proof-reading costs are bound to the contractor and shall be included in the total cost provided.

### **Timeframe**

The total duration of the contract will be **16 months**, consisting of:

- **Main implementation phase:** 4 months, tentatively from **November 2025 to February 2026**, covering all preparatory work, curriculum review, course development, training, testing, and adjustments.
- **Post-implementation phase:** 12 months, from **March 2026 to February 2027**, dedicated to providing ongoing maintenance and technical support for the developed e-learning course.

## **7. Qualifications and skills requirements**

The bidder shall provide sound argumentation of the proposal by demonstrating compliance with the ToR and the environment in which it will provide the services. The bidder shall include information on the volume of allocated resources to carry out the assignment.

A breakdown of working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, the Service Provider shall ensure a clear presentation of distribution of tasks and allocation of working days deemed necessary for engagement of Key staff.

The proposed team should consist of but not be limited to the following members:

- **Project Manager**
- **Expert 1 Multimedia designer**

- **Expert 2 Developer**
- **Expert 3 Educational Trainer - Greening SMEs**
- **Expert 4 QA/Accessibility Tester**
- **Expert 5 LMS Administrator (Moodle packaging/integration).**

Bidders should enclose a résumé for each person anticipated to be assigned to the project and should include specific information on the experience and roles.

Only Key staff will be subject to Technical evaluation. However, the cost of non-key staff proposed should be included in the Financial proposal under Additional Staff.

Bidders agree that the Key staff included in the bid will participate in the project at the level and duration specified unless an agreement is provided in writing by the UNDP Project Team to allow substitutions.

The résumés submitted for the Key project personnel should be detailed and comprehensive. Specifically, résumés should include:

- Anticipated role and level of participation in the project;
- Previous experience relevant to the assigned role in the project;
- Education, training and certification details;
- Contact information (name, title, organization, mailing address, phone, and email) of a minimum of three business references;
- Linguistic skills.

Bidders should describe, in detail, their previous corporate experience in similar assignments, if any. This section should include the corporate experience as well as the role of any subcontracted organization(s) indicated in the Bidder's proposal, if applicable. Descriptions of subcontractor's staff members, if applicable, should follow the format utilized for the Bidder organization.

During the assignment, the Service Provider's team of experts should prove commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

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 Green Transition 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 should non-performance happen. Replacement will be at the Service Provider expense.

**Required qualifications of the Service Provider:**

- At least 3 years of proven institutional experience in curriculum development, assessment, and/or instructional design for formal, non-formal, or vocational training programmes, including capacity-building initiatives.
- Proven experience in e-learning content developing and/or digitalizing of training courses, with demonstrated ability to produce SCORM-compliant modules and integrate them into recognized LMS platforms (e.g., Moodle, Iversity, etc.).
- Experience in developing curricula and training materials in areas related to green economy, environmental sustainability, eco-innovation, resource efficiency and cleaner production (RECP), EMAS, circular economy, or Environmental, Social, and Governance (ESG) practices etc.

- Previous proven experience working with UNDP, other United Nations agencies, or international development partners, with demonstrated capacity to manage assignments under donor-funded projects, is an asset.

**Criteria for the evaluation of the management structure and key personnel:**

**Project Manager:**

**Educational Background:**

- University Degree in information technologies, media, project management, business administration, finance, economics, or another related field.

**Experience:**

- Minimum of 3 (three) years of demonstrated experience in implementing and/or managing distance and/or e-learning projects.
- Experience in capacity development initiatives, curriculum development, and/or training design in at least 2 similar projects or assignments.
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian is an advantage.
- Knowledge of e-learning standards and formats (SCORM, xAPI) is an advantage.
- Project management certification is an advantage.

**Expert 1 - Multimedia designer:**

**Educational Background:**

- University Degree in information technologies, web, graphic design, business administration, marketing, economics, social sciences, environmental science, or a related field.

**Experience:**

- Minimum 2 years of proven experience with software design tools such as Adobe Creative Suite, Dreamweaver, etc.
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian is an advantage.

**Expert 2 - Developer:**

**Educational Background:**

- University Degree in information technologies, applicative Informatics, computer science, software engineering, web design, business administration, marketing, economics, social sciences, environmental science, or a related field.

**Experience:**

- Minimum 2 years of proven experience in programming, including writing, modifying, testing, and debugging code, with demonstrated use of basic web technologies (HTML5, CSS, JavaScript), experience with e-learning authoring tools (e.g., H5P, Articulate Storyline, Adobe Captivate, iSpring), and ability to produce SCORM-compliant content for LMS integration (e.g., Moodle, mlearn.gov.md).
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian shall be an advantage.

**Expert 3 Educational Trainer - Greening SMEs:**

**Educational Background:**

- University Degree in education, instructional design, educational technology, business administration, marketing, economics, social sciences, environmental science, or another related field.

