



REQUEST FOR PROPOSAL (RFP)

Development and implementation of a cluster-based commercial growth and market access programme

RFP Reference No.: **RfP-26/03351**

Project: **Resilient and Inclusive Markets in Moldova II (PRIM II) Project**

Country: **Moldova, Republic of**

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through "**Resilient and Inclusive Markets**" Project, hereby invites prospective proposers to submit a proposal for **provision of services for the implementation of a commercial growth and market access programme for MSMEs participating in PRIM-supported economic clusters** 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 ERP 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-01081**. 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 ERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link](#).

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

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

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

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

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

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

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

We look forward to receiving your proposal.

UNDP Moldova

SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
1. Scope	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. 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. As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (https://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.
2. Interpretation of the RFP	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.
3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality	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 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. UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti 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. In pursuance of this policy, UNDP: (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.
4. Eligible proposers	Proposers shall have the legal capacity to enter into a binding contract with UNDP. 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. 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, 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. 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. Similarly, the Bidders must disclose in their proposal their knowledge of the following: - 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 - All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure. 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. Proposers shall not be eligible to submit a proposal if at the time of proposal submission: - 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.
5. Proprietary information	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.
6. Publicity	During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.
SOLICITATION DOCUMENTS	
7. Clarification of solicitation documents	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. UNDP will provide the responses to clarifications through the method specified in Section 3: Data Sheet.

	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.
8. Amendment of solicitation documents	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. 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.
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	The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet: c) Documents Establishing the Eligibility and Qualifications of the Bidder; d) Technical Proposal; e) Financial Proposal; f) Proposal Security, if required by DS; g) Any attachments and/or appendices to the Proposal.
12. Technical proposal format and content	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. The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.
13. Financial proposal	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. 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. Prices and other financial information must not be disclosed in any other place except in the financial proposal.
14. Currencies	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: • 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	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. 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. 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. 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. 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.
17. Proposal security	A proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal. 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. If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal. 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. 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). The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions: • 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: ○ 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.
18. Joint Venture, Consortium or Association	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: • 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. 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. 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. 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. 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. A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between: • 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. 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. 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.
19. Only one proposal	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: • 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; • 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	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. 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...
21. Pre-proposal conference	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. 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. 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. 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). 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. 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.
22. Site inspection	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. If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer which does not attend the site inspection shall become ineligible to submit a proposal under this RFP. 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. 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. 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: (i) loss of or damage to any real or personal property; (ii) personal injury, disease or illness to, or death of, any person; (iii) financial loss or expense, arising out of the carrying out of that site inspection; and (iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.

	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). 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.
23. Errors or omissions	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. Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.
24. Proposers responsibility to inform themselves	Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they: • 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. 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.
25. No material change(s) in circumstances	The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to: • 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	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. 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.

26 a. Online submission	1.1 Electronic submission through online portal shall be governed as follows: • 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. encrypted with a password so that it cannot be opened nor viewed until the password is provided. • 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. 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.
27. Deadline for Submission of Proposals and Late Proposals	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/. 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. 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.
28. Withdrawal, substitution and modification of proposals	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. 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.
29. Storage of proposals	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.
30. Proposal opening	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.
31. Late proposals	Any proposal received by UNDP after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents. In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposal closing and the delay could not be reasonably foreseen by the proposer or were due to force majeure.
EVALUATION OF PROPOSALS	
32. Confidentiality	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.

	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.
33. Evaluation of proposals	UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted. UNDP shall conduct the evaluation solely on the basis of the submitted technical and financial proposals. Evaluation of proposals shall be undertaken in the following steps: - Preliminary examination - Evaluation of minimum eligibility and qualification (if pre-qualification is not done) - Evaluation of technical proposals - Evaluation of financial proposals.
34. Preliminary examination	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.
35. Evaluation of eligibility and qualification	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). In general terms, vendors that meet the following criteria may be considered qualified: - 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; - They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, - 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; - They are able to comply fully with the UNDP General Terms and Conditions of Contract; - They do not have a consistent history of court/arbitral award decisions against the Bidder; and - They have a record of timely and satisfactory performance with their clients.
36. Evaluation of technical and financial proposals	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 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. 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. In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.

	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. When the Data Sheet specifies a combined scoring method, the formula for the rating of the proposals will be as follows: <u>Rating the Technical Proposal (TP):</u> TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 <u>Rating the Financial Proposal (FP):</u> FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 <u>Total Combined Score:</u> Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)
37. Post-qualification/Due Diligence	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: 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 ongoing 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.
38. Clarification of proposals	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). UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account. 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.
39. Responsiveness of proposal	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:

	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. 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.
40. Nonconformities, reparable errors and omission	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. 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. For financial proposals that have been opened, UNDP shall check and correct arithmetical errors as follows: 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. If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.
41. Right to accept any proposal and to reject any or all proposals	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.
AWARD OF CONTRACT	
42. Award criteria	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.
43. Right to vary requirement at time of award	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.
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 https://www.undp.org/procurement/doing-business-undp/how-we-buy
49. Performance security	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/document/616/download/en, 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). 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.
50. Bank guarantee for advance payment	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 . 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.
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	Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP. The following link provides further details regarding UNDP vendor protest procedures: https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions
53. Other Provisions	In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America)

	for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence. UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 https://docs.un.org/en/st/SGB/2006/15
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SECTION 3: DATA SHEET (DS)

