



RFP25/03147: IMPLEMENTATION OF HEAD END SYSTEM (HES) AND METER DATA MANAGEMENT SYSTEM (MDMS) PLATFORM IN 1+1 CONFIGURATION (2 LOTS)

United Nations Development Programme, through its "**Accelerating a Just Energy Transition in the Republic of Moldova**" Project hereby invites prospective proposers to submit a proposal 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 including:

Annex 1 LOT 1 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the South-Centre Electricity Distribution Operator (PED)

- o *Annex 1.1. LOT 1 Business Processes*

Annex 2 LOT 2 - Technical Specifications for the implementation of the Head end System (HES) and Meter Data Management System (MDMS) platform in 1+1 configuration for the North Electricity Distribution Operator (RED-NORD S.A.)



- o *Annex 2.1. LOT 2 Business Processes*

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 including:
Annex 3 Offer_compliance_checklist_matrix_LOT1
Annex 4 Offer_compliance_checklist_matrix_LOT2
- . Form H: Format for CV of proposed key personnel
- . Form I: Statement of Exclusivity and Availability
- . Form J: Financial Proposal Submission
- . Form K: Format for Financial Proposal
- . Form L: Proposal Security

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.

Additionally, to support Bidders during the submission period, a **Pre-Proposal Conference** shall be conducted as follows:

Time and time zone: 1:00 PM, Moldova time, GMT+3

Date: 10 December 2025

Venue : [RfP25/03147 Pre-bid conference: HES&MDM implementation tender/JET | Meeting-Join | Microsoft Teams](#)

Interested bidders should register for the conference. To facilitate the registration, prospective bidders are required to send the names and email addresses of their authorized representatives using the "Messages" section in Quantum no later than **09 December**



2025. In case bidders face any technical difficulties with Quantum platform, they shall send the above-mentioned information to the following email address: sc.md@undp.org. Please ensure that the subject of the email message is marked as 'PRE-BID CONFERENCE FOR RFP25/03147'.

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-00870**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

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

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

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

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

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

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

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



sure that the proposal is submitted prior to this deadline for submission.

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

We look forward to receiving your proposal.

UNDP Moldova



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1 Overview

1.1 General Information

Title	RFP25/03147:JET/Implementation of HES and MDMS Platform (2 Lots)
E-Mail	sc.md@undp.org
Financial Offer Sealed	Yes
Reference Number	PRC0158030/RFP25/03147
Beneficiary Country	MDA
Introduction	

**RFP25/03147: IMPLEMENTATION OF HEAD END SYSTEM (HES) AND
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UNDP Moldova

This is a two-envelope process. Financial proposals will be opened and evaluated only for offers that qualify from the technical evaluation.

1.2 Tender Timeline

Open Date 04/12/25 00:20 AM
Close Date 26/12/25 14:30 PM
Time Zone Coordinated Universal Time

1.3 Terms

Negotiation Currency USD (US Dollar)

Eligible Response Currencies

Check the one currency in which you will enter your response.

	Response Currency	Description	Price Precision
<input type="checkbox"/>	USD	US Dollar	2
<input type="checkbox"/>	MDL	Moldovan Leu	2

1.4 Attachments

File Name or URL	Type	Description
Guides_Suppliers	File	
RfP25_03147_Request for Proposal.pdf	File	
RFP25_03147_Proposal Forms.docx	File	
Annex 1_LOT 1_PED_Technical Specifications	File	
Annex 4_LOT 2_Red-Nord_Offer_compliance_checklist_matrix	File	
Annex 2_LOT 2_Red-Nord_Technical Specifications	File	
Annex 2.1_LOT 2_Red_Nord_Business Processes	File	
Annex 3_LOT 1_PED_Offer_compliance_checklist_matrix	File	
Annex 1.1_LOT 1_PED_Business Processes	File	



File Name or URL	Type	Description
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Note: The attachments above are part of general attachments to this Tender. There may be more attachments uploaded with requirement or price schedule. All attachments can be accessed from the portal directly