**Experience:**

- Proven experience (at least 2 assignments/projects) as a trainer and/or coach on green and circular economy topics (waste management, ESG, RECP, EMAS etc.).
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian is an advantage.

**Expert 4 QA/Accessibility Tester:**

**Educational Background:**

- University Degree in information technologies, applicative Informatics, computer science, software engineering, IT, HCI/UX, web design, business administration, marketing, economics, social sciences, environmental science, or a related field.

**Experience:**

- Minimum 2 years hands-on QA, testing, including accessibility testing and validation of SCORM-compliant e-learning modules in LMS platforms (e.g., Moodle, lversity, mlearn.gov.md).
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian is an advantage.
- Recognized QA or accessibility certification(s) (e.g., ISTQB, IAAP CPACC/WAS/CPWA) is an advantage.

**Expert 5 LMS Administrator (Moodle packaging/integration):**

**Educational Background:**

- University Degree in computer science, IT, software engineering, educational technology or a related field.

**Experience:**

- Proven experience (minimum 2 years) in Moodle administration, including course packaging, installation, upgrades, plugin management, and troubleshooting.
- Previous experience working on projects funded by international organizations or donors is an asset.

**Skills and Language Proficiency:**

- Proficiency in Romanian and English languages. Russian is an advantage.

The Company shall take all reasonable measures necessary to ensure that the personnel deployed under this assignment shall respect local customs and conform to the highest standards of moral and ethical conduct and adherence to UNDP values (human rights, gender equality, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status).

UNDP may at any time request the withdrawal or replacement of any of the key-personnel if these standards are not adhered to. Replacement will be made at the Company expense.

## **8. Price and Schedule of Payments**

UNDP shall effect payments to the Contractor in the amounts and pursuant to this Schedule of Payments, upon completion by the Contractor of the corresponding deliverable(s) and upon acceptance by UNDP of the original invoices submitted by the Contractor to the UNDP. Deliverables shall be reviewed and accepted or rejected with

reasons by the Business Development Manager and ODA representative, responsible for the assignment, within 14 calendar days from their submission. If no feedback is provided within 10 business days of submission, the deliverable shall be deemed accepted.

The contract price is a fixed output-based price regardless of extension of the herein specific duration. Prices shall be quoted in **MDL (Moldovan Leu) for local suppliers** and **USD (US Dollars) for international suppliers**.

Payments shall be linked to the successful completion and approval of agreed deliverables/milestones, as specified in the contract.

**g. Subcontracting**

Subcontracting of services is generally not allowed. Limited subcontracting of specialty services (e.g., voiceover, accessibility testing) may be permitted if pre-approved in writing by UNDP.



## SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

**6.1** The types of Contract to be signed and the **applicable UNDP Contract General Terms and Conditions**, as specified in Data Sheet, can be accessed at <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

### **6.2 Special Conditions of Contract**

N/A

## SECTION 7: PROPOSAL FORMS

- **Form A: Proposal Confirmation**
- **Form B: Checklist**
- **Form C: Technical Proposal Submission**
- **Form D: Proposer Information**
- **Form E: Joint Venture/Consortium/Association Information**
- **Form F: Eligibility and Qualification**
- **Form G: Format for Technical Proposal**
- **Form H: Format for CV of Proposed Key Personnel**
- **Form I: Statement of Exclusivity and Availability**
- **Form J: Financial Proposal Submission** *[Form J is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form K: Format for Financial Proposal** *[Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*



## FORM B: CHECKLIST

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

Before submitting your Proposal, please ensure compliance with the instructions in Section 2: Instructions to Proposers and Section 3: Data Sheet.

### Technical Proposal:

<b>Have you duly completed all the Returnable Proposal Forms?</b>	
▪ Form C: Technical Proposal Submission	<input type="checkbox"/>
▪ Form D: Proposer information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Form G: Technical Proposal	<input type="checkbox"/>
▪ Form H: CVs of proposed key personnel	<input type="checkbox"/>
▪ Form I: Statements of exclusivity and availability for key personnel	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
<b>Have you provided the required documents in support of Form D: Proposer Information?</b>	<input type="checkbox"/>

### Financial Proposal:

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

Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.

**FORM C: TECHNICAL PROPOSAL SUBMISSION**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

We, the undersigned, offer to supply the services required for Click or tap here to enter text.in accordance with your Request for Proposals No. Click or tap here to enter text.. We hereby submit our Proposal, which includes this Technical Proposal and our Financial Proposal uploaded separately under the commercial section in the system as instructed.

**Proposer Declaration:** on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFP, including the RFP Information and Data Sheet, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the proposer agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the proposer has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this proposal I/we warrant that the proposer: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of the buyer (other than the point of contact) to lobby or solicit information in relation to the RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the proposer has no actual, potential or perceived conflict of Interest in submitting this proposal, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process the proposer will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions and Sanctions:</b> I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Proposal Validity Period:</b> I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any proposal you receive.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.



Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Proposer]*

**FORM D: PROPOSER INFORMATION**

<b>RFP Reference</b>	RFP25/03137
<b>Legal name of Proposer</b>	Click or tap here to enter text.
<b>Legal Address, City, Country</b>	Click or tap here to enter text.
<b>Website</b>	Click or tap here to enter text.
<b>Year of registration</b>	Click or tap here to enter text.
<b>Proposer's Authorized Representative information</b>	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
<b>Legal structure</b>	Choose an item.
<b>No. of full-time employees</b>	Click or tap here to enter number.
<b>No. of staff involved in similar contracts</b>	Click or tap here to enter number.
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert UNGM Vendor Number
<b>Years of supplying to UN organisations</b>	Click or tap here to enter text.
<b>Are you a Click or tap here to enter text.vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert Vendor Number
<b>Countries of operation</b>	Click or tap here to enter text.
<b>Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)</b>	Click or tap here to enter text.
<b>Commercial Representatives in the country: Name/Address/Phone (for international companies only)</b>	Click or tap here to enter text.
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	Click or tap here to enter text.
<b>Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent? (If yes, provide a Copy of the valid Certificate):</b>	<p>Tick all that apply and <b>provide supporting documentation:</b></p> <input type="checkbox"/> Corporate Environmental Policy <input type="checkbox"/> ISO 14001 <input type="checkbox"/> ISO 14064 <input type="checkbox"/> Other, specify Click or tap here to enter text.
<b>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have</b>	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:

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



**FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

<p><b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)</p>	<p>Click or tap here to enter text.</p>
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We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

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

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

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**FORM F: ELIGIBILITY AND QUALIFICATION**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

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

**History of Non- Performing Contracts**

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

**Litigation History (including pending litigation)**

<input type="checkbox"/> No litigation history for the last 5 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

**Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the **last 3 years**.

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

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

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

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

### Financial Standing

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

Financial information (state currency)	Historic information for the last 3 years		
	2024	2023	2022
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

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

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



## FORM G: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

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

### Section 1: Proposer's qualification, capacity and expertise

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

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

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

**1.4** Quality assurance procedures and risk mitigation measures.

**1.5** Organization's commitment to sustainability.

### Section 2: Proposed Methodology, Approach and Implementation Plan

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

**2.1** A detailed description of the approach and methodology for 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.

**2.2** The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.

**2.3** 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.

**2.4** Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.

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

### Section 3: Management Structure and Key Personnel

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



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



**FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

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

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

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

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

\_\_\_\_\_

Signature of Personnel

\_\_\_\_\_

Date (Day/Month/Year)



**FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABILITY**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

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

From	To
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>

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

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

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



**FORM J: FINANCIAL PROPOSAL SUBMISSION**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

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

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

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

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

**FORM K: FORMAT FOR FINANCIAL PROPOSAL**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RFP25/03137		

The proposer is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Proposers. **The inclusion of any financial information in the Technical Proposal shall lead to disqualification of the Proposer.** The Financial Proposal should align with the requirements of the Terms of Reference and the proposer's Technical Proposal.

**Currency of the proposal: MDL (Moldovan Leu) for local suppliers and USD (US Dollars) for international suppliers, VAT exclusive**

**Table 1: Summary of Overall Prices**

Costs	Amount <i>[Please specify currency]</i>
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
<b>Total Amount of Financial Proposal</b>	

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate <i>[Please specify currency]</i>	No. of days / months / hours	Total Amount <i>[Please specify currency]</i>
		A	B	C=A*B
	Project Manager			
	Expert 1 Multimedia designer			
	Expert 2 Developer			
	Expert 3 Educational Trainer – Greening SMEs			
	Expert 4 QA/Accessibility Tester			
	Expert 5 LMS Administrator (Moodle packaging/integration)			
	Other experts (if any) <i>[Please list]</i>			
<b>Subtotal Professional Fees</b>				

**Table 3: Breakdown of Other Costs**

Description	Unit of Measure	Quantity	Unit Price <i>[Please specify currency]</i>	Total Amount <i>[Please specify currency]</i>
International flights	Return trip			
Subsistence allowance	Day			
Local transportation costs	Lump sum			

Translation costs				
Out-of-pocket expenses				
Other costs (specify)				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable / Activity**

No.	Deliverables	Time (person days)	Professional Fees <i>[Please specify currency]</i>	Other Costs <i>[Please specify currency]</i>	Total <i>[Please specify currency]</i>
1	Inception Report				
2	Reviewed and Updated Curriculum				
3.1	Production and Integration of Stakeholder Video Interviews for E-learning Modules				
3.2	Draft Digital Modules (Test Version)				
4	Final Digital Training Package				
5	Platform Integration & Testing Report				
6	Capacity Building & User Manual/Admin guide				
7	One-Year Maintenance & Guarantee				
<b>Total Amount of Financial Proposal</b>					