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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	The reference number of this Request for Proposal (RFP) is RfP-26/03351 The services include provision of sales and export acceleration services for MSMEs participating in PRIM-supported economic clusters 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 in 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: 5 (five) 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 and/or Romanian
5.	Partial proposals	Submitting proposals for parts or sub-parts of the TOR is: Not allowed
6.	Currencies	Prices shall be quoted only in the currency indicated in the system: • USD (United States Dollars) – applicable to both international and local Bidders; or • MDL (Moldovan Leu) – applicable to local Bidders only. For the purpose of bid evaluation, all financial offers shall be converted into USD using the United Nations Operational Rate of Exchange (UNORE) applicable on the bid submission deadline, available at: https://treasury.un.org/operationalrates/OperationalRates.php If the contract is awarded to a local Bidder that submitted its financial offer in USD, payments will be made in MDL based on UN Operational Rate of Exchange valid on the date of money transfer, as per the “payment terms and conditions” stipulated in this solicitation document: 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.
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	Proposals must be submitted directly in Quantum . 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. Note that system time zone is in EST/EDT (New York) time zone.
15.	Proposal Opening	Public proposal opening will NOT be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: ☒ Lowest Priced substantially compliant proposal The maximum number of technical points is detailed in Section 4: Evaluation Criteria To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.
17.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased or decreased is 25%

18.	Contract award to one or more proposer	UNDP will award a contract to: One Bidder Only
19.	Type of contract to be awarded	Contract Face Sheet More information can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html See Section 6 for link to sample contract.
20.	Expected date for commencement of contract	15 October 2026
21.	Conditions of contract to apply	UNDP General Terms and Conditions for contracts (goods and/or services) See Section 6 for link to the contract terms.
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.	Documents to be submitted with your Proposal	▪ 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. ▪ Certificate of Incorporation/ Business Registration ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2023-2025). ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case) ▪ A copy of preliminary Agreement in case of Consortium or sub-contracting. In case of subcontracting, division of roles and responsibilities should be presented as part of the Methodology, Approach and Implementation Plan. ▪ 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 ▪ Implementation Plan (sequence of actions) for the services required in the ToR ▪ Copies of contracts 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 in Section 4), including experience relevant to the required skills.

		▪ A written statement certifying that the proposed key personnel have no personal, professional, or financial conflict of interest under the envisaged contract. ▪ 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.
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SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

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

Minimum Eligibility and Qualification Criteria:

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

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

Eligibility Criteria	Documents to establish compliance
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, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
History of non-performing contracts¹: Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	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.

Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	
At least 5 years of progressive experience in business development, commercial growth, market access, export promotion, international trade, SME advisory or related fields. <i>(For JV/Consortium/Association, each member should meet the requirement).</i>	Form F: Eligibility and Qualification
At least 3 assignments successfully completed within the last 5 years involving structured support to SMEs or other businesses aimed at increasing sales, accessing new markets, developing export capacity or establishing commercial partnerships. Relevant assignments shall include a combination of advisory and implementation support and each presented assignment shall cover at least 3 of the following elements: commercial diagnostics; market-access or growth planning; market intelligence; costing and pricing; business coaching; buyer or partner identification; B2B matchmaking; market-entry support; negotiation support; post-matchmaking commercial follow-up, or comparable SME commercial-development services. <i>(For JV/Consortium/Association, all cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Minimum Key Personnel:	
The minimum key personnel mandatory for the implementation of the contract: • Project Manager (Team Leader) – Commercial Growth and Market Access Expert • Key Expert I – Market Intelligence, Costing and Pricing Expert • Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships Expert The Proposer could consider proposing additional personnel if it is required for the successful implementation of the assignment, however, only the above listed will be evaluated against evaluation criteria in Section 4. The three key personnel positions mentioned above cannot be cumulated. The Bidder shall formally disclose if any proposed key experts have any ongoing or active contract engagements with UNDP. <i>(For JV/Consortium/Association, the key personnel requirements may be met collectively by the members).</i>	Attach required documents to Form H: Format for CV of proposed Key Personnel

Financial Standing:	
Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years. <i>If QR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not financially capable and/or had serious financial problems.</i> <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: Proposers should have an average annual sales turnover of minimum of 50,000 USD for the last 3 (three) years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1	Proposer's qualification, capacity and experience	300
2	Proposed methodology, approach and implementation plan	300
3	Management structure and key personnel	400
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of organisation and staff credibility / reliability / industry standing: - A company is a well-known market player, based on reference letters – up to 15 pts. - Financial statement: (between \$50,000 and \$60,000 of average annual turnover for last three years – 15 pts, between \$60,001 and \$100,000 – 25 pts; more than \$100,001 – 35 pts)	50
1.2	Relevance of specialised knowledge and experience on similar engagements done in the region / country. Relevant organizational experience At least 5 years of progressive experience in business development, commercial growth, market access, export promotion, international trade, SME advisory or related fields. Less than 5 years = 0 pts; 5 years = 50 pts; each additional year = 5 pts, up to max. 70 pts.	70
1.3	Assignments of similar scope and complexity At least 3 assignments successfully completed within the last 5 years involving structured support to SMEs or other businesses aimed at increasing sales, accessing new markets, developing export capacity or establishing commercial partnerships.	60