2 PART: TENDER REQUIREMENT AND EVALUATION CRITERIA

**Response is required*

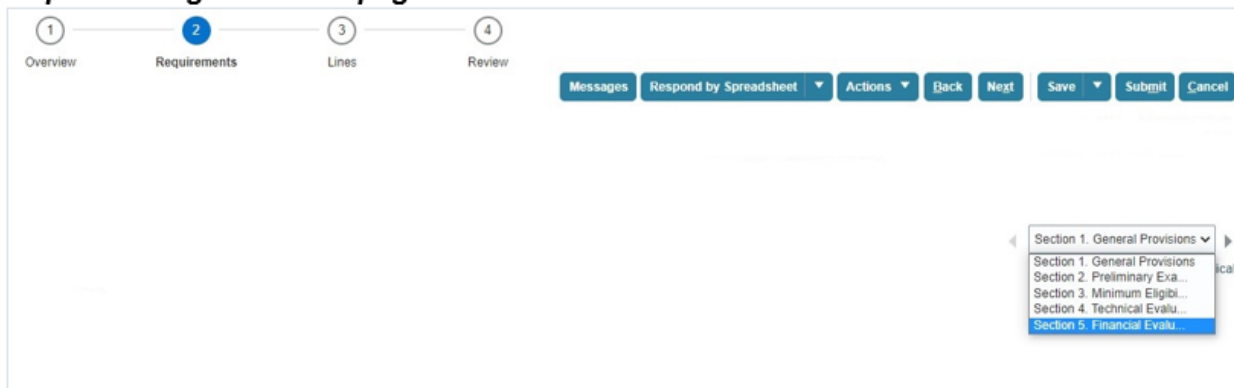
Dear supplier,

Please carefully review the requirements and questions in this section.

Provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).

Kindly note that your Financial Proposal (Forms K-J) should ONLY be uploaded under Section 6 (the "Financial Evaluation" section below/ Commercial), and price should also be included in the Price Schedule on the platform under "Lines".

Please note that there are several Sections to be filled in, under the "Requirements" (2) step on the right side the page:



2.1 Section 1. General Provisions

*1. General Instructions to Proposers

This tender is governed by the provisions in Section 2. Instructions to Proposers herewith attached. By participating and submitting an offer you confirm to have understood and accepted such provisions.

Target: Confirm acceptance of instructions and provisions of this tender

*2. Bid Data Sheet

Section 3. Bid Data Sheet contains information and instructions specific to this Tender. Please confirm to have read, understood, and accepted such provisions, herewith attached.

Target: Have read and understood provisions in BDS

3. Criteria for Evaluation and Contract Award

Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively. The minimum technical score required to pass is 70%.

Technical Proposal (70%)

- Bidder's Qualification, Capacity and Experience



- Methodology, Approach and Implementation Plan
- Management Structure and Key Personnel

Financial Proposal (30%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.

2.2 Section 2. Evaluation Criteria - Preliminary Examination

***1. General Conditions of Contract**

Do you accept the General Conditions of Contract as specified in Section 6: Conditions of Contract and Contract Forms?

***2. Proposal Validity**

Do you accept that your proposal is valid for 90 days as required in Section 2. General Instructions and Section 3. Bid Data Sheet sections?

***3. Proposal Forms**

Please provide Technical Proposal Forms (A-I) as per forms provided, duly signed by a legal representative of your company. **Do not provide the Financial Proposal Forms (J-K) at this stage. The Financial Proposal Forms (J-K) shall be submitted only in the "Commercial section" below. 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.**

***4. Form L: Proposal Security**

Please submit the a copy of Form L: Proposal Security. Please note that the original of Form L: Proposal Security shall be submitted not later than 10 (ten) days after the submission deadline to the address indicated in Section 3 - Bid Data Sheet of the Request for Proposal.

***5. Company profile**

Please provide a Company Profile, which should not exceed fifteen (15) pages, including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package.

***6. Legal documents**

Please provide legal documents including:

- Certificate of Business Registration.
- List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country.

***7. Tax Registration/Payment Certificate**

Please provide the 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.

***8. Financial Statements**

Please provide the latest 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).

Target: Financial Statements provided

***9. Statements of Satisfactory Performance**

Please provide the Statement of Satisfactory Performance from the Top three 3 Clients' statements confirming satisfactory performance by the Proposer, each JV partner/Subcontractor (if the case), on the contracts of highest value carried out, during the past 5 (five) years, by each intended participant.

Target: Statements of Satisfactory Performance provided

10. Consortium or Subcontracting Agreement

Please upload the Consortium or Subcontracting Agreement or letter of intent to form a consortium or a partnership, if applicable.

***11. Methodology, Approach and Implementation Plan**

Please provide a detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in Section 5: Terms of Reference, with clear distribution of roles and responsibilities of the proposed key personnel.

