



REQUEST FOR PROPOSAL

Design and develop an eLearning course and implement a training programme on digital skills for civil servants

RFP Reference No.: RfP26/03251

Project: “Advancing Quality Education and Lifelong Learning Opportunities for All”
Project

Country: Republic of Moldova

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SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through “**Advancing Quality Education and Lifelong Learning Opportunities for All**” Project, hereby invites prospective proposers to submit a proposal for **Design and develop an eLearning course and implement a training programme on digital skills for civil servants** 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-00976**. 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](https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D) (<https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D>) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

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

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

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

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

We look forward to receiving your proposal.

UNDP Moldova

SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
<p>1. Scope</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 UNDP Programme and Operations Policies and Procedures/Procurement.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<p>2. Interpretation of the RFP</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>3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality</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 principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</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>http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</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"> a) Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question; b) Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
<p>4. Eligible proposers</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> <ol style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <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"> • is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System; • is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; • is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.
<p>5. Proprietary information</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>6. Publicity</p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<p>SOLICITATION DOCUMENTS</p>	
<p>7. Clarification of solicitation documents</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 endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary.</p>
8. Amendment of solicitation documents	<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>
PREPARATION OF PROPOSALS	
9. Cost of preparation of proposal	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
10. Language	The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
11. Documents establishing eligibility and qualifications of the proposer	The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to UNDP's satisfaction.
11.a Documents comprising the proposal	<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"> ▪ Documents Establishing the Eligibility and Qualifications of the Bidder; ▪ Technical Proposal; ▪ Financial Proposal; ▪ Proposal Security, if required by DS; ▪ Any attachments and/or appendices to the Proposal.
12. Technical proposal format and content	<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>
13. Financial proposal	<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>
14. Currencies	<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"> • UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange. • In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

15. Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.
16. Proposal validity period	<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>
17. Proposal security	<p>A proposal security, <u>if required by Section 3: Data Sheet</u>, 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"> • If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or; • In the event the successful Proposer fails: <ul style="list-style-type: none"> ○ to sign the contract after UNDP has issued an award; or ○ 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.

<p>18. Joint Venture, Consortium or Association</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"> • they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised agreement among the legal entities, which will be submitted along with the proposal; and • if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. <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"> • Those that were undertaken together by the JV, Consortium or Association; and • Those that were undertaken by the individual entities of the JV, Consortium or Association. <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>19. Only one proposal</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"> • they have at least one controlling partner, director or shareholder in common; or • any one of them receive or have received any direct or indirect subsidy from the other/s; or • they have the same legal representative for purposes of this RFP; or • they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the proposal of another proposer regarding this RFP process;

	<ul style="list-style-type: none"> • they are subcontractors to each other’s proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to • the personnel, does not apply to subcontractors being included in more than one proposal.
20. Alternative proposals	<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>
21. Pre-proposal conference	<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>
22. Site inspection	<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"> (i) loss of or damage to any real or personal property; (ii) personal injury, disease or illness to, or death of, any person;

	<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>
23. Errors or omissions	<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>
24. Proposers' responsibility to inform themselves	<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"> • examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP; • review the RFP to ensure that they have a complete copy of all documents; • obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry; • verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents; • attend any pre-proposal conference if it is mandatory under this RFP; • fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services; and • form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal. <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>
25. No material change(s) in circumstances	<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"> • a change affecting any declaration, accreditation, license or approval; • major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors; • a change to any information on which UNDP may rely in assessing proposals.
SUBMISSION AND OPENING OF PROPOSALS	
26. Instruction for proposal submission	<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> <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.</p>

<p>26a. Online submission</p>	<p>Electronic submission through online portal shall be governed as follows:</p> <ul style="list-style-type: none"> • Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS; • The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. • The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. • Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS. <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>
<p>27. Deadline for Submission of Proposals</p>	<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 http://www.timeanddate.com/worldclock/.</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 recognise 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>
<p>28. Withdrawal, substitution and modification of proposals</p>	<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>
<p>29. Storage of proposals</p>	<p>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.</p>
<p>30. Proposal opening</p>	<p>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.</p>
<p>31. Late proposals</p>	<p>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.</p> <p>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.</p>
<p>EVALUATION OF PROPOSALS</p>	
<p>32. Confidentiality</p>	<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>

33. Evaluation of proposals	<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 on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> a) Preliminary examination; b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done); c) Evaluation of technical proposals; d) Evaluation of financial proposals.
34. Preliminary examination	<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>
35. Evaluation of eligibility and qualification	<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> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
36. Evaluation of technical and	<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>financial proposals</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 combined scoring method, the formula for the rating of the proposals will be as follows:</p> <p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p>
<p>37. Post-qualification/ Due Diligence</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> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the proposer; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the proposer’s offices, branches or other places where business transpires, with or without notice to the proposer; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<p>38. Clarification of proposals</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>
39. Responsiveness of proposal	<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"> a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals. <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>
40. Nonconformities, reparable errors and omission	<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"> a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
41. Right to accept any proposal and to reject any or all proposals	<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>
AWARD OF CONTRACT	
42. Award criteria	<p>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.</p>
43. Right to vary requirement at time of award	<p>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.</p>

44. Notification of award	Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
45. Debriefing	In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
46. Publication of contract award	UNDP will publish the contract award on UNDP Procurement Notices website https://procurement-notice.undp.org/view_awards.cfm which is linked to the United Nations Global Marketplace , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
47. Contract Signature	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
48. Contract Type and General Terms and Conditions	The types of Contract to be signed and the applicable UNDP Contract General 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
49. Performance security	<p>The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default, within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available here. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).</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>
50. Bank guarantee for advance payment	<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 bank guarantee form available at: https://popp.undp.org/document/4736/download/en</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>
51. Liquidated Damages	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.

52. Proposal protest	<p>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.</p> <p>The following link provides further details regarding UNDP vendor protest procedures: https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions_sanctions.html</p>
53. Other Provisions	<p>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.</p> <p>UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

SECTION 3: 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	Description	Specific Instructions / Requirements
1.	Scope	The reference number of this Request for Proposal (RFP) is RfP26/03251 The competition goal is to contract a specialized and experienced company (hereinafter “the Company”) to design and develop an eLearning course and implement a training programme on digital skills for civil servants, as further described in Section 5 of this RFP.
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	Any request for clarification of solicitation documents must be sent directly I the system through Quantum message functionality . ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER
		Deadline for submitting requests for clarifications / questions: 3 (three) working days before the submission deadline
		supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.
4.	Language	All proposals, information, documents, and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in English . <u>The Deliverables shall be provided in Romanian language.</u>
5.	Partial proposals	Not allowed
6.	Currencies	Prices shall be quoted only in the currency indicated in the system: <ul style="list-style-type: none"> • MDL (Moldovan Leu) for local suppliers and • USD (US Dollars) for international suppliers For evaluation purposes, financial proposals shall be recalculated at UN Operational Rate of Exchange on the submission deadline: https://treasury.un.org/operationalrates/OperationalRates.php UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.
7.	Duties and taxes	All prices shall: Be exclusive of VAT and other applicable indirect taxes.
8.	Proposal validity period	90 days
9.	Proposal security	Not Required
10.	Alternative proposals	Shall not be considered.

Ref. Article in Section 2	Description	Specific Instructions / Requirements
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	<p>Proposals must be submitted directly in Quantum.</p> <ul style="list-style-type: none"> • Allowable manner of submitting proposals: • File Format: PDF files only • File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language. • All files must be free of viruses and not corrupted. • It is recommended that the entire Proposal be consolidated into as few attachments as possible. • The proposer should receive an email acknowledging receipt of the proposal by the system. • The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the “Commercial section” of the requirements. Non-compliance with this instruction may result in rejection of the proposal received.
14.	Deadline for proposal submission	Deadline for proposal submission is indicated in the portal . In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails.
15.	Proposal Opening	Public proposal opening will NOT be held
16.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <p><input checked="" type="checkbox"/> Lowest Priced substantially compliant proposal</p> <p>The maximum number of technical points is detailed in Section 4: Evaluation Criteria</p> <p>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.</p>
17.	Right to vary requirement at time of award	<p>The maximum percentage by which quantities may be increased is 25 %</p> <p>The maximum percentage by which quantities may be decreased is 25 %</p>
18.	Contract award to one or more proposer	<p>UNDP will award a contract to:</p> <p>One Bidder Only</p>
19.	Type of contract to be awarded	<p>Contract Face Sheet</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p>See Section 6: for sample contract.</p>
20.	Expected date for commencement of contract	01 June 2026
21.	Conditions of contract to apply	<p>UNDP General Terms and Conditions for contracts (goods and/or services)</p> <p>See Section 6.</p>

Ref. Article in Section 2	Description	Specific Instructions / Requirements
22.	Performance Security	Not Required
23..	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2.5 % up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Other information related to the RFP	<p>Please attach the following documents with your Bid:</p> <ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> 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. Management structure, company organigram and staffing capacity. ▪ Certificate of Business Registration ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards, and citations received by the Bidder, <u>if any</u> ▪ 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) ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value in the past three years ▪ A copy of preliminary Agreement <u>in case of Consortium</u> ▪ 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 ▪ Copies of contracts or links to developed eLearning courses to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria) ▪ 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 ▪ Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the “Technical section” of the requirements ▪ Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

Criteria	Documents to establish compliance
Completeness of the Proposal	All documents requested in Section 2: Instruction to Proposers 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.