	Relevant assignments shall include a combination of advisory and implementation support and each presented assignment shall cover at least 3 of the following elements: commercial diagnostics; market-access or growth planning; market intelligence; costing and pricing; business coaching; buyer or partner identification; B2B matchmaking; market-entry support; negotiation support; post-matchmaking commercial follow-up, or comparable SME commercial-development services. Fewer than 3 relevant assignments = 0 pts; 3 assignments = 30 pts; each additional assignment = 10 pts, up to max. 60 pts.	
1.4	Cluster, value-chain and local economic development experience Experience in assignments involving cluster development, value-chain development, local economic development, cluster management structures or collective market-access initiatives. 1 relevant assignment = 10 pts; 2 or more relevant assignments = 20 pts; no relevant assignments = 0 pts.	20
1.5	Experience in international market-access activities Experience organizing B2B matchmaking, trade or business missions, inbound buyer or partner visits, or comparable international market-access activities. Each relevant assignment = 10 pts, up to a maximum of 20 pts; no assignments = 0 pts.	20
1.6	Previous working experience with international organizations or development partners 1 relevant assignment = 10 pts; each additional assignment = 5 pts, up to max. 20 pts; no assignments = 0 pts.	20
1.7	Relevant experience in the Republic of Moldova Experience in assignments involving MSME development, commercial growth, export or market access, cluster or value-chain development, or other relevant private-sector support in the Republic of Moldova. 1 relevant assignment = 20 pts; 2 assignments = 25 pts; 3 assignments = 30 pts; 4 or more assignments = 40 pts; no relevant assignments = 0 pts.	40
1.8	Organisation Commitment to Sustainability - Organisation is compliant with ISO 14001 or equivalent – 5 pts. - Organisation is a member of the UN Global Compact – 5 pts. - Organisation demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, climate change, renewable energies or membership of trade institutions promoting such issues) – 10 pts.	20
Total Section 1		300

Section 2. Proposed methodology, approach and implementation plan		Points obtainable
2.1	Understanding of the assignment To what degree does the Proposer understand the objectives, scope, 2-track implementation logic and expected outputs of the assignment? Excellent: The proposal fully addresses the criterion, is clearly adapted to the ToR and provides strong evidence of the capacity to deliver – 75 pts. Good: The proposal addresses the criterion well, with only minor gaps – 68 pts. Satisfactory: The proposal generally addresses the criterion but contains gaps or limited detail – 53 pts. Poor: The proposal addresses the criterion superficially and raises concerns regarding feasibility or quality – 30 pts. Very Poor: The proposal largely fails to address the criterion – 8 pts. No submission / Unacceptable: Information has not been submitted or is completely unacceptable – 0 pts.	75

Section 2. Proposed methodology, approach and implementation plan		Points obtainable
2.2	Technical methodology To what extent is the proposed methodology technically sound and adapted to the project supported clusters and relevant sectors? Excellent: The proposal fully addresses the criterion, is clearly adapted to the ToR and provides strong evidence of the capacity to deliver – 75 pts. Good: The proposal addresses the criterion well, with only minor gaps – 68 pts. Satisfactory: The proposal generally addresses the criterion but contains gaps or limited detail – 53 pts. Poor: The proposal addresses the criterion superficially and raises concerns regarding feasibility or quality – 30 pts. Very Poor: The proposal largely fails to address the criterion – 8 pts. No submission / Unacceptable: Information has not been submitted or is completely unacceptable – 0 pts.	75
2.3	Implementation plan and sequencing Is the proposal clear, and is the sequencing of activities logical, realistic and conducive to efficient implementation? Assessment shall consider the work plan, timelines, resource allocation, logistics, coordination with UNDP, cluster facilitators, CMOs and participating companies, and consistency with the required deliverables. Excellent: The proposal fully addresses the criterion, is clearly adapted to the ToR and provides strong evidence of the capacity to deliver – 75 pts. Good: The proposal addresses the criterion well, with only minor gaps – 68 pts. Satisfactory: The proposal generally addresses the criterion but contains gaps or limited detail – 53 pts. Poor: The proposal addresses the criterion superficially and raises concerns regarding feasibility or quality – 30 pts. Very Poor: The proposal largely fails to address the criterion – 8 pts. No submission / Unacceptable: Information has not been submitted or is completely unacceptable – 0 pts.	75
2.4	Stakeholder engagement, validation, quality assurance and risk management To what extent does the proposal provide an effective and practical approach to stakeholder engagement, validation, quality assurance, results monitoring and management of implementation risks? Assessment shall consider engagement with selected companies, CMOs and cluster facilitators; validation of key outputs; confidentiality and handling of commercial information; monitoring of service delivery and commercial progress; adaptability to implementation challenges; and relevant gender, inclusion and sustainability considerations. Excellent – 75 pts - Provides a comprehensive and practical approach to stakeholder engagement, validation, quality assurance, results monitoring and risk management, clearly integrated into implementation. Good – 68 pts - Provides a sound approach covering most relevant aspects, with only minor gaps. Satisfactory – 53 pts- Provides a generally acceptable approach but lacks detail in some important areas. Poor – 30 pts - Provides weak or incomplete arrangements that raise concerns regarding stakeholder engagement, quality control, monitoring or implementation. Very Poor – 8 pts - The proposed arrangements are largely inadequate and fail to address major implementation risks or quality requirements. No submission / Unacceptable – 0 pts. - No adequate information has been provided.	75
Total Section 2		300