Target: Methodology, Approach and Implementation Plan provided

***12. Offer Compliance Checklist Matrix**

Please provide the duly filled-in Offer Compliance Checklist Matrix (Annex 3 for LOT 1 and Annex 4 for LOT 2), that are in compliance with all functional and non-functional requirements outlined in Section 5: Terms of Reference and include evidence and references for proper evaluation.

***13. Copies of contracts**

Please provide copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria).

***14. CVs and Statements of Exclusivity and Availability**

Please provide the list of Key Personnel and CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria and Section 5: Terms of Reference), clearly stipulating the relevant experience which meets the listed requirements – in the case the bidder applies for both lots, separate teams with distinct qualifications and experience must be provided for each lot.

Target: CVs and Statements of Exclusivity and Availability provided

***15. Statement of warranty**

Please provide the written and signed statement confirming a minimum 12-month general warranty period, provided free of charge following system commissioning. The warranty shall cover the correction of defects, errors, or deficiencies in the supplied hardware and software components and shall ensure that the system operates fully in accordance with the agreed specifications.

***16. Declaration of Operational Continuity/End of Support (EOS) or End of Life (EOL)**

Please provide the written and signed Declaration of Operational Continuity/End of Support (EOS) or End of Life (EOL) for a minimum period of five (5) years following the commissioning; Bidders shall submit, together with their proposal, a Declaration of Operational Continuity (free-form statement) made on their own responsibility, confirming that the proposed universal HES and MDM software release version — including



all national customizations — will remain fully supported and will not reach End of Support (EOS) or End of Life (EOL) for a minimum period of five (5) years (60 months) following the commissioning of the solution in the Beneficiary's production environment. The declaration shall also confirm that support and maintenance services will be available from the Vendor throughout this period under the same general terms and shall specify the estimated rates applicable to such services for budgeting purposes.

***17. Quality Certificates**

Please provide copies of Quality Certificate (e.g., ISO, etc.) valid for at least 6 (six) months from the date of submission of offers and/or other similar certificates, accreditations, awards, and citations received by the Bidder, if any.

***18. Environmental Compliance Certificates**

Please provide the 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.).

2.3 Section 3. Evaluation Criteria - Minimum Eligibility

1. Evaluation Criteria - Minimum Eligibility

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

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

Eligibility Criteria	Documents to establish compliance
Legal Status: Proposer/Bidder is a legally registered entity in their country of origin.	Form D: Proposer Information
Eligibility: Vendor/Bidder is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer/Bidder	Form C: Technical Proposal



has not declared bankruptcy, is 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	Submission
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***2. Compliance with Minimum Eligibility Criteria**

Do you confirm that you comply with the Minimum Eligibility Criteria?

2.4 Section 4. Evaluation Criteria - Qualification

1. Evaluation Criteria - Minimum Qualification

Minimum 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.

Qualification Criteria	Documents to establish compliance
History of non-performing contracts[1]: Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification



<p>Previous Experience</p>	
<p>Have at least 5 (five) years of experience in providing development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>At least 3 (three) completed projects of relevant complexity and value, with over 100,000 meters per deployment, within the last 5 (five) years related to development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Form F: Eligibility and Qualification</p>
<p>Minimum Key Personnel</p>	
<p>The Key personnel mandatory for the implementation of the contract:</p> <p>1. Project Manager/Team Lead - (1</p>	<p>Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form H: Format for CV of proposed Key Personnel</p>



expert)

2. Business Analyst - (1 expert)

3. Software Developers - (2 experts)

4. Database & Integration - (1 expert)

5. Data Architect - (1 expert)

6. Quality Assurance /Tester - (1 expert)

7. Trainer/Documentation - (1 expert)

8. DevOps Engineer - (1 expert)

The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.