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.

The offers will be evaluated based on their compliance with the general requirements specified below:

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

Qualification Criteria	Documents to establish compliance
History of non-performing contracts¹: 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

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.

Previous Experience	
<p>Minimum 1 year of relevant experience in eLearning course and training programs development</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	Form F: Eligibility and Qualification
<p>Minimum 2 assignments in developing eLearning courses (either part of a single contract or multiple contracts)</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	Form F: Eligibility and Qualification
Minimum Key Personnel	
<p>The Key personnel mandatory for the implementation of the contract:</p> <ol style="list-style-type: none"> 1. One Project/Task Manager 2. One Digital Skills Subject Matter Expert 3. One Instructional Designer 4. One eLearning Developer (SCORM Specialist) 5. One Graphic Designer (illustrations/diagrams) 6. One Multimedia Creator (video/audio/screen recordings) <p>Please note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.</p> <p>Non Key Personnel: Trainers, Voiceover artists etc. to be proposed by each proposer based on the submitted methodology.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Attach required documents to Form H: Format for CV of proposed Key Personnel
Financial Standing	
<p>Minimum average annual turnover of USD 120,000,000 for the last 3 years.</p> <p><i>(For JV/Consortium/Association, All Parties cumulatively should meet requirement).</i></p>	Form F: Eligibility and Qualification
<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, All Parties cumulatively should meet requirement).</i></p>	Form F: Eligibility and Qualification

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	500
3	Management structure and key personnel	300
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.	<p>Organization / Company profile. General organisational capability which is likely to affect implementation: financial stability and project financing capacity, extent to which any work would be subcontracted – 40 points:</p> <ul style="list-style-type: none"> • Age of the legal entity: <ul style="list-style-type: none"> o 1 year – 5 pts; o 2,5 pts for each additional year, up to 10 pts. • Financial stability and capacity: <ul style="list-style-type: none"> o strong financial standing, clear ability to pre-finance, turnover clearly above USD 120,000 for the last 3 years – 10 pts; o meets minimum threshold (USD 120,000) – 7 pts; • Subcontracting approach for this assignment <ul style="list-style-type: none"> o No Subcontracting - 20 pts o Minimal or well-justified subcontracting (up to 25%) with clear accountability – 10 pts; o Reasonable subcontracting (up to 40%) with defined oversight – 7 pts; o High or excessive subcontracting (over 60%) – 0 pts; 	40
2.	<p>Organization/Company experience in eLearning course development assignments - 50 pts:</p> <p>Only eLearning courses that meet all following conditions are to be counted/considered: (i) the course is hosted on a Learning Management System, (ii) comprising structured learning content, including video-based materials, and (iii) interactive components (such as quizzes, simulations, gamified elements, or other interactive components).</p> <ul style="list-style-type: none"> • Minimum 2 assignments in development of eLearning courses (minimum met) - 30 pts • Each additional compliant eLearning course assignment completed - 10 pts, up to 50 pts total 	50
3.	<p>Organization/Company years of experience in developing eLearning courses – 40 pts:</p> <ul style="list-style-type: none"> • Each year of experience in developing eLearning courses equals to 5 pts, up to 40 pts total 	40
4.	<p>Organization/Company experience in delivering training programmes – 40 pts:</p> <p>Only training programmes that meet all four conditions are to be counted/considered: (i) direct contact training of minimum 22 hours; (ii) flipped classroom approach; (iii) large outreach: delivered to over 200 total beneficiaries, non-cascade format; (iv) delivered by a team of trainers simultaneously.</p> <ul style="list-style-type: none"> • Each compliant training programme assignment completed - 10 pts, up to 40 pts total 	40

5.	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) <ul style="list-style-type: none"> no experience – 0 pts, Yes - 20 pts. 	20
6.	Sustainable Criteria / Gender equality and diversity commitments in proposed assignment: <ul style="list-style-type: none"> Overall gender balance in the team (5 pts); Appointment of women to managerial positions in the team (5 pts). 	10
Total Section 1		200

Section 2. Proposed methodology approach and implementation plan		Points obtainable
1	To what degree does the Proposer understand the task? (up to max 100 pts.): <ul style="list-style-type: none"> Excellent Understanding: The proposer demonstrates a comprehensive and in-depth understanding of the assignment, objectives, and expected results; proposal fully reflects ToR requirements and provides strong evidence of the ability to meet and exceed them 100 pts. (100 %) Good Understanding: The proposer demonstrates a good understanding of the assignment; proposal addresses ToR requirements well and provides adequate evidence of capacity to deliver. 90 pts. (90%) Satisfactory Understanding: The proposer demonstrates a general understanding of the assignment; proposal addresses most ToR requirements but with some gaps or limited supporting evidence. 70 pts. (70%) Poor Understanding: The proposer shows limited understanding of the assignment; proposal addresses ToR requirements superficially and provides weak supporting evidence. 40 pts. (40%) Very poor Understanding: The proposer shows very little understanding of the assignment; proposal largely fails to address ToR requirements 10 pts. (10%) No submission: Information has not been submitted or completely unacceptable: 0 pts 	100
2	To what degree does the Proposer present a coherent methodology for conducting the Learning Needs Assessment, including appropriate selection of data collection tools, a sound understanding of data analysis, and a clear approach to translating findings into a structured Learning Needs Matrix? (up to max 80 pts.): <ul style="list-style-type: none"> Excellent: The proposer demonstrates a comprehensive and in-depth understanding of Learning Needs Assessment methodologies, including highly appropriate selection of data collection tools, a robust and well-justified analytical framework, and a clearly structured approach to transforming findings into a Learning Needs Matrix. The proposal fully reflects ToR requirements and provides strong evidence of the ability to generate accurate, reliable, and actionable training needs insights. 80 pts (100 %) Good: The proposer demonstrates a good understanding of Learning Needs Assessment approaches; the proposed methodology is sound, the selection of data collection tools is appropriate, and the approach to analysis and Learning Needs Matrix development is well explained with adequate evidence of capacity to deliver. 72 pts. (90%) 	80

	<ul style="list-style-type: none"> • Satisfactory: The proposer demonstrates a general understanding of Learning Needs Assessment; the proposal addresses most requirements, including data collection and analysis, but some gaps exist in methodological depth, triangulation, or clarity of the Learning Needs Matrix development approach. 56 pts. (70%) • Poor: The proposer shows limited understanding of Learning Needs Assessment; the proposed approach is superficial, with weak justification of data collection tools, limited clarity on analysis, and insufficient explanation of how findings will be translated into a structured Learning Needs Matrix. 32 pts. (40%) • Very poor: The proposer shows very little understanding of Learning Needs Assessment; the proposal largely fails to address required methodologies for data collection, analysis, and learning needs structuring. 8 pts. (10%) • No submission: Information has not been submitted or completely unacceptable: 0 pts 	
3	<p>To what extent are the proposed instructional design and interactive learning approaches well-justified, effective, and aligned with the course objectives? (up to max 80 pts.):</p> <ul style="list-style-type: none"> • Excellent: The proposer demonstrates a comprehensive and in-depth understanding of instructional design and interactive learning methodologies, with a highly effective, well-justified, and innovative approach. The proposed design fully aligns with course objectives and demonstrates strong capability in selecting and applying appropriate interaction types to support knowledge acquisition, skills development, and real-world application. 80 pts. (100 %) • Good: The proposer demonstrates a good understanding of instructional design principles; the proposed approaches are appropriate, well-justified, and aligned with course objectives, with clear evidence of effective use of interactive learning methods. 72 pts. (90%) • Satisfactory: The proposer demonstrates a general understanding of instructional design; the proposal includes relevant approaches and interactions, but justification and alignment with learning outcomes are partially developed or inconsistently explained. 56 pts. (70%) • Poor: The proposer shows limited understanding of instructional design; the proposed approaches are generic, weakly justified, and only partially aligned with course objectives, with limited use of effective interactive learning methods. 32 pts. (40%) • Very poor: The proposer shows very little understanding of instructional design; the proposal lacks coherent design methodology and fails to demonstrate meaningful alignment with learning objectives or effective interactivity. 8 pts. (10%) • No submission: Information has not been submitted or completely unacceptable: 0 pts 	80
4	<p>To what extent does the Proposer present a feasible, well-structured, and effective training delivery model that ensures successful implementation within the required timeframe? (up to max 80 pts.):</p> <ul style="list-style-type: none"> • Excellent: The proposer demonstrates a comprehensive and in-depth understanding of large-scale training delivery design, presenting a highly feasible, well-structured, and efficient implementation model. The proposal clearly defines staffing, grouping, session design, and scheduling, and provides strong evidence that successful delivery within the required timeframe will be achieved. 80 pts. (100 %) 	80