Section 3. Management Structure and Key Personnel		Points obtainable
Project Manager (Team Leader) – Commercial Growth and Market Access Expert		140
1.1	Academic qualifications - University degree in Business Administration, International Business or Trade, Marketing, Economics, Entrepreneurship or a related field = 10 pts; - Does not meet the minimum requirement = 0 pts.	10
1.2	Relevant professional experience in business development, commercial growth, market access, export promotion, international trade, SME advisory or related fields. - Less than 7 years = does not meet the minimum requirement; 7 years = 30 pts; each additional year = 5 pts, up to max. 50 pts.	50
1.3	Experience leading similar assignments - Less than 5 relevant assignments = 0 pts; 5 assignments = 25 pts; each additional assignment = 5 pts, up to max. 40 pts.	40
1.4	Cluster development, local economic development and multi-stakeholder coordination experience Each relevant assignment involving cluster development, value-chain development or local economic development and coordination among MSMEs, CMOs or cluster structures, buyers, public authorities and/or development partners = 10 pts, up to max. 30 pts.	30
1.5	Language skills - Romanian = 5 pts; - English = 5 pts.	10
Key Expert I – Market Intelligence, Costing and Pricing		130
2.1	Academic qualifications - University degree in International Trade, Economics, Marketing, Business Administration, Market Research or a related field = 10 pts; - No relevant degree = 0 pts.	10
2.2	Relevant professional experience in market intelligence, market research, commercial analysis, costing and pricing, market-entry analysis, international trade, export development, market access or related fields. - Less than 5 years = does not meet the minimum requirement; 5 years = 25 pts; each additional year = 5 pts, up to max. 40 pts.	40
2.3	Applied experience in market intelligence, costing and pricing Experience in assignments involving practical market analysis and commercial decision-making. Relevant assignments may include market intelligence, competitor and demand analysis, costing and pricing, market-entry assessment, commercial positioning, sales projections or related market-access analysis. - Fewer than 3 relevant assignments = 0 pts 3 assignments = 30 pts; each additional assignment = 5 pts, up to max. 50 pts	50
2.4	Experience in sectors relevant to the assignment Experience applying market intelligence, costing, pricing or market-entry analysis in sectors relevant to this assignment, including agri-food/value chains and rural or destination-based tourism. Each relevant sector assignment = 5 pts, up to max. 20 pts	20
2.5	Language skills - Romanian = 5 pts; - English = 5 pts.	10
Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships		130
3.1	Academic qualifications - University degree in Business Administration, Sales, Marketing, International Business or Trade, Economics or a related field = 10 pts; - No relevant degree = 0 pts.	10

Section 3. Management Structure and Key Personnel		Points obtainable
3.2	Relevant professional experience Professional experience in sales development, business coaching, buyer engagement, business matchmaking, commercial partnerships, export promotion or related fields. • Less than 5 years = does not meet the minimum requirement; • 5 years = 25 pts; each additional year = 5 pts, up to max. 40 pts.	40
3.3	Applied sales, buyer engagement and business matchmaking experience Experience in assignments involving practical sales and market-access support, including sales coaching, customer acquisition, buyer or partner outreach, B2B matchmaking, negotiation support, trade or business missions, inbound buyer visits or commercial follow-up. • Fewer than 3 relevant assignments = 0 pts • 3 assignments = 30 pts; each additional assignment = 5 pts, up to max. 50 pts	50
3.4	Experience in sectors relevant to the assignment • Experience applying sales, buyer engagement or business matchmaking support in agri-food or other relevant value chains: each relevant assignment = 5 pts, up to max. 10 pts. • Experience in rural or destination-based tourism, including tourism product distribution, multi-provider products, cooperation with tour operators/DMCs or familiarization visits: each relevant assignment = 5 pts, up to max. 10 pts.	20
3.5	Language skills • Romanian = 5 pts; • English = 5 pts.	10
Total Section 3		400

SECTION 5. TERMS OF REFERENCE

I. BACKGROUND AND RATIONALE

UNDP, through the Resilient and Inclusive Markets (PRIM II) Project, supports innovative and export-oriented micro, small and medium-sized enterprises (MSMEs) in Moldova to become more competitive, resilient and better integrated into domestic and international markets. The Project applies a cluster-based approach that strengthens cooperation among companies and other actors along relevant value chains, supports the development of shared commercial opportunities, and provides targeted assistance to enterprises with the potential to drive commercial growth and market access.

The supported clusters are grouped into a Start-up Cohort and an Acceleration Cohort based primarily on the maturity of the cluster initiative and the type of cluster-level support required. The Start-up Cohort includes recently established or less consolidated clusters, while the Acceleration Cohort includes more mature clusters with stronger potential to expand commercial activities and market access. This classification does not imply that all member companies have the same level of maturity; individual companies will be assessed separately based on their commercial readiness, growth potential and capacity to benefit from the assignment.

Supported Cluster Portfolio

The assignment covers 6 established economic clusters and 1 emerging cluster initiative. Membership figures are indicative and may be updated during the inception phase.

Acceleration Cohort

- HerbaFruct Cluster - cultivation, processing and export of medicinal and aromatic plants and berries; 16 private companies across Nisporeni, Straseni, Ungheni and Hincesti districts.
- Inima Nistrului Cluster - rural tourism and destination-based services; 52 private companies across Criuleni and Dubasari districts.
- Livestock Cluster - sheep and goat breeding and related value-added products; 23 private companies across Cimislia and Basarabasca districts.

Start-up Cohort

- Frudova Cluster - cultivation and export of table grapes; 15 private companies across Ialoveni, Straseni and Causeni districts.
- Perla Nistrului Cluster - trans-river rural tourism covering Stefan Voda and Slobozia districts, with potential for integrated tourism products involving both banks of the Nistru River; 23 private companies.
- Honey Cluster - production and export of honey and other apiculture products; 25 private companies across Orhei, Telenesti and Soldanesti districts.

Emerging cluster initiative

- Apple Cluster - cultivation and export of apples; 15 private companies across Briceni and Edinet districts. The initiative is at an early stage of cluster formation but is included in this assignment.

Note: Although the Apple Cluster initiative is not yet a fully established cluster, for the purposes of this ToR it shall be considered a cluster.

Each of the 7 clusters has a Cluster Management Organization (CMO) and a dedicated cluster facilitator from the UNDP PRIM II Project Team. The CMO supports cluster cooperation and joint planning, while the facilitator provides local coordination, introductions and access to relevant project and cluster information.