<p>The Project Manager / Team Leader shall be engaged by TEAM Lead Company in case of Consortiums.</p> <p>In the case the bidder applies for both lots, separate teams with distinct qualifications and experience must be provided for each lot.</p> <p><i>Any additional staff (i.e. Solution architect, Cyber Security specialist, or additional staff per above roles, etc.) that is considered by the Bidder that must be included in the implementation team, should be included in the technical and financial proposal accordingly with details of their implications for the contract implementation obligations under Other staff, but will not be evaluated technically.</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	
<p>Financial Standing</p>	
<p>Turnover: Bidders should have annual sales turnover of minimum</p> <ul style="list-style-type: none"> · USD 730,000 for applying to LOT 1 or LOT 2. · USD 1,450,000 for applying to both LOTS. 	<p>Copy of audited financial statements for the last 3 (three) years (2022-2023-2024).</p>



<p>This turnover requirement applies to the last three years (2022-2024).</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>FormF:Eligibilityand Qualification</p>
<p>Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years.</p> <p><i>If QR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not financially capable and/or had serious financial problems.</i></p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years (2022-2024).</p> <p>FormF:Eligibilityand Qualification</p>

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



respective contract and where all appeal instances available to the Bidder have been exhausted.

***2. Compliance with Minimum Qualification Criteria**

Do you confirm that you comply with the Minimum Qualification Criteria?

2.5 Section 5. Technical Evaluation Criteria

1. Technical Evaluation Criteria

The technical proposal will be evaluated based on the criteria set here below following the maximum obtainable points set.

Evaluation team will score each criterion based on the information provided in the proposal.

To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1	Proposer's qualification, capacity and experience	250
2	Proposed methodology, approach and implementation plan	390
3	Management structure and key personnel	360
Total		1000



Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of organisation and staff credibility / reliability / industry standing.</p> <p><i>The company is a well-known market player with a good standing – 20 pts</i></p> <ul style="list-style-type: none"> · Excellent (20 pts): The company is a well-known, top-tier market leader with an impeccable reputation for reliability and quality. Staff are recognized experts. Supported by strong, verifiable references and positive industry analysis. · Good (15 pts): The company is well-known and has a good standing in the field. There is positive evidence of reliability and staff credibility, but it may not be a top-tier leader. Supported by good references. · Satisfactory (13 pts): The company is known in the industry but may have a mixed or limited reputation. Staff credibility is adequate but not exceptional. References are satisfactory but may have minor issues. · Poor (10 pts): The company is not well-known, has a poor reputation, or lacks verifiable evidence of industry standing and staff credibility. References are weak or unavailable. Clarification may be required. · Very Poor (5 pts): The submission provides minimal or no credible information regarding the company's reputation or staff credibility and is not supported by evidence to demonstrate ability to comply with requirements. 	20



	<ul style="list-style-type: none"> • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
<p>1.2</p>	<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"> • Age of the legal entity (5 years – 15 pts, 2.5 pts for each additional year, up to 20 pts) • Project management support mechanism quality (up to 10 pts.) • Project management controls and methodology quality (up to 10 pts.) 	<p>40</p>
<p>1.3</p>	<p>Relevance of specialised knowledge and experience on similar engagements done in the EU region / country:</p> <ul style="list-style-type: none"> • Have at least 5 (five) years in development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (5 years – 30 pts, 2 pts for each additional year, up to 40 pts); • At least 3 (three) completed projects with over 100,000 meters per deployment within the last 5 (five) years related to development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (3 contracts – 40 points, 5 points for each additional contract, up to 60 points); • Proved experience of necessary European Union legislation 	<p>140</p>



	<p>and standards(ISO / IEC) which will be taken into account in the development, implementation, integration and customization of the HES and MDMS solutions in a 1+1 (active-active or active-standby) configuration (no experience – 0 pts, one assignment/project – 10 pts., 5 points for each additional assignment/project, up to 20 points);</p> <ul style="list-style-type: none"> • Previous proven experience of working with UNDP and other international development partners and capacity to properly manage a contract/subcontract under a donor funded effort is an advantage) (no experience – 0 pts, with experience – 20 pts) 	
<p>1.4</p>	<p>Quality assurance procedures and risk mitigation measures (20 pts):</p> <p><i>Quality assurance framework and policies in place, supported by recognized certifications or accreditations (10 pts):</i></p> <ul style="list-style-type: none"> • Excellent (10 pts): Presents a comprehensive QA framework supported by multiple recognized certifications (e.g., ISO 9001, ISO 27001, CMMI Level 3+). Evidence includes detailed QA manuals, audit reports, and valid certificates, demonstrating a mature, organization-wide commitment to quality. • Good (8 pts): Demonstrates a solid QA framework supported by at least one recognized certification (e.g., ISO 9001). Evidence includes QA documentation and valid certification, showing a systematic approach to quality. • Satisfactory (7 pts): Provides evidence of QA procedures, but they may not be comprehensive or systematically implemented. Limited or no recognized certifications are provided. The framework demonstrates basic quality awareness. 	<p>20</p>



- **Poor (5 pts):** Provides limited evidence of QA procedures. Documentation is incomplete or lacks third-party validation. Clarification may be required.
- **Very Poor (2 pts):** Mentions quality assurance but provides no credible evidence of a framework, policies, or certifications.
- **No Submission (0 pts):** Information has not been submitted or is unacceptable.