	<ul style="list-style-type: none"> • Good: The proposer demonstrates a good understanding of training delivery requirements; the proposed model is feasible, well-structured, and adequately detailed, with appropriate planning for trainers, groups, sessions, and timeline. 72 pts. (90%) • Satisfactory: The proposer demonstrates a general understanding of training delivery; the proposal covers key elements such as structure and scheduling, but some aspects (e.g., staffing logic, grouping strategy, or timeline feasibility) are not fully developed. 56 pts. (70%) • Poor: The proposer shows limited understanding of training delivery design; the proposed model lacks sufficient detail, has weak feasibility, and does not convincingly demonstrate the ability to deliver within the required timeframe. 32 pts. (40%) • Very poor: The proposer shows very little understanding of training delivery requirements; the proposal is unclear, unstructured, and not feasible for implementation within the given constraints. 8 pts. (10%) • No submission: Information has not been submitted or completely unacceptable: 0 pts 	
5	<p>To what extent does the proposed Gantt chart present a logical, realistic, and well-sequenced implementation plan, with clearly defined responsibilities and time allocations that ensure efficient and timely delivery of all project activities? (up to max 80 pts.):</p> <ul style="list-style-type: none"> • Excellent: The proposed Gantt chart presents a highly coherent, logical, and realistic sequence of activities with clearly defined responsibilities and well-balanced timelines. Dependencies are correctly identified and managed, demonstrating strong understanding of implementation dynamics and ensuring efficient, risk-mitigated, and timely delivery of all outputs within the project duration. 80 pts. (100 %) • Good: The proposed Gantt chart is well-structured and generally logical, with appropriate sequencing of activities and clear assignment of responsibilities. Timelines are realistic and support timely implementation, with only minor gaps in dependency management or level of detail. 72 pts. (90%) • Satisfactory: The proposed Gantt chart demonstrates a generally acceptable implementation plan; activities are mostly logically sequenced and responsibilities are identified, but some inconsistencies exist in timing, dependencies, or level of detail, which may affect efficiency. 56 pts. (70%) • Poor: The proposed Gantt chart shows limited coherence; sequencing of activities is partially unclear or unrealistic, responsibilities are not well defined, and timelines appear overly optimistic or insufficiently justified, raising concerns about timely implementation. 32 pts. (40%) • Very poor: The proposed Gantt chart is poorly structured or largely incomplete; sequencing is illogical, responsibilities are unclear or missing, and timelines are unrealistic, making effective implementation unlikely. 8 pts. (10%) • No submission: Information has not been submitted or completely unacceptable: 0 pts 	80
6	<p>To what extent does the proposed Gantt chart present a logical, realistic, and well-sequenced implementation plan, with clearly defined responsibilities and time allocations that ensure efficient and timely delivery of all project activities? (up to max 80 pts.): Excellent: The proposed Gantt chart presents a highly coherent, logical, and realistic sequence of activities with clearly defined responsibilities and well-balanced timelines. Dependencies are correctly identified and managed, demonstrating strong understanding of implementation</p>	80

<p>dynamics and ensuring efficient, risk-mitigated, and timely delivery of all outputs within the project duration. 80 pts. (100 %) Good: The proposed Gantt chart is well-structured and generally logical, with appropriate sequencing of activities and clear assignment of responsibilities. Timelines are realistic and support timely implementation, with only minor gaps in dependency management or level of detail. 72 pts. (90%) Satisfactory: The proposed Gantt chart demonstrates a generally acceptable implementation plan; activities are mostly logically sequenced and responsibilities are identified, but some inconsistencies exist in timing, dependencies, or level of detail, which may affect efficiency. 56 pts. (70%) Poor: The proposed Gantt chart shows limited coherence; sequencing of activities is partially unclear or unrealistic, responsibilities are not well defined, and timelines appear overly optimistic or insufficiently justified, raising concerns about timely implementation. 32 pts. (40%) Very poor: The proposed Gantt chart is poorly structured or largely incomplete; sequencing is illogical, responsibilities are unclear or missing, and timelines are unrealistic, making effective implementation unlikely. 8 pts. (10%) No submission: Information has not been submitted or completely unacceptable: 0 pts</p>	
Total section 2	500

Section 3. Management Structure and Key Personnel		Points obtainable	
1	Project/Task Manager	50	
	University degree in Project Management, Business Administration, IT, Public Administration, Pedagogy, Sociology, Psychology or another related field (5 pts)		5
	Years of progressive experience in planning, organizing and/or supervising/leading educational programmes (less than 5 years – 0 pts, 5 years – 10 pts, each additional year – 2,5 pts, up to 20 pts)		20
	Experience as Project/Task Manager in at least 2 similar projects involving eLearning content development, and/or digital skills training programmes (less than 2 projects – 0 pts, 2 projects – 10 pts, each additional project – 5 pts, up to 20 pts)		20
	Professional proficiency in Romanian; B1 level of English and/or Russian languages is an advantage (Romanian language 3 pts, English language 1 pts, and Russian – 1 pts)		5
2	Digital Skills Subject Matter Expert	50	
	University degree in ICT, Computer Science, Educational Technology, or related field (5 pts)		5
	Years of experience in digital skills course and curriculum development (less than 5 years – 0 pts, 5 years – 10 pts, each additional year – 1 pt, up to 15 pts)		15
	Similar assignments/contracts related to development of digital skills curriculum and course content (less than 2 contracts – 0 pts, 2 contracts – 10 pts, each additional contract – 2,5 pts, up to 15 pts)		15
	Experience in developing, adapting, or aligning learning materials to any of the DigComp frameworks is considered a strong advantage (no experience – 0 pts, up to 1 project – 5 pts, more than 1 project – 10 pts)		10
	Proficiency in Romanian language. B1 level of Russian and/or English languages is an advantage (Romanian language 3 pts, each additional language – 1 pt up to max of 5 pts.)		5
3	Instructional Designer	50	
	University degree in Education, Instructional Design, Psychology, Pedagogy, IT or related field (5 pts)		5

	Years of experience in instructional design for eLearning, job responsibilities that include designing learner-centered and competency-based content, creating storyboards, scripts, and assessment questions. (less than 3 years – 0 pts, 3 years – 10 pts, each additional year – 2,5 pts, up to 15 pts)	15	
	Completed eLearning courses designed (portfolio demonstrating storyboards, scripts and final product access link), (less than 2 courses – 0 pts, 2 courses – 10 pts, each additional course – 2,5 pts, up to 15 pts)	15	
	Experience in designing and structuring interactive eLearning content using industry-standard tools such as Articulate Storyline or Adobe Captivate or any similar tool is considered a strong advantage (no experience – 0 pts, up to 1 project – 5 pts, more than 1 project – 10 pts)	10	
	Proficiency in Romanian language. B1 level of Russian and/or English languages is an advantage (Romanian language 3 pts, each additional language – 1 pt up to max of 5 pts.)	5	
4	eLearning Developer (SCORM Specialist)		50
	University degree in IT, Multimedia, Computer Science, or related field (or equivalent practical experience) - 5 pts	5	
	Experience in eLearning development (less than 1 year – 0 pts, 1 year – 10 pts, each additional year – 2,5 pts, up to 15 pts)	15	
	Similar projects involving interactive course development and implementation of SCORM or equivalent LMS-compatible packages (less than 2 contracts – 0 pts, 2 contracts – 10 pts, each additional contract – 2,5 pts, up to 15 pts)	15	
	Experience in working with the following tools: Articulate Storyline; Adobe Captivate; HTML5-based development or any similar tool is considered a strong advantage (portfolio-based evidence or certification) (no experience – 0 pts, up to 2 tools – 8 pts, each additional tool – 1 pt, up to 10 pts)	10	
	Proficiency in Romanian language. B1 level of Russian and/or English languages is an advantage (Romanian language 3 pts, each additional language – 1 pt up to max of 5 pts.)	5	
5	Graphic Designer		50
	University degree in Graphic Design, Visual Arts, Multimedia, or related field - 5 pts	5	
	Years of experience in graphic design (less than 3 years – 0 pts, 3 years – 5 pts, each additional year – 2,5 pts, up to 15 pts)	15	
	Similar projects involving educational projects or digital course content design (less than 3 contracts – 0 pts, 3 contracts – 10 pts, each additional contract – 2,5 pts, up to 15 pts)	15	
	Experience in working with at least 2 of the following tools: Adobe Photoshop, Illustrator, InDesign, Figma (portfolio-based evidence or certification) (no experience – 0 pts, up to 2 tools – 5 pts, each additional tool – 2,5 pts, up to 10 pts)	10	
	Proficiency in Romanian language. B1 level of Russian and/or English languages is an advantage (Romanian language 3 pts, each additional language – 1 pt up to max of 5 pts.)	5	
6	Multimedia Creator		50
	University degree in Multimedia, Film Production, Animation, or related field - 5 pts	5	
	Years of experience in multimedia production (less than 3 years – 0 pts, 3 years – 7,5 pts, each additional year – 2,5 pts, up to 15 pts)	15	