The assignment combines intensive commercial support to up to 12 selected companies with cluster-level work in all 7 clusters. Company-level support shall be linked to cluster priorities and, where feasible, create wider opportunities for other cluster members and value-chain actors.

International market access shall be pursued where commercially feasible. For rural tourism, this includes attracting non-resident visitors through international tourism distribution channels. Where export is not yet realistic, support may focus on domestic market expansion and measures that strengthen future export readiness.

The assignment shall be results-based and co-created with the selected companies and CMOs. Priority markets, commercial objectives, pricing assumptions and outreach approaches shall be validated with the respective companies and, where relevant, the CMO. Particular attention shall be given to women-led businesses, youth entrepreneurs, green and innovative enterprises, and companies with strong commercial growth or export potential.

II. SCOPE OF WORK

The Service Provider shall implement a 12-month, cluster-based commercial growth and market access programme covering all 7 clusters. The assignment shall start with UNDP approval of the methodology, assessment tools and templates, followed by assessment of 21 candidate companies - 3 from each cluster. The Service Provider shall assess and rank the candidate companies against the UNDP-approved selection criteria and submit a recommended list for UNDP review and approval. The final selection of up to 12 companies shall be subject to UNDP approval, indicatively comprising up to 8 non-tourism companies and up to 4 rural tourism companies, with flexibility to adjust the final distribution where justified and approved by UNDP. For each selected company, the Service Provider shall prepare a Commercial Growth and Market Access Plan. For each of the 7 clusters, it shall prepare a Cluster Market Access and Commercial Cooperation Note identifying at least 1 commercially justified cluster-level action. Company-level support and cluster-level actions shall reinforce each other.

The services shall cover commercial assessment and planning, individualized coaching, development of sales materials, market intelligence, costing and pricing, buyer and partner identification, B2B matchmaking and tourism intermediary engagement, negotiation and follow-up, as well as practical support to agreed cluster-level actions. Market feedback shall be used to refine offers, pricing and outreach.

For the 2 rural tourism clusters, the Service Provider shall use a destination-based, multi-provider approach. Joint tourism products shall be commercially costed, validated and prepared for distribution. Where a product involves both banks of the Nistru River, relevant operational conditions shall also be assessed.

The Service Provider shall maintain regular coordination with the CMOs throughout implementation. For joint products or cluster-level actions, it shall help participating companies and the CMO agree practical roles for enquiries, offers, customer communication and follow-up. Relevant non-confidential tools, materials, market intelligence and contacts shall be progressively transferred to the companies and CMOs to support continuity after the assignment.

The Service Provider shall promptly inform UNDP if no suitable company is identified in a cluster or if a selected company later withdraws, becomes inactive or cannot meaningfully participate. Subject to UNDP's prior written approval, an intensive-support place may be reallocated to another qualified company from any supported cluster, provided that the overall limit of up to 12 companies is maintained.

The assignment shall include the following tasks:

Task 1: Inception Methodology and Assessment Framework

The Service Provider shall establish the methodology, tools and work plan required to implement the assignment.

- hold 1 inception meeting with the UNDP PRIM II Project Team and at least 1 initial consultation meeting with the CMO and cluster facilitator for each of the 7 clusters;
- review relevant Cluster Roadmaps, Action Plans, previous assessments and other available documentation for all 7 clusters;
- prepare a realistic work-plan and implementation schedule for the 12-month assignment;
- develop the methodology for assessing 21 UNDP approved candidate companies - 3 from each cluster - and selecting up to 12 companies for intensive support, with eligibility requirements, evaluation criteria, scoring and selection thresholds;
- develop the company assessment tools, structured interview guide, buyer/partner/intermediary pipeline and market-engagement tracking tools, and approach for engaging companies, CMOs and other relevant stakeholders in cluster-level actions;
- prepare the proposed structure and, where necessary, draft templates for the standardized outputs to be used during implementation, including:
 - Commercial and Market Readiness Assessment (Task 2);
 - Commercial Growth and Market Access Plan and Implementation Roadmap (Task 3);
 - Cluster Market Access and Commercial Cooperation Note (Task 3);
 - Market Intelligence, Costing and Pricing Package (Task 5);
 - Success Story (Task 7).
- revise the work plan, methodology, tools and templates in response to UNDP comments and submit the final versions for approval.

Task 2 company interviews and assessments shall start only after UNDP approves the company assessment and selection methodology, assessment tools, interview guide and Commercial and Market Readiness Assessment template. Other templates shall be approved before they are used during the respective tasks.

Task 2: Company Assessment and Selection

Following UNDP approval of Task 1, the Service Provider shall assess 21 candidate companies confirmed by UNDP and recommend up to 12 companies for intensive support, indicatively up to 8 non-tourism companies and up to 4 rural tourism companies. Based on the Service Provider's assessment and recommendations, UNDP shall make the final selection of the companies to receive intensive support. The indicative allocation is up to 2 companies per cluster; the distribution within these limits may be adjusted where justified by the assessment results and approved by UNDP.

- conduct at least 1 structured assessment interview with each of the 21 UNDP approved candidate companies;
- assess each company's business model, commercial performance, operational and sales capacity, market positioning, market-access readiness, growth potential, willingness to participate and, where relevant, ability to cooperate with other cluster members;
- for rural tourism candidates, also assess capacity to participate in destination-based and multi-provider products and cooperate with tourism intermediaries;
- identify the most viable preliminary market-access pathway for each of the 21 companies and prepare 1 Commercial and Market Readiness Assessment for each company using the UNDP-approved methodology and template. For rural tourism companies participating in jointly marketed products, the preliminary route to market may be identified at destination/product level, provided that the implications for each company remain identifiable;
- discuss findings with the relevant CMO and cluster facilitator;
- recommend up to 12 companies for UNDP approval, with clear justification for each recommendation.