Risk management approach tailored to project lifecycle in place (10 pts)

- **Excellent (10 pts):** Presents a robust, comprehensive risk management approach clearly tailored to the HES/MDMS project lifecycle, with defined methodologies (e.g., ISO 31000), specific tools, and proactive, project-specific risk mitigation strategies.
- **Good (8 pts):** Demonstrates a solid risk management approach with defined methodologies and tools. The approach is appropriate for the project, though it may not be as detailed or project specific as the excellent tier.
- **Satisfactory (7 pts):** Provides evidence of a basic risk management approach, but it is generic rather than tailored to the project. Methodologies and tools are mentioned but not well-defined.
- **Poor (5 pts):** Provides limited evidence of a risk management approach. The strategy is not well-defined, and evidence is primarily descriptive rather than demonstrative. Clarification may be required.



	<ul style="list-style-type: none"> • Very Poor (1-2 pts): Mentions risk management but provides no credible evidence of a systematic approach, methodologies, or tools. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
<p>1.5</p>	<p>Organization Commitment to Sustainability</p> <ul style="list-style-type: none"> · Organisation is compliant with ISO 9001 / ISO 27001 / ISO 14001 or equivalent (no certification – 0 pts, one certification – 10 pts., 5 points for each additional certification) - up to 20 points · Organisation is a member of the UN Global Compact – 5 points · Organisation demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, climate change, renewable energies or membership of trade institutions promoting such issues) –5 points 	<p>30</p>
<p>Total Section 1</p>		<p>250</p>



Section 2. Proposed methodology approach and implementation plan		Points obtainable
2.1	<p>To what degree does the Proposer understand the development, implementation, integration and customization of the HES and MDMS solutions task?</p> <p>■</p> <ul style="list-style-type: none"> • Excellent (90 pts): Demonstrates a comprehensive and deep understanding of the technical architecture, functional scope, integration complexity, customization needs, and implementation challenges. The conceptual framework is superior and shows mastery of the subject. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (75 pts): Demonstrates a good understanding of all key requirements. The implementation framework is sound and covers all key components, though some areas could benefit from additional detail to reach the excellent tier. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (65 pts): Demonstrates a satisfactory and adequate understanding. Core requirements are addressed, but responses may be generic or lack project-specific detail. The framework has some gaps. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (50 pts): Demonstrates limited or weak understanding. Many requirements are inadequately addressed or missing. The implementation framework is incomplete or unclear. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement. 	90



	<ul style="list-style-type: none"> • Very Poor (30 pts): Demonstrates minimal understanding. Requirements are acknowledged but not substantively addressed. The proposal raises serious doubts about the Proposer's capability. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
<p>2.2</p>	<p>Is the proposed technical offer or/and methodology and tools appropriate for the development, implementation, integration and customization of the HES and MDMS solutions task?</p> <ul style="list-style-type: none"> • Excellent (110 pts): The methodology fully meets all ToR requirements and adds significant value beyond the minimum scope with well-justified, context-aware, and innovative activities. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (85 pts): The methodology is relevant and fully responds to all functional and non-functional requirements. The approach is appropriate and well-considered, meeting all core aspects of the ToR. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (70 pts): The methodology is generally adequate but requires clarifications. There are some non-critical gaps or uncertainties related to functional and non-functional requirements. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (50 pts): The methodology is not fully adequate and fails to detail how some key requirements will be met. Contains significant gaps. Requirements submitted and supported by 	<p>110</p>



	<p>marginally acceptable or weak evidence of ability to support contract requirement.</p> <ul style="list-style-type: none"> • Very Poor (25 pts): The methodology is inadequate and does not provide confidence that the Proposer can meet the requirements. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
<p>2.3</p>	<p>Does the proposal introduce innovative, efficient or added-value elements that enhance the assignment?</p> <ul style="list-style-type: none"> • Excellent (60 pts): The proposal includes highly innovative, context-specific, and well-justified elements that add significant, tangible value to the project (e.g., advanced tools, unique methodologies, efficiency gains). Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (50 pts): The proposal includes some relevant and beneficial innovative or added-value components that enhance the project, but they may be less integrated or offer less significant advantages than the top tier. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (35 pts): The proposal demonstrates limited innovation or includes generic value-add elements that are not well-tailored to the project context. The added value is minimal. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. 	<p>60</p>