	Similar projects involving video/audio content for education or digital platforms (less than 2 projects – 0 pts, 2 projects – 10 pts, each additional project – 2,5 pts, up to 15 pts)	15	
	Experience in working with the following tools: Adobe Premiere Pro, After Effects, or equivalent tools (portfolio-based evidence or certification) (no experience – 0 pts, up to 2 tools – 5 pts, each additional tool – 2,5 pts, up to 10 pts)	10	
	Proficiency in Romanian language. B1 level of Russian and/or English languages is an advantage (Romanian language 3 pts, each additional language – 1 pt up to max of 5 pts.)	5	
Total Section 3			300

TERMS OF REFERENCE

A. Summary of Requirements

Requirements are comprised of the following services: design and development of an eLearning course and implementation of a training programme for civil servants on Digital Skills.

B. Background

In 2024 – 2027, UNDP and UNICEF jointly implement the “Advancing Quality Education and Lifelong Learning Opportunities for All” project funded by the European Union. The project's overarching objective is to contribute to human capital development in the Republic of Moldova, improving the quality and relevance of education and lifelong learning opportunities for all to match the labour market demands better. To achieve this, the Programme will target the following specific objectives:

1. Strengthen institutions and systems for teacher and school leader professional development and support the implementation of education policies to enhance the quality of teaching and learning (Development Strategy “Education 2030”).
2. Improve equitable access for all children to quality education, promoting the development of an inclusive, digital, and resilient education system.
3. Upgrade learning environments by renovating selected school infrastructures and facilitating the development of 21st-century skills, contributing to better education opportunities for pupils and students and improved efficiency of the school network.

Under this joint Project, **UNDP is undertaking the** design and implementation of a national professional development programme of digital skills for adults (Activity 1.3.1) as part of Output 1.3: Lifelong learning opportunities for adults are enhanced and promoted, equipping adults with indispensable digital skills and support their empowerment in the digital age.

In 2025, a comprehensive reform of the public management and administration sector **led to the creation** of the National Institute for Public Management and Administration (INAMP) under the auspices of the State Chancellery of the Government of the Republic of Moldova. INAMP serves as the central public authority responsible for the training and assessment of civil servants on various skillsets, including digital competencies, and the implementation of the annual National Plan for the Professional Development of Public Servants, as stated in Government Decision No. 166 of 26.03.2025.

Following consultations with the Ministry of Education and Research, Electronic Governance Agency (AGE), State Chancellery of the Government of the Republic of Moldova and the National Institute for Public Management and Administration (INAMP), the UNDP Project Team has identified civil servants as the target group and primary beneficiaries of the eLearning course. This group currently demonstrates gaps in digital skills and has the potential to provide great impact by improving their digital skills in the digital age and deliver quality public services.

By supporting human capital development through lifelong learning opportunities, this activity contributes to creating an enabling environment for digital transformation and aligns with the Government’s strategic priority of enhancing digital literacy among adults, as outlined in the National Digital Transformation Strategy 2023-2027.

Course Overview:

The proposed course will be aligned with the **European Digital Competence Framework DigComp 3.0**, covering the five key digital competence areas.

It will be designed as a self-paced, interactive online learning experience, **hosted on the mLearn** Learning Management System, managed by the AGE, which serves as the central platform for training civil servants.

The course will follow a **non-linear navigation structure**, allowing learners to access modules in any order and revisit content as needed. This approach supports adult learning principles, promoting autonomy and flexibility.

The course will be developed at an **intermediate proficiency level** (aligned with the DigComp 3.0 framework). Participants are expected to have basic-level digital skills, allowing them to independently navigate the course platform and engage with learning activities.

Course Structure:

The course shall include a minimum of 11 modules, consisting of 1 introductory module and 10 thematic modules corresponding to key responsibilities commonly performed by civil servants, both at execution and leadership levels. These modules will be aligned with the relevant competencies defined in the DigComp 3.0. **The 10 thematic modules will be identified during the needs assessment phase.** However, the table below provides an example of how the 10 key responsibilities may be mapped to relevant DigComp competencies:

	Example of Key Responsibilities / Thematic Modules	Relevant DigComp Competencies
1	Responding to citizen petitions and requests	1.1 Browsing, searching and filtering data, information and digital content 1.2 Evaluating data, information and digital content 2.1 Interacting through digital technologies 2.2 Sharing through digital technologies 2.5 Digital behaviour 4.2 Protecting personal data and privacy
2	Data analysis and visualization	1.1 Browsing, searching and filtering data 1.3 Managing data, information and digital content 3.1 Developing digital content 3.3 Copyright and licences (data, visuals) 5.1 Solving technical problems 5.2 Identifying needs and technological responses

The lessons will **focus on real-life scenarios and practical applications**, with a strong emphasis on the use of **AI tools** to support the development of digital skills and improve work efficiency. While the course is structured around the competencies defined in the DigComp 3.0, it will place a strong emphasis on the practical use of AI tools as enablers of these competencies. AI applications (for drafting, data analysis, information synthesis, and workflow automation) will be integrated across modules to reflect the evolving digital work environment of public administration

2 European Commission (Joint Research Centre), DigComp: The Digital Competence Framework for Citizens. Available at: <https://publications.jrc.ec.europa.eu/repository/handle/JRC144121>

Each lesson shall include:

- 10-20 minutes of instructional content (course materials) delivered through one or several videos, interactive slides, screen recording demonstrations, and/or simulations showing step-by-step execution of digital tasks.
- 5-10 minutes of practical learning activities (exercises), designed to reinforce competency acquisition through: scenario-based exercises; simulations; case-based tasks reflecting real situations encountered by civil servants.
- Embedded knowledge checks (quizzes), including immediate feedback provided to learners; clear explanations for both correct and incorrect answers, to enhance understanding.

Course materials shall be developed in a structured and finalized format (**proofread** prior to production), ready for integration into the Moodle-based LMS, and **delivered in a SCORM-compliant format**. This shall ensure that the course supports learner progress tracking, including the ability to resume from the last accessed point, track completion status, and capture results from interactive activities and assessments (correct/incorrect answers). The selected tools for development (Articulate Storyline, Adobe Captivate, or equivalent) must support export to SCORM-compliant packages compatible with Moodle.

Course duration:

The total course duration is estimated at approximately 5 to 6 hours of interactive content, depending on the final instructional design and the depth of practical components, and shall be designed to be completed flexibly by learners according to their individual pace.

Course language and tone:

The course will be developed in the Romanian language. The content shall adopt a clear, supportive, and learner-centered tone, addressing participants directly (“By the end of this module, you will be able to...”), rather than using impersonal or academic phrasing.

Assessment and Certification:

The course shall include both formative assessments (quizzes) throughout the modules and a final assessment to evaluate learning outcomes. Participants who successfully complete the course shall receive a certificate of completion.

Training Pilot:

Upon completion of course development, a **training programme** will be implemented targeting at least **200 civil servants** who constitute the primary audience (potentially beneficiaries of the training program may be considered new-entry civil servants and Secretaries of Local/District Councils). Priority will be given to ones from rural areas. The training programme will also be accessible and relevant to other categories of civil servants from other public institutions.