Task 3: Commercial Growth and Market Access Planning

The Service Provider shall translate the assessment findings into practical company-level plans and cluster-level priorities.

- for each selected company - up to 12 companies - refine the value proposition and commercial offer, prioritize customer segments, markets and sales channels, and review the sales approach, costing, pricing, branding and positioning. For rural tourism companies participating in jointly marketed products, common destination-level target markets, customer segments and distribution channels may be used where relevant;
 - define realistic commercial objectives, market-access targets, performance indicators and a practical implementation roadmap for each selected company;
 - prepare 1 Commercial Growth and Market Access Plan and implementation roadmap for each selected company - up to 12 Plans;
 - for each of the 7 clusters, identify at least 1 commercially justified cluster-level action and explain how the selected company support can generate wider opportunities for cluster members or value-chain actors;
 - document and operationalize the identified cluster-level action in a Cluster Market Access and Commercial Cooperation Note for each of the 7 clusters, aligned with the relevant Cluster Roadmap, Action Plan and company-level Plans;
 - for jointly marketed products or services, agree with participating companies and the CMO the target markets, customer segments, distribution channels and implementation arrangements and responsibilities.
- Each company Plan shall be co-developed with and validated by the respective company. Each Cluster Note shall be developed in consultation with the CMO, cluster facilitator and relevant participants. Both shall be submitted to UNDP for approval.

Task 4: Business Coaching and Commercial Capacity Development

The Service Provider shall provide individualized coaching to support implementation of the approved company Plans and, where needed, practical advisory support linked to the agreed cluster-level actions.

- prepare 1 individualized coaching plan for each selected company - up to 12 coaching plans;
- provide each selected company with at least 12 hours of individualized coaching and mentoring. For financial proposal purposes, bidders shall assume 12 companies and at least 144 individualized coaching hours in total;
- focus coaching on the priority needs identified in the Plans, including sales, customer acquisition, negotiation, CRM, digital marketing, relevant digital or AI-enabled tools, market-access procedures, pricing and commercial contracting;

- prepare for each selected company at least 1 company profile or pitch deck and at least 1 target-market-specific commercial offer, product/service catalogue or equivalent sales tool. For selected rural tourism companies participating in an agreed joint tourism product, the required company-level commercial material may be incorporated into the joint destination/product materials, where appropriate;
- for each agreed rural tourism cluster-level product, prepare at least 1 sales-ready product sheet. Applied joint-product workshops may be used where useful and shall be additional to the 144 individualized coaching hours;
- where needed to advance an agreed cluster-level action, provide targeted advisory support to the relevant CMO and participating cluster members. This support shall be integrated into the assignment and shall not require a separate event for each cluster unless agreed with UNDP;
- document coaching sessions, attendance, agreed follow-up actions and progress for each selected company.

Task 5: Market Intelligence, Costing and Pricing, and Market Access Readiness

The Service Provider shall validate viable market opportunities and the financial feasibility of market entry for the selected companies and provide the market intelligence, costing, pricing and market-access analysis required to advance the agreed cluster-level actions identified under Task 3.

- for each selected company - up to 12 companies - identify and prioritize relevant domestic and/or international markets and sales channels, and assess customer demand, competitors, pricing, positioning, market-entry requirements and readiness gaps. For rural tourism companies participating in jointly marketed products, this analysis may be undertaken at destination/product level, provided that the implications and readiness gaps for each participating company remain clearly identifiable;
- develop 1 company-specific costing and pricing model and alternative market/pricing scenarios for the selected companies, based on documented company data and assumptions. For rural tourism companies participating in jointly marketed products, company-level costing and pricing may be integrated into the package-level model, provided that each company's contribution, pricing assumptions and commercial implications remain clearly identifiable;
- validate with each selected company the priority markets, pricing assumptions and preferred scenario, and translate the selected scenario into market-specific commercial offers and realistic sales projections;
- document the findings in 1 Market Intelligence, Costing and Pricing Package for each selected company - up to 12 Packages;
- for each of the 7 agreed cluster-level actions, provide the market intelligence, costing, pricing or other market-access analysis necessary to support its implementation. For jointly marketed products or services, assess the relevant target markets, buyers or intermediaries, costing, pricing and commercial feasibility. For rural tourism products, this shall include, as relevant, priority source markets, tourism intermediaries and operational feasibility. For all clusters, this analysis may be incorporated into existing company or cluster-level materials and does not require a separate Market Intelligence, Costing and Pricing Package at cluster level.
- for tourism products involving both banks of the Nistru River, assess relevant access, payment, insurance, provider-responsibility and contingency arrangements.

Task 6: Buyer Identification, Business Matchmaking and Commercial Partnerships

The Service Provider shall connect selected non-tourism companies with relevant buyers and commercial partners and the rural tourism companies with relevant tourism intermediaries, while supporting agreed cluster-level actions.