	<ul style="list-style-type: none"> • Poor (20 pts): The proposal mentions innovation but provides weak or generic evidence of any tangible added value. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required). • Very Poor (10 pts): The proposal demonstrates no credible added value or innovation. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • No Submission (0 pts): Information has not been submitted or is unacceptable. 	
<p>2.4</p>	<p>How well-structured and feasible is the implementation plan?</p> <ul style="list-style-type: none"> • Excellent (90 pts): The plan is comprehensive, realistic, and logically structured. It presents a clear, detailed sequence of activities with a sound methodology, realistic timelines, and well-defined milestones. It requires no further clarification. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (75 pts): The plan is well-organized and includes a logical sequence of activities. However, it may lack some detail in certain areas, have optimistic timelines, or require minor clarifications to fully assess its feasibility. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (65 pts): The plan is generally adequate but lacks detail, has an unclear sequence of activities, or contains some unrealistic elements. Requirements submitted and supported by satisfactory evidence of ability to support contract requirements. • Poor (50 pts): The plan is not well-structured, lacks a clear sequence of activities, is unrealistic, or contains significant gaps. It 	<p>90</p>



	<p>requires major clarifications. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required).</p> <ul style="list-style-type: none"> • Very Poor (30 pts): The plan is superficial, incomplete, or demonstrates a lack of understanding of the project's requirements. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. <p>No Submission (0 pts): Information has not been submitted or is unacceptable.</p>	
<p>2.5</p>	<p>Does the proposal demonstrate good and logical distribution of roles in the team, including distribution per person-days' involvement?</p> <ul style="list-style-type: none"> • Excellent (40 pts): The proposal demonstrates an extensive and logical distribution of roles. The allocation of person-days is clearly detailed, realistic, and well-aligned with the implementation plan, ensuring all tasks are adequately resourced. Requirements submitted and supported by excellent evidence of ability to support and exceed contract requirements. • Good (30 pts): The proposal shows a good distribution of roles, but the allocation of person-days could be more detailed or better justified. The team structure is appropriate, but there may be minor questions about resource allocation. Requirements submitted and supported by good evidence of ability to support and exceed contract requirements. • Satisfactory (20 pts): The proposal provides a basic distribution of roles, but the allocation of person-days is not well-detailed or lacks clear justification. Requirements submitted and supported by satisfactory evidence of ability to support contract 	<p>40</p>



	<p>requirements.</p> <ul style="list-style-type: none"> • Poor (10 pts): The proposal provides a limited or illogical distribution of roles and person-days. It is unclear how the team will be utilized. Requirements submitted and supported by marginally acceptable or weak evidence of ability to support contract requirement (Clarification may be required). • Very Poor (5 pts): The proposal provides no credible details on the distribution of roles and person-days. Requirements submitted but not supported by evidence to demonstrate ability to comply with contract requirements. • NoSubmission (0 pts): Information has not been submitted or is unacceptable. 	
Total section 2	390	

Section 3. Management Structure and Key Personnel		Points obtained
3.1	<p>Project Manager / Team Leader (1 expert) – (in case of Consortium engaged by Team LEAD Company)</p> <p>University degree in Computer Science and/or Information Technologies and/or other relevant fields (Bachelor's degree- 1 pt, Master's - 2 pts)</p>	60