In this context, UNDP Moldova proposes to design and rollout a comprehensive training and assessment programme, which will support INAMP, the State Chancellery to achieve its professional development objectives for public servants. **The programme will consist of the following steps:**

1. Needs Assessment

A targeted needs assessment will be conducted to identify digital competency gaps between the target audience’s current and desired performance levels. **The assessment will explicitly inform the selection and**

definition of the 10 thematic modules, each of which will correspond to a key responsibility commonly performed by civil servants and mapped to relevant competencies within the DigComp 3.0.

The needs assessment will be conducted using a carefully selected mix of quantitative and qualitative data collection methods. It will cover a sample of approximately 150 participants across different roles and seniority levels in the public administration (including, but not limited to, new-entry civil servants and Secretaries of Local/District/Municipal Councils). Data collection will include: (i) surveys (approx. 150 respondents) and (ii) structured interviews or equivalent qualitative tools (12–15 participants).

The needs assessment will aim not only to identify competency gaps, but also to **define and validate the most common job-related tasks (key responsibilities)** that require digital skills. In addition, it will collect **real-life use cases and practical scenarios** reflecting day-to-day work processes, which will be directly integrated into the course design.

Based on the findings, a **Needs Matrix** aligned with the DigComp 3.0 framework will be developed. This matrix will serve as the core design tool linking job responsibilities, required competencies, and learning solutions, and will emphasize the structure of the 10 thematic modules. The matrix will include:

- o Key responsibility (task) identified through the needs assessment
- o Corresponding DigComp competency area(s) and specific competencies
- o Proficiency Level (Intermediate, Advanced)
- o Identified Competency Gaps among Target Audience
- o Determine Learning Outcomes/Objectives
- o Proposed learning content format: video, quizzes, scenario-based exercises, real-life case studies)

Conduct a focus group to review the Learning Needs Matrix and collect feedback from participants, including representatives from the AGE, INAMP, State Chancellery and Ministry of Education and Research (MEC) and the target group of civil servants. Integrate the collected feedback into the final version of the Learning Needs Matrix. Coordinate all logistical arrangements, including venue setup, necessary equipment, transportation for participants (if any), and provision of a coffee break.

2. Course Blueprint Development

Based on the Learning Needs Matrix, the selected organization shall develop a comprehensive course blueprint that defines the structure, instructional approach, visual identity, and assessment methodology of the eLearning course, ensuring full alignment with the DigComp 3.0.

- **Develop the Course Syllabus.** Develop a detailed course syllabus outlining the overall structure of the course, including modules, learning objectives, key topics, logical sequencing of content, estimated duration, and the integration of practical exercises and assessments. The syllabus shall clearly reflect the competency gaps and learning outcomes identified in the Learning Needs Matrix.
- **Propose the Visual Design Concept of the Course.**
 - o Define a coherent visual identity for the course to ensure consistency and learner engagement. This includes the selection and design of unified visual elements such as color schemes, typography, iconography, and slide templates across all course materials.
 - o Design the certificate of completion of the course, including both visual layout and text, to be automatically generated by the platform upon successful completion of the assessment. The

design should align with the overall visual identity of the course and meet any relevant **AGE** institutional branding requirements.

- **Design Assessment Methodology.** Develop a structured approach to evaluate learners' acquisition of digital competencies. This includes defining assessment types (for example, quizzes, practical tasks, scenario-based evaluations), performance criteria, scoring mechanisms, and alignment with learning objectives and DigComp 3.0 proficiency levels.

Present the finalized Course Blueprint Deliverable to **UNDP** that will review and validate the deliverable in collaboration with AGE, INAMP, State Chancellery and MEC. The selected company shall make any required adjustments based on the feedback received.

3. Content Development

Develop comprehensive course content covering the 11 modules and 21 competencies of the DigComp framework, ensuring alignment with the Learning Needs Matrix and defined learning objectives. The course shall be designed in a practical, user-oriented format, minimizing theoretical content and emphasizing real-life applications, scenarios, and hands-on exercises.

The scope of content development includes the following:

- Storyboards and Scripts:
 - Develop interactive lesson prototypes directly in the authoring tool (Articulate Storyline or Adobe Captivate), reflecting the structure, flow, and instructional design of each module. Prototypes shall include slide-level content, navigation logic, placeholders for visuals and interactive elements.
 - Each slide shall include integrated narration scripts in Romanian, written in a clear, concise, and learner-friendly style, using direct address (second person singular). Scripts shall incorporate appropriate introductory phrases, transitions, and explanations to support a natural instructional flow. All textual content shall be provided in a proofread format.
 - Prototypes may include draft or placeholder visuals (mock-ups) rather than finalized graphic assets. Audio narration is not required at this stage; however, text-to-speech or draft audio may be included where relevant to support review and validation of the script.
 - Design interactive, practice-oriented learning components to reinforce competency acquisition. These may include scenario-based exercises, simulations, case studies, step-by-step guides, and checklists reflecting real tasks performed by civil servants, particularly at the local public authority level. Interactive design should leverage standard capabilities of the selected authoring tools (Articulate Storyline or Adobe Captivate), preview and explore available content types here: <https://community.articulate.com/category/free-downloads/blog/storyline-templates>
 - All assessment items shall include immediate, meaningful feedback for each response option, clearly explaining why an answer is correct or incorrect to support learning reinforcement.

Organize a focus group to review the initial prototypes of the course materials. Collect feedback and suggestions from participants, including representatives from the AGE, INAMP, State Chancellery, MEC and target group of civil servants. Integrate the suggestions and feedback into the final course content. Manage all logistical arrangements, including venue setup, required equipment, participant transportation, and provision of coffee break items.

Following validation of the prototypes, finalize all course content within the authoring tool. This includes refining visual elements, integrating final graphics and media assets, and ensuring all textual content is accurate, consistent, and proofread.

4. Video Production

Produce a minimum of 22 high-quality videos (two videos per module) with a duration of 5-10 minutes each, based on the approved scripts and storyboards, ensuring consistency, clarity, and engagement for adult learners.

Scope of work includes:

- **Video and voice-over recording:** Record professional-quality narration aligned with approved scripts. This includes identification, casting, testing, and selection of voice talent. The selected voice shall be clear, engaging, and appropriate for adult learners, with a warm and confident tone. Audio recordings must be free from background noise and echo, properly balanced, and fully synchronized with visual content. Pronunciation of specific terminology (including English terms) shall be agreed upon prior to recording.
- **Visual integration and editing:** Integrate narration with slides, on-screen demonstrations, text overlays, highlights, and visual cues to enhance understanding. Ensure logical flow, smooth transitions, and full synchronization between audio and visuals.
- **Animation and visual enhancements:** Apply simple and purposeful animations, callouts, and highlights to emphasize key concepts and guide learner attention, avoiding unnecessary visual complexity.
- **Technical specifications and formatting:** Ensure all video outputs comply with the technical requirements of the mLearn (Moodle-based) platform, including format (compatible with Moodle's HTML5 media player), resolution (minimum 640x480 pixels), file size, and compatibility. Each video lesson shall not exceed 5-10 minutes. Visual content should prioritize meaningful illustrations and avoid excessive use of text-heavy slides or non-representative visuals.
- **Accessibility Considerations (Video-Specific):** Ensure all video materials meet basic accessibility standards. This includes providing transcripts for all audio content, ensuring readable text size, avoiding flashing or distracting visual elements, and supporting equivalent understanding of key visual information through narration or on-screen text.
- **Quality assurance and revisions:** Perform internal quality control throughout production and incorporate feedback from the Project Team at both pre-production and post-production stages. Revise and finalize video materials to meet agreed quality standards.

Maintain an error log documenting all identified issues, feedback, and proposed improvements. Provide reviewers with a structured checklist to guide their assessment, including aspects such as content accuracy, usability, clarity of explanations, synchronization of audio-visual elements, and overall learning experience.

Present the finalized video lessons to **UNDP** that will review and validate the deliverable in collaboration with AGE, INAMP, State Chancellery and MEC. The selected company shall make any required adjustments based on the feedback received.

Provide all source (raw) files of the video lessons, including editable project files, raw video and audio recordings, and associated assets, by uploading them to the designated AGE storage drive, to enable future updates and modifications.

5. Assessment Test Development

Develop a comprehensive repository of minimum 500 assessment items to evaluate learning outcomes and the achievement of defined learning objectives, aligned with the DigComp framework at intermediate proficiency level.