- for each selected non-tourism company, prepare 1 target buyer and commercial partner profile. For each of the 2 rural tourism clusters, prepare 1 target tourism intermediary profile aligned with the agreed tourism products and priority source markets;
- develop and maintain a pipeline of at least 5 qualified and verifiable target contacts per selected non-tourism company and at least 5 qualified tourism intermediaries per rural tourism cluster. For financial proposal purposes, bidders shall assume 8 selected non-tourism companies, 2 tourism cluster pipelines and at least 50 qualified contact entries in total;
- for the non-tourism cluster companies, conduct targeted outreach and facilitate at least 3 substantive B2B meetings per selected company. For financial proposal purposes, bidders shall assume 8 selected non-tourism companies and at least 24 substantive B2B meetings in total;
- for each of the 2 rural tourism clusters, organize at least 1 familiarization visit, to the Republic of Moldova, in each cluster, with at least 4 qualified tourism intermediaries each. For financial proposal purposes, bidders shall assume 2 visits and up to 8 participant places in total. For the rural tourism clusters, the familiarization visits shall constitute the principal matchmaking activity and shall replace the company-level B2B meeting requirement above;

- support selected non-tourism companies in meeting preparation, negotiations and commercial follow-up. For rural tourism, support the CMO and participating providers in familiarization-visit preparation and commercial follow-up;
- support the implementation of at least 1 cluster-level action for each of the 7 clusters - at least 7 actions in total - using the planning, market intelligence, materials and buyer-engagement work already undertaken under Tasks 3-6. For the rural tourism clusters, the agreed joint tourism product and its promotion through the familiarization visit may constitute the required cluster-level action. This requirement does not imply an additional product, trade mission or event unless agreed with UNDP.
- document outreach, B2B and familiarization-visit outcomes, commercial interest and agreed follow-up actions.

For non-tourism companies, the same contact or B2B meeting may count for more than 1 selected company only where a distinct commercial opportunity and separate company-specific follow-up actions are documented and verifiable. For rural tourism clusters, the same tourism intermediary may engage with multiple participating providers where they form part of the same destination-based or multi-provider tourism product.

Task 7: Knowledge Sharing, Communication, Sustainability and Final Reporting

The Service Provider shall document results, provide communication-ready content, and progressively hand over company- and cluster-level tools, contacts and implementation knowledge.

- throughout implementation, collect and provide UNDP with communication-ready inputs on key milestones, achievements and results, including facts and figures, beneficiary perspectives/quotes and, where subject to consent, relevant photos, video or other supporting materials;
- prepare at least 4 communication-ready success story packages illustrating concrete results achieved by supported companies and/or clusters, including at least 1 story demonstrating cluster- or value-chain-level benefits. Each package shall include the proposed story angle, draft article text, a proposed scenario for a short video story, key facts and quotes, and identification of the relevant beneficiaries/stakeholders to be featured;
- facilitate UNDP's communication work by coordinating with the identified beneficiaries/stakeholders, obtaining their agreement to participate, and supporting arrangements for interviews, photography or filming by UNDP or its designated communication service provider. Photography, filming, video production and editing are not part of this assignment;
- prepare 1 practical handover package for each selected company – up to 12 packages – including the updated lead pipeline, follow-up calendar, key commercial materials/tools, internal responsibilities and recommendations for the following 6–12 months;
- maintain regular coordination with the CMO for each of the 7 clusters and prepare at least 1 cluster-level handover record for each agreed cluster-level action – at least 7 records in total;
- organize at least 1 final handover session for each of the 7 clusters and 1 final programme-level knowledge-sharing session;
- prepare 1 Final Report summarizing company- and cluster-level results, commercial progress (e.g. qualified contacts, offers, meetings, negotiations, listings, partnerships, contracts, bookings or sales), challenges, lessons learned, sustainability and handover arrangements, and recommendations for further follow-up. The Final Report shall include at least 3 good-practice cases, including at least 1 case demonstrating cluster- or value-chain-level benefits, highlighting approaches, lessons learned and practices with potential for replication.

To clarify how the assignment combines intensive company-level support with broader cluster-level benefits, the table below summarizes the 2 complementary implementation tracks, the relevant Task and the indicative timing. The 2 tracks are interlinked: company-level support shall, where feasible, contribute to wider opportunities for the relevant cluster and value chain, while each of the 7 clusters shall also benefit from dedicated cluster-level support.

Task	Individual company track	Cluster track	Indicative timing
Task 1 Inception Methodology and Assessment Framework	Methodology, assessment and interview tools, and market-engagement tracking tools for 21 candidate companies and selection of up to 12 companies (indicatively - up to 8 non-tourism and up to 4 rural tourism).	Initial consultation with the CMO and facilitator for each of the 7 clusters; stakeholder-engagement approach for cluster-level actions.	Month 1
Task 2 Company Assessment and Selection	21 candidate companies assessed - 3 per cluster; up to 12 companies selected by UNDP for intensive support.	Assessment findings discussed with the relevant CMO and facilitator for each of the 7 clusters.	Month 2
Task 3 Commercial Growth and Market Access Planning	1 Commercial Growth and Market Access Plan for each selected company - up to 12 Plans.	1 Cluster Market Access and Commercial Cooperation Note and at least 1 agreed cluster-level action for each of the 7 clusters.	Months 3-4
Task 4 Business Coaching and Commercial Capacity Development	At least 12 hours of individualized coaching per selected company (at least 144 hours in total for 12 companies) + commercial materials; tourism materials may be integrated into joint destination/product materials.	Targeted advisory support to the CMO and participating members, where needed to advance the agreed cluster-level action.	Months 4-10
Task 5 Market Intelligence, Costing and Pricing	1 Market Intelligence, Costing and Pricing Package for each selected company - up to 12 Packages; tourism analysis may be undertaken at destination/product level.	Market intelligence, costing, pricing or other market-access analysis needed to advance each of the 7 agreed cluster-level actions.	Months 4-9
Task 6 Buyer Identification, Business Matchmaking and Commercial Partnerships	Non-tourism companies: at least 5 qualified contacts and 3 substantive B2B meetings conducted per selected company.	Tourism: at least 5 qualified intermediaries and 1 familiarization visit in each tourism cluster. Support at least 1 agreed cluster-level action for each of the 7 clusters.	Months 6-11
Task 7 Knowledge Sharing, Communication, Sustainability and Final Reporting	Communication-ready inputs and success stories, and 1 practical handover package per selected company - up to 12 packages.	At least 1 cluster-level handover record and 1 final handover session for each of the 7 clusters.	Months 4-12; final Month 12

III. KEY ACTIVITIES, DELIVERABLES AND TENTATIVE TIMETABLE

This section provides summary of key activities, quantitative requirements, deliverables and indicative timing. Bidders shall refer to Section II, Scope of Work, for the detailed implementation requirements, definitions, sequencing and quality standards applicable to each task.