	<p>Minimum 5 years in consulting and/or implementation of IT projects in the energy sector (5 years – 10 pts, each additional year – 2 pts, up to 20 pts)</p>	20	
	<p>AMI (Advanced Metering Infrastructure) / Smart Grid Projects (3 projects – 8 pts, each additional assignment – 2 pts, up to 16 pts)</p>	16	
	<p>Minimum 2 previous projects related to Integration Experience (2 projects in HES+MDM integration – 4 pts, 2 projects in CIM/IEC standards – 3 pts, 2 projects in Event-driven architecture – 3 pts)</p>	10	
	<p>Experience in Stakeholder Management - presenting findings and communicating results, supported by deliverables such as published reports, conference presentations, stakeholder briefing materials, or training sessions (Utility stakeholder – 3 pts, international organization - 2 pts)</p>	5	
	<p>Advanced Project Management Certifications (no PM certifications – 0 pts, PMP/PRINCE2 – 2 pts, Agile/Scrum - 2 pts, Industry specific (ISO/IEC) – 2 pts)</p>	6	
	<p>Proficiency in minimum mandatory English language - 1 pt</p>	1	
3.2	<p>Business Analyst (1 expert)</p>		
	<p>University degree in Computer Science and/or Information Technologies and/or other relevant fields (Bachelor's degree - 1 pts, Master's - 2 pts)</p>	2	50
	<p>Proven experience working as a Business Analyst:</p>	3	



	<p>3-5 years – 1 pts;</p> <p>6-8 years – 2 pts;</p> <p>9+ years – 3 pts;</p>		
	Requirements Management knowledge (Requirements gathering expertise - 6 pts, BRD/FRD documentation - 5 pts, Use case development - 4 pts)	15	
	Utility Domain knowledge (AMI/Smart metering expertise - 6 pts, Utility business processes mapping experience - 5 pts, Regulatory compliance - 4 pts)	15	
	Stakeholder Management experience (Executive engagement expertise - 3 pts, Cross-functional coordination experience - 3 pts, Change management - 3 pts)	9	
	Certifications & Tools experience (CBAP/PMI-PBA certification - 3 pts, SQL/BI tools - 2 pts)	5	
	Proficiency in minimum mandatory English language - 1 pt	1	
3.3	Software Developers (2 experts x 40 Points each = 80 Points total)		
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 2 pts, Master's - 4 pts)	4	80
	Proven experience in software development:	4	



	<p>3-5 years – 2 pts;</p> <p>6-8 years – 3 pts;</p> <p>9+ years – 4 pts;</p>	
	<p>Proven experience in programming skills based on technology stack used for the development/implementation of the HES+MDM platform (each technology/standard - 3 pts, up to total 12 pts)</p>	12
	<p>MDM platform development/implementation experience (no experience - 0 pts, Informatica/Oracle MDM - 4 pts, ETL (Extract, Transform, Load) / EAI (Enterprise Application Integration) platform - 4 pts, data integration tools - 3 pts)</p>	11
	<p>IEC standards knowledge (no experience - 0 pts, IEC 61968-98 implementation - 3 pts, DLMS/COSEM protocols - 3 pts, CIM data models - 2 pts)</p>	8
	<p>Proficiency in English language - 1 pt</p>	1
3.4	<p>Database & Intergation (1 expert)</p>	40
	<p>University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)</p>	2
	<p>Proven experience in managing enterprise databases, data warehousing, or integration environments:</p>	3



	<p>4-6 years - 1 pts;</p> <p>7-9 years - 2 pts;</p> <p>10+ years - 3 pts</p>		
	<p>Proven experience in Enterprise Database management (Managing databases with large amount of data - 5 pts, Design or administration of HA / clustered environments - 4 pts, Experience in indexing, query optimization, or capacity planning for production systems - 3 pts)</p>	12	
	<p>Proven Integration expertise (HES-MDM-CIS integration - 5 pts, Middleware platforms - 4 pts, Real-time streaming - 3 pts)</p>	12	
	<p>IEC standards knowledge (IEC 61968 series - 5 pts, IEC 61970 - 3 pts, CIM data models - 2 pts)</p>	10	
	<p>Proficiency in minimum mandatory English language - 1 pt</p>	1	
3.5	<p>Data Architect (1 expert)</p>		45
	<p>University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)</p>	2	
	<p>Proven experience in a role of Software architect:</p> <p>4-6 years - 2 pts;</p>	4	



	<p>7-9 years – 3 pts;</p> <p>10+ years – 4 pts;</p>	
	IEC standards knowledge (IEC 61968 series - 5 pts, IEC 61970 - 5 pts, CIM data models - 5 pts)	
	Data Architecture experience (Enterprise data modeling - 5 pts, SOA/ESB architecture - 4 pts, Master data management - 3 pts)	12
	Integration standards knowledge (CIM-RDF/XML expertise - 5 pts, Semantic modeling - 4 pts, Ontology development - 2 pts)	11
	Proficiency in minimum mandatory English language - 1 pt	1
3.6	Quality Assurance/Tester (1 expert)	25
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)	2
	Proven experience working as Quality Assurance / Tester	3
	1-3 years – 1pt;	
	4-5 years – 2 pts;	
	5 + years – 3 pts;	