Scope and requirements:

- Question bank development: Design assessment items covering all 21 DigComp competencies, ensuring balanced distribution across competency areas and alignment with the Learning Needs Matrix and course content.
- Questions shall be developed using a variety of standard interactive assessment formats supported by SCORM-compliant authoring tools, such as multiple choice, multiple response, drag-and-drop, matching, sequencing, fill-in-the-blanks, hotspot interactions, and scenario-based decision-making exercises. All assessment items shall be fully SCORM-compliant and structured for seamless upload and tracking within the LMS environment.
- Scenario-based and practical focus: At least 50–60% of questions shall be scenario-based or application-oriented, reflecting real-life tasks and situations relevant to civil servants, particularly at the local public authority level.
- Multimedia integration: Where relevant, questions shall include supporting visual elements (screenshots, images, simple graphics) to enhance realism and support understanding. All visual assets must be clear, properly labeled, and aligned with the course visual identity.
- Metadata and tagging. Each assessment item shall be clearly tagged with:
 - DigComp competency area and specific competency
 - Proficiency level (Intermediate, Advanced)
 - Question type (aligned with SCORM authoring tool interaction type)
 - Learning objective addressed
- Answer keys and feedback: Each question shall include correct answers and automated, meaningful feedback for both correct and incorrect responses, designed to reinforce learning and clarify misconceptions.
- Randomization and test generation: The question bank shall be structured to enable randomized test generation (quizzes drawing a subset of questions per competency), ensuring variability and assessment integrity.
- Quality assurance: Ensure clarity, consistency, and linguistic accuracy of all items. Avoid ambiguity and overly theoretical phrasing; prioritize practical relevance and usability.
- Deliverables format: The full question bank shall be delivered in a SCORM-compatible package prepared for direct import into the LMS via the selected authoring tool (Articulate Storyline or Adobe Captivate).

Present the finalized repository of assessment questions to **UNDP** that will review and validate the deliverable in collaboration with AGE, INAMP, State Chancellery and MEC. The selected company shall make any required adjustments based on the feedback received.

6. Content Management & Course Upload on Platform (SCORM package)

Manage the end-to-end setup and integration of the course on the learning platform - mLearn, ensuring functionality, consistency, and a user-friendly experience. This includes creating the course on the platform; uploading and integrating all learning materials (video lessons, practical exercises, activities, and assessment test). Organize content in a clear structure to support effective navigation and learning.

Additionally, verify the functionality of assessment components and ensure the correct configuration of the certificate generation mechanism for learners who achieve the minimum required score. The system shall be tested, and any identified errors shall be resolved prior to final delivery.

7. Pilot Training Programme

Upon completion of the course development, a pilot training programme shall be implemented targeting at least 200 civil servants. Participants will be selected through an open call for registration targeting the relevant audience. The selected company will be responsible for organizing and managing this process in coordination with UNDP, the State Chancellery, AGE, INAMP and MEC. This will include promoting the opportunity via email, developing and administering the registration form, tracking applications, and organizing participant groups and training schedules.

The training programme shall follow an online delivery model and applying a flipped classroom approach, by combining participants' self-paced learning with online support sessions, focused on practical exercises, troubleshooting, and reinforcement of learning.

Programme design and implementation:

- Training format: Self-paced learning through the online platform. Live sessions with trainers conducted twice per week for guided practice, Q&A, and consolidation of knowledge.
- Trainer contact hours: Each group shall receive approximately 12–16 hours of direct contact time with a trainer, distributed across the duration of the programme (1-1.5 hours per session over 4–5 weeks).
- Group structure: For a target of approximately 200 participants, training shall be organized into groups of 25 participants, resulting in approximately 8 groups.
- Facilitation and support: Trainers shall guide participants in applying knowledge through practical exercises, monitor progress, and provide ongoing support throughout the programme.
- Monitoring and completion: Participant engagement and progress shall be tracked through the platform. Successful completion shall be linked to the achievement of the minimum required score in assessments.

8. Feedback Collection & Course Improvement

Collect feedback from participants and trainers during the pilot training programme to identify areas for improvement in course content, structure, and delivery. Feedback shall be gathered through:

- Participant questionnaires capturing learners' perceptions, difficulties, and suggestions regarding course materials, exercises, and overall learning experience.
- Trainer observations on challenges encountered during sessions, common questions, and practical issues in applying the content.

Assess and prioritize all feedback, and implement necessary improvements to course materials, including text, visuals, examples, exercises, and multimedia components, to enhance clarity, engagement, and practical relevance.

9. Final report

Prepare a comprehensive final report, presented to UNDP and stakeholders: the State Chancellery, AGE, INAMP and MEC in Romanian, containing disaggregated data on the training programme and course development.

The report shall summarize participation, provide insights on the target audience, and compare results against the Learning Needs Matrix to assess whether all defined learning objectives have been achieved, supporting future planning and course improvements.

C. Scope and objectives of the contract

UNDP Moldova intends to contract a qualified organization to provide services of eLearning course design and development and training programme implementation according to the requirements detailed in this TOR.

D. Deliverables

The bidder will submit the bid for all services in accordance with this ToR. Deliverables will be provided as per the table below.

Deliverables	Output	Target Date from the date of contract signature
<p>Deliverable 1. Learning Needs Assessment</p> <p>Identifying digital competency gaps among the target audience and defining learning objectives aligned with the DigComp 3.0.</p>	<ol style="list-style-type: none"> 1. Data collection tools for Learning Needs Assessment 2. Draft Learning Needs Matrix based on needs assessment findings 3. Organization and delivery of a focus group session to validate findings 4. Refined version of the Learning Needs Matrix, integrating focus group feedback 	<p>Up to 4 weeks after the signature of the contract</p> <p>Up to June 28, 2026</p>
<p>Deliverable 2. Course Blueprint and Assessment Methodology Development</p> <p>Translating identified needs into a structured course design, defining content syllabus, visual identity, and assessment approach.</p>	<ol style="list-style-type: none"> 1. Course Syllabus 2. Course Visual Identity Concept 3. Course Certificate of Completion 4. Assessment Methodology Document 	<p>Up to 5 weeks from the signature of the contract</p> <p>Up to July 6, 2026</p>
<p>Deliverable 3. Content Development</p> <p>Developing the full course content using a prototype-based approach in an authoring tool, including interactive elements and scripts.</p>	<ol style="list-style-type: none"> 1. Interactive course prototypes (authoring tool format) 2. Integrated scripts (Romanian, per slide) 3. Practical exercises and simulations 4. Quizzes with feedback 	<p>Up to 15 weeks from the signature of the contract</p> <p>Up to September 7, 2026</p>

	<ol style="list-style-type: none"> 5. Finalized course content (validated and proofread) 6. Organization of a focus group for content validation 	
<p>Deliverable 4. Video Production</p> <p>Producing high-quality video lessons with narration, visuals, and animations, aligned with course content and adult learning principles.</p>	<ol style="list-style-type: none"> 1. Minimum 22 videos (5–10 min each) 2. Audio narration files 3. Video transcripts 4. Editable source files (project files, raw assets) 5. Error log (issues and improvements tracked) 	<p>Up to 20 weeks from the signature of the contract</p> <p>Up to October 12, 2026</p>
<p>Deliverable 5. Assessment Test Development</p> <p>Develop a comprehensive repository of minimum 500 assessment items to evaluate learning outcomes and the achievement of defined learning objectives.</p>	<ol style="list-style-type: none"> 1. Question bank (min. 500 items) 2. SCORM-compliant assessment items 3. Metadata-tagged questions (competency, level, objective) 4. Answer keys 5. Editable backup file (authoring tool format) 	<p>Up to 20 weeks from the signature of the contract</p> <p>Up to October 12, 2026</p>
<p>Deliverable 6. Content Management & Course Upload on Platform</p> <p>Manage the end-to-end setup and integration of the course on the learning platform - mLearn, ensuring functionality, consistency, and a user-friendly experience.</p>	<ol style="list-style-type: none"> 1. Fully uploaded course on platform (mLearn) 2. SCORM package 3. Configured assessments and certificates 4. Functional testing report (issues resolved) 	<p>Up to 21 weeks from the signature of the contract</p> <p>Up to October 19, 2026</p>
<p>Deliverable 7. Pilot Training Program</p> <p>Implementation of a pilot training programme targeting at least 200 civil servants.</p>	<ol style="list-style-type: none"> 1. Training delivery plan and schedule 2. Training materials and session plans 3. Attendance and participation records 4. Participant Progress Tracking 	<p>Up to 30 weeks from the signature of the contract</p> <p>Up to December 21, 2026</p>
<p>Deliverable 8. Feedback Collection & Course Improvement</p> <p>Collect feedback from participants and trainers during the pilot training</p>	<ol style="list-style-type: none"> 1. Participants Questionnaire 2. Trainers' observations 3. List of course improvements conducted 	<p>Up to 32 weeks from the signature of the contract</p> <p>Up to January 10, 2027</p>

programme to identify areas for improvement in course content, structure, and delivery.		
Deliverable 9. Final report Provides a comprehensive analysis of the project outcomes, including training results and impact assessment.	<ol style="list-style-type: none"> 1. Final report (in Romanian) 2. Disaggregated data (gender, region, job category, authority type) 3. Analysis of learning outcomes vs. Needs Matrix 	<p>Up to 33 weeks from the signature of the contract</p> <p>Up to January 17, 2027</p>

Note: The proposed timeframe is considered sufficient and feasible to complete all course content activities and the defined scope of work. It is provided as a guideline for the overall duration of the assignment.