	Testing techniques experience (UAT for API - 4 pts, System integration testing - 3 pts, Performance/load testing - 2 pts)	9	
	Test automation knowledge (Automation frameworks - 4 pts, Scripting skills - 3 pts, Utility processes knowledge - 3 pts)	10	
	Proficiency in minimum mandatory English language - 1 pt	1	
3.7	Trainer & Documentation (1 expert)		20
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's Degree- 1 pts, Master's - 2 pts)	2	
	Proven experience working as Quality Assurance / Tester 1-3 years - 1pt 4-5 years - 2 pts 5 + years - 3 pts	3	
	Documentation skills and experience (system and technical process documentation - 4 pts, API documentation - 2 pts, user manuals and training materials- 2 pts)	8	
	Training delivery experience (Curriculum development - 3 pts, Training delivery - 3 pts)	6	



	Proficiency in minimum mandatory English language - 1 pt	1	
3.8	DevOps Engineer (1 expert)		40
	University degree in Computer Science and/or Software Engineering and/or Information Technologies and/or other relevant fields (Bachelor's degree - 1 pts, Master's - 2 pts)	2	
	Proven experience working on DevOps position: 5-7 yrs - 2 pts 8-10 yrs - 3 pts 11+ yrs - 4 pts	4	
	Infrastructure & Deployment experience (On-premises deployment expertise - 5 pts, Cloud deployment (AWS/Azure/GCP) - 3 pts, Hybrid cloud architecture - 2 pts, High availability (1+1 configuration) - 1 pts)	11	
	CI/CD & Automation knowledge (, CI/CD pipeline setup - 4 pts, Infrastructure as Code (Terraform/Ansible) - 3 pts, Automated deployment - 2 pts)	9	
	Containerization & Orchestration (Docker/Kubernetes - 3 pts, Container orchestration - 2 pts, Microservices deployment - 1 pts)	6	
	Monitoring & Security (System monitoring tools (Prometheus/Grafana/CloudWatch) - 3 pts, Security	7	



	hardening & compliance - 3 pts, Backup/disaster recovery - 1 pts)		
	Proficiency in minimum mandatory English language - 1 pt	1	
Total section 3			360

2.6 Section 6. Financial Evaluation

***1. Financial Proposal**

Please provide the cost breakdown of your financial proposal as per Form K (Format for Financial Proposal) and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated line items.

Target: Cost breakdown provided

2.7 Section I-1.

2.8 Section I-2.

2.9 Section I-3.



3 PART: Schedule of Requirement and Price Schedule

Instructions

The proposer is required to prepare the Financial Proposal following the format from Forms J and K and submit them in an envelope separate from the Technical Proposal (Forms A-I) as indicated in the Instruction to Proposers.

The inclusion of any financial information in the Technical Proposal (Forms A-I) 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.

Kindly note that bidders are expected to complete both Form J and K and upload these forms under the Commercial Section 6 in "Requirements" as well as complete the item line pricing below including the total proposal amount.

Note: In case the Bidder applies for both Lots, FORM J and K shall be completed and submitted separately for each Lot.

3.1 Line Information

Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
1-LOT 1 – South-Centre Electricity Distribution Operator (PED)							
2-LOT 2 – North Electricity Distribution Operator (RED- Nord)							



Line Description	Category	Item	UOM	Requested Quantity	Unit Price	Total Price	Additional Attributes
1.1-D1: Inception and Design Reports (AS-IS analysis + TO-BE design Reports) (PED)	Business function specific software						
1.2-D2: Configured and integrated System (PED)	Business function specific software						
1.3-D3: Test Reports (PED)	Business function specific software						
1.4-D4: Operational System (PED)	Business function specific software						
1.5-D5: Support Framework (PED)	Business function specific software						
2.1-D1: Inception and Design Report (RED-Nord)	Business function specific software						
2.2-D2: Configured and integrated System (RED-Nord)	Business function specific software						
2.3-D3: Test Reports (RED-Nord)	Business function specific software						
2.4-D4: Operational System (RED-Nord)	Business function specific software						
2.5-D5: Support Framework (RED-Nord)	Business function specific software						

*For Additional Attributes of lines, please review the negotiation lines from supplier portal.