E. Period of performance

The timeframe for this assignment is planned for the period June 2026 and February 2027. UNDP Moldova is looking for a maximum delivery time of 35 weeks from the signature of the contract.

F. Reporting requirements

The Supplier shall report delivery progress to UNDP Moldova and perform all services on time. The progress report shall be in a form acceptable to the Project responsible and shall indicate: (a) progress of delivery; and (b) where any activity is behind the contract completion, giving comments and likely consequences and stating the corrective action being taken.

G. Payment terms

The payments to the Contractor shall be made upon approval and acceptance of the deliverables by the UNDP Project Manager as follows:

Deliverable	Payment Allocation (%)	Expected Completion Date
Deliverable 1. Learning Needs Assessment Deliverable 2. Course Blueprint and Assessment Methodology Development	15%	July 2026
Deliverable 3. Content Development	25%	September 2026
Deliverable 4. Video Production Deliverable 5. Assessment Test Development Deliverable 6. Content Management & Course Upload on Platform	25%	October 2026
Deliverable 7. Pilot Training Programme	25%	December 2026
Deliverable 8. Feedback Collection & Course Improvement Deliverable 9. Final report	10%	February 2027
Total:	100%	By February 2027

UNDP anticipates the full-time involvement of a specified number of key personnel and corresponding allocation of working days to achieve the deliverables outlined in this solicitation. These estimates are provided as a reference to guide bidders in understanding the expected level of effort. However, bidding companies are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such changes are aligned with their technical approach and

methodology. The bidders are encouraged to propose their variation to ensure timely delivery and maintain the quality of above outputs.

Key personnel	Estimated Number of personnel	Estimated quantity of working days needed
Key personnel 1: Project/Task Manager	1	90
Key personnel 2: Digital Skills Subject Matter Expert	1	80
Key personnel 3: Instructional Designer	1	120
Key personnel 4: eLearning Developer (SCORM Specialist)	1	80
Key personnel 5: Graphic Designer	1	80
Key personnel 6: Multimedia Creator	1	80

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

6.1 The types of Contract to be signed and the **applicable UNDP Contract General Terms and Conditions**, as specified in Data Sheet, can be accessed at

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

SECTION 7: PROPOSAL FORMS

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



FORM B: CHECKLIST

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

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

Technical Proposal:

Have you duly completed all the Returnable Proposal Forms?	
▪ Form C: Technical Proposal Submission	<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"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>
Have you provided the required documents in support of Form D: Proposer Information?	<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:	RFP No.: 26/03251		

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"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFP, including the RFP Information and Data Sheet, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the proposer agrees to be bound by them.
<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"/>	Ethics: In submitting this proposal I/we warrant that the proposer: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of the buyer (other than the point of contact) to lobby or solicit information in relation to the RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
<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 : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the proposer has no actual, potential or perceived conflict of Interest in submitting this proposal, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process the proposer will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its 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.
<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"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Proposal Validity Period: 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

RFP Reference	RFP No.: 26/03251
Legal name of Proposer	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of registration	Click or tap here to enter text.
Proposer's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Years of supplying to UN organisations	Click or tap here to enter text.
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert Vendor Number
Countries of operation	Click or tap here to enter text.
Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)	Click or tap here to enter text.
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	Click or tap here to enter text.
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	Click or tap here to enter text.
Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent? (If yes, provide a Copy of the valid Certificate):	<p>Tick all that apply and provide supporting documentation:</p> <p><input type="checkbox"/> Corporate Environmental Policy</p> <p><input type="checkbox"/> ISO 14001</p> <p><input type="checkbox"/> ISO 14064</p> <p><input type="checkbox"/> Other, specify Click or tap here to enter text.</p>
Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?	<p>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> <p>Tick all that are attached:</p>

<ul style="list-style-type: none"> • Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity. • Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing. • Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability. 	<input type="checkbox"/> Formal statement <input type="checkbox"/> Sustainability report <input type="checkbox"/> UN Global Compact Communication on Progress <input type="checkbox"/> Other, specify Click or tap here to enter text.
<p>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</p> <p><i>(If yes, please provide details and documentation)</i></p>	<p>Click or tap here to enter text.</p>
<p>Is your company a member of the UN Global Compact?</p>	<p>Choose an item.</p> <p>If yes, please provide link to Global Compact profile: Click or tap here to enter text.</p>
<p>Bank Information</p>	<p>Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.</p>
<p>Contact person that UNDP may contact for requests for clarifications during Proposal evaluation</p>	<p>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.</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:	RFP No.: 26/03251		

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>Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)</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:	RFP No.: 26/03251		

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 previously.

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.

Please make sure to list all relevant:

- experience in eLearning course development (make sure to provide the access links and username credentials for each eLearning platform (if different));
- experience in delivering training programmes (make sure to specify the number of direct beneficiaries, delivery approach);
- experience in delivering Digital Skills training sessions for civil servants (make sure to specify the organisation’s expertise in Digital Skills and/or in conducting training workshops for civil servants).

eLearning Course Title & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of development and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)	Link to the LMS (username credentials for UNDP to access the course)

Training Programme Title & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of implementation and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)	Link to website containing information about the training programme (number of beneficiaries, timeline, agenda, format etc.)

Digital Skills Training Session Title & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of implementation and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)	Link to website containing information about the training session (target audience, agenda, format etc.)

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

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

Financial Standing

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

Financial information (state currency)	Historic information for the last 3 years		
	2022	2023	2024
	<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:	RfP No.: 26/03251		

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).

Please also elaborate on how the proposed team members will be managing their time between this assignment and their job if they are full-time employed in any organization.

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

Please also refer to the list of engagements included in your bid under the Form F. Provide a comparison between your past assignments and this RfP’s requirements and indicate the extent to which your experience aligns with the current RfP scope.

1.4 Quality assurance procedures and risk mitigation measures.

Elaborate on the potential risks that could affect the quality and timely delivery on this assignment. Refer to the most common risks that you have encountered in similar assignments in the past. Suggest mitigation strategies.

1.5 Organization’s commitment to the sustainability of the eLearning course after it is developed.

Please describe your approach to ensuring the long-term sustainability of the eLearning course beyond its initial development. In your response, outline your recommendations for maintaining, updating, and promoting the course over time, and specify how your organization could contribute to or support these sustainability efforts.

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 Needs Assessment Methodology

As outlined in the course overview/TOR, the needs assessment will be conducted on a representative, stratified sample of the civil servants (approximately 150 participants), ensuring coverage across key characteristics such as digital skills

proficiency, role requirements, geographic location, and age, in order to capture diverse use cases and practical scenarios.

Propose a data collection strategy that effectively engages the target groups within the defined scope:

- Please specify how the chosen tools (surveys and structured interviews) will ensure the collection of high-quality, reliable, and relevant data within the 3-week assessment period. If you wish to propose other methods of data collection, please justify the rationale here.
- Please describe the process for analysing the collected data and translating findings into a structured course map (Learning Needs Matrix). This should include:
 - Explain how you will differentiate between performance gaps (where individuals know what to do but do not apply it consistently in practice) and knowledge gaps (where individuals lack understanding of what to do or why it matters).
 - Describe how the analysis will distinguish between beginner, intermediate, and advanced learners based on self-assessment data, and explain the measures that will be taken to ensure its accuracy and reliability.
 - Outline how insights from different data collection methods will be combined and cross-validated (triangulation of data) to strengthen accuracy and reliability.
 - Explain the measures that will be taken to minimize bias and ensure the validity and objectivity of findings.

2.2 Content Development Approach

- Please specify which content development approach you will adopt for the content validation and approval stage, from the following two options:
 - Direct prototyping in the selected authoring tool, or
 - Storyboarding in PowerPoint/Word followed by transfer into the authoring tool after validation and approval.

Explain why the selected approach is more effective than the alternative in the context of this assignment.

- Please list the main interactive content templates and interaction types you propose to use in the development of this course, based on the capabilities of your selected authoring tool. For each proposed interaction type, please specify the specific use-case(s) for which it is most appropriate (knowledge reinforcement, decision-making, error correction, or application of skills in real-life scenarios etc.)
- Please describe your proposed concept and vision for the video-based components of the course, ensuring alignment with adult learning principles and the course learning objectives. In your response, specify the formats you intend to use (for example, on-screen instructor/actor with screen recordings, animated slides, scenario-based videos, interactive illustrations with voice-over, or a combination of these). Provide 2–3 concrete examples (links or samples) of similar video or course formats that reflect your proposed approach. Briefly explain why these formats are suitable for this specific training context.

2.3 Training Programme Design and Delivery Approach

Please describe your proposed training programme methodology for delivering training to approximately 200 civil servants within a timeframe of 4-5 weeks. Your response should include the overall delivery model and explain how it ensures effective learning within the given timeline. Please specify, at minimum:

- the proposed number of trainers and potential candidates;
- the proposed grouping structure of participants (group size and segmentation approach);
- the progress tracking of participants; and
- the overall implementation schedule and delivery logic.

2.4 Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

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:	RFP No.: 26/03251		

Position (as per ToR)	1. Project/Task Manager		
Personnel Information	Name:		
	Nationality:	Date of birth:	
	Language Proficiency in Romanian language:		
	Language Proficiency in English language:		
	Language Proficiency in Russian language:		
Present Employment	Name of employer:	Contact: (manager or HR)	
	Address of employer:		
	Telephone:	Email:	
	Job title:	Years with present employer:	
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>		
Professional Certifications	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i>		
References:	<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. Provide details of previous assignments in which you managed the development of eLearning courses and/or coordinated training programmes. For each assignment, include the course title, a link to the course (and access credentials, if applicable), your role (if different from Project Manager), and the year of implementation.

From	To	Company / Project / Position	Course title / Training programme	Link to the course/training programme (and access credentials, if applicable)

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

Signature of Personnel

Date (Day/Month/Year)

Position (as per ToR)	2. Digital Skills Subject Matter Expert	
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency in Romanian language:	
	Language Proficiency in English language:	
	Language Proficiency in Russian language:	
Present Employment	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i>	
References:	<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. Provide details of previous assignments in which you acted as

Course/Curriculum Author (SME) on Digital Skills. For each assignment, include the course title, a link to the course (and access credentials, if applicable), your role (if different from Author/SME), and the year of implementation.

From	To	Company / Project / Position	Digital Skills Course / Curriculum	Link to the course/curriculum (and access credentials, if applicable)

What is your previous experience with the DigComp frameworks (DigComp, DigCompEdu, DigCompOrg)? Please list all assignments in which you developed, adapted, or aligned learning materials to any of these frameworks.

From	To	Company / Project / Position	DigComp framework used (DigComp, DigCompEdu, DigCompOrg)	Link to the learning material developed or aligned to any of the DigComp framework

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

Signature of Personnel

Date (Day/Month/Year)

Position (as per ToR)	3. Instructional Designer	
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency in Romanian language:	
	Language Proficiency in English language:	
	Language Proficiency in Russian language:	
Present Employment	Name of employer:	Contact: (manager or HR)

	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications/Portfolio	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i> <i>Please provide a link to your portfolio that demonstrates your expertise in industry-standard tools such as Articulate Storyline and/or Adobe Captivate.</i>	
References:	<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. Provide details of previous assignments in which you designed learner-centered and competency-based content, created storyboards, scripts, assessment questions or other interactive content. For each assignment, include the course title, a link to the course (and access credentials, if applicable), your role (if different from Instructional Designer), and the year of implementation.

From	To	Company / Project / Position	eLearning Course Title	Link to storyboards, scripts and completed eLearning course (access credentials, if applicable)

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

Signature of Personnel

Date (Day/Month/Year)

Position (as per ToR)	4. eLearning Developer (SCORM Specialist)	
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency in Romanian language:	
	Language Proficiency in English language:	
	Language Proficiency in Russian language:	
Present Employment	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications/Portfolio	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i> <i>Please provide a link to your portfolio that demonstrates your expertise in industry-standard tools such as Articulate Storyline and/or Adobe Captivate and/or other tools.</i>	
References:	<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. Provide details of previous assignments in which you developed SCORM-compliant interactive course content. For each assignment, include the course title, a link to the course (and access credentials, if applicable), your role (if different from eLearning Developer), and the year of implementation.

From	To	Company / Project / Position	eLearning Course Title	Link to storyboards, scripts and completed eLearning course (access credentials, if applicable)

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

Signature of Personnel

Date (Day/Month/Year)

Position (as per ToR)	5. Graphic Designer	
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency in Romanian language:	
	Language Proficiency in English language:	
	Language Proficiency in Russian language:	
Present Employment	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications/Portfolio	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i> <i>Please provide a link to your portfolio that demonstrates your expertise in using industry-standard tools such as Adobe Photoshop and/or Illustrator and/or InDesign and/or Figma and/or other tools.</i>	
References:	<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. Provide details of previous assignments in which you designed visual identities, illustrations etc. for eLearning courses. For each assignment, include the course title, a link to the course (and access credentials, if applicable), your role (if different from Graphic Designer), and the year of implementation.

From	To	Company / Project / Position	eLearning Course Title	Link to visual identity, illustrations designed and completed eLearning course (access credentials, if applicable)

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

Signature of Personnel

Date (Day/Month/Year)

Position (as per ToR)	6. Multimedia Creator	
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency in Romanian language:	
	Language Proficiency in English language:	
	Language Proficiency in Russian language:	
Present Employment	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications/Portfolio	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification (if any).</i>	

	<i>Please provide a link to your portfolio that demonstrates your expertise in using industry-standard tools such as Adobe Premiere Pro and/or After Effects and/or other equivalent tools.</i>
References:	<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. Provide details of previous assignments in which you developed video/audio content for an eLearning course. For each assignment, include the course title, a link to the course (and access credentials, if applicable), and link to the developed video content.

From	To	Company / Project / Position	eLearning Course Title	Link to video content created for an eLearning course (access credentials, if applicable)

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:	RFP No.: 26/03251		

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

From	To
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

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

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

Furthermore, should this proposal be successful, I am fully aware that if I am not available at the expected start date of my services for reasons other than ill-health or *force majeure*, I may be subject to exclusion from other UNDP 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:	RFP No.: 26/03251		

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:	RFP No.: 26/03251		

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

Table 1: Summary of Overall Prices

Costs	Amount, <i>[insert currency]</i>
Total Amount of Financial Proposal, <i>[insert currency]</i>	

Table 2: Breakdown of Costs

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + sub-total 2)
	Position	Daily fee Rate	No. of Working Days	Total Amount	Description	Q-ty	Price	Total	
Deliverable 1. Learning Needs Assessment	Project /Task Manager				Local transportation costs (if any)				
	Digital Skills Subject Matter Expert								
Deliverable 2. Course Blueprint and Assessment Methodology Development	Instructional Designer								
	eLearning Developer (SCORM Specialist)								
	Graphic Designer								

	Multimedia Creator								
	Other experts (please specify)				Other costs (please specify)				
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 3. Content Development	Project /Task Manager								
	Digital Skills Subject Matter Expert								
	Instructional Designer								
	eLearning Developer (SCORM Specialist)								
	Graphic Designer								
	Multimedia Creator								
	Other experts (please specify)				Other costs (specify)				
		Sub-total 1				Sub-total 2			
Total:									
Deliverable 4. Video Production Deliverable 5. Assessment Test Development Deliverable 6. Content Management	Project /Task Manager				Voice-over Artist				
	Digital Skills Subject Matter Expert								
	Instructional Designer								
	eLearning Developer (SCORM Specialist)								
	Graphic Designer								
	Multimedia Creator								
	Other experts (please specify)				Other costs (please specify)				
		Sub-total 1				Sub-total 2			

								Total:	
Deliverable 7. Pilot Training Programme	Project /Task Manager				Trainers				
	Digital Skills Subject Matter Expert								
	Instructional Designer								
	eLearning Developer (SCORM Specialist)								
	Graphic Designer								
	Multimedia Creator								
	Other experts (please specify)				Other costs (specify)				
		Sub-total 1				Sub-total 2			
								Total:	
Deliverable 8. Feedback Collection & Course Improvement Deliverable 9. Final report	Project /Task Manager								
	Digital Skills Subject Matter Expert								
	Instructional Designer								
	eLearning Developer (SCORM Specialist)								
	Graphic Designer								
	Multimedia Creator								
	Other experts (please specify)				Other costs (specify)				
		Sub-total 1				Sub-total 2			
								Total:	