Unless otherwise agreed by UNDP, each deliverable shall include the supporting documentation needed to demonstrate completion. Each deliverable shall be revised in response to UNDP comments and shall be considered completed only upon written approval by UNDP.

#	Key activities and deliverables	Tentative timeframe
1	Task 1: Inception Methodology and Assessment Framework • Hold 1 inception meeting and at least 1 consultation for each of the 7 clusters. • Prepare the 12-month work plan, methodology and tools for assessing 21 companies - 3 per cluster - and selecting up to 12 companies, indicatively up to 8 non-tourism and up to 4 rural tourism companies. • Prepare the stakeholder-engagement approach, 1 structured interview guide, buyer/partner/intermediary pipeline and market-engagement tracking tools, and draft templates/tables of contents for the 5 standardized outputs. Deliverable 1: Inception Methodology and Assessment Framework Package • Records of 1 inception meeting and at least 7 cluster consultations. • 1 work plan and implementation schedule; • 1 assessment/selection methodology; • 1 set of assessment tools; • 1 interview guide; • buyer/partner/intermediary pipeline and market-engagement tracking tools; • stakeholder-engagement approach; • draft templates/tables of contents for 5 standardized outputs. Deliverable 1 shall be revised and approved by UNDP before Task 2 assessments commence.	Deliverable 1: Month 1 after contract signing
2	Task 2: Company Assessment and Selection • Conduct at least 1 structured interview with each of the 21 candidate companies and prepare 21 Commercial and Market Readiness Assessments. • Identify preliminary market-access pathways for each of the 21 companies. • Consult the CMO/facilitator for each of the 7 clusters and recommend up to 12 companies for intensive support, including up to 8 non-tourism companies and up to 4 rural tourism companies Based on the Service Provider's assessments and recommendations, UNDP shall make the final selection of the companies to receive intensive support. The indicative allocation is up to 2 companies per cluster; the distribution within these limits may be adjusted where justified by the assessment results and approved by UNDP. Deliverable 2: Company Assessment and Selection Report • 21 Commercial and Market Readiness Assessments and 1 completed scoring/selection matrix covering all 21 companies. • 21 preliminary market-access pathways and 1 recommended portfolio of up to 12 selected companies, with justification. • 1 summary of consultations covering all 7 clusters. Deliverable 2 shall be revised and approved by UNDP before Task 3 commences.	Deliverable 2: Month 2

3	Task 3: Commercial Growth and Market Access Planning • Prepare 1 Commercial Growth and Market Access Plan and implementation roadmap for each selected company – up to 12 Plans. • Identify at least 1 commercially justified cluster-level action for each of the 7 clusters – at least 7 actions in total, linked to company-level support and cluster priorities. • Prepare 1 Cluster Market Access and Commercial Cooperation Note for each of the 7 clusters, documenting the identified cluster-level action and its implementation arrangements. Deliverable 3: Commercial Growth and Market Access Planning Package • Up to 12 company Plans/roadmaps, validated by the respective companies. • 7 Cluster Notes, 1 per cluster, each identifying at least 1 cluster-level action and developed with the relevant CMO and stakeholders. Deliverable 3 shall be revised and approved by UNDP before full implementation of Tasks 4-6.	Deliverable 3: Months 3-4
4	Task 4: Business Coaching and Commercial Capacity Development • Prepare 1 coaching plan for each selected company - up to 12 plans - and provide at least 12 individualized coaching hours per company; bidders shall assume 12 companies and at least 144 hours in total. • Prepare for each selected company at least 1 company profile/pitch deck and at least 1 target-market-specific commercial offer, catalogue or equivalent sales tool; for rural tourism, these may be incorporated into joint destination/product materials. • Provide targeted advisory support linked to agreed cluster-level actions where needed and prepare at least 1 sales-ready product sheet for each agreed rural tourism cluster-level product. Deliverable 4: Commercial Capacity Development Report and Materials Package • Up to 12 coaching plans and corresponding session logs; evidence of at least 12 hours per selected company and at least 144 hours where 12 companies are selected. • For each selected company: at least 1 profile/pitch deck and at least 1 market-facing offer/catalogue or equivalent sales tool, or the relevant company content incorporated into agreed joint tourism materials. • At least 1 sales-ready product sheet for each agreed rural tourism cluster-level product, plus records of any cluster-level advisory support provided. Deliverable 4 shall be revised and approved by UNDP.	Deliverable 4: Months 4–10
5	Task 5: Market Intelligence, Costing and Pricing, and Market Access Readiness • For selected companies, conduct market intelligence and costing/pricing analysis; for rural tourism, common analysis and costing/pricing may be undertaken at destination/product level with company-specific implications clearly identified. • Validate the selected scenario and prepare 1 Market Intelligence, Costing and Pricing Package per selected company - up to 12 Packages. • Where relevant, incorporate market/costing analysis for joint cluster products; for the 2 rural tourism clusters, validate source markets, pricing and product feasibility. Deliverable 5: Market Intelligence, Costing and Pricing Package • Up to 12 company Packages, 1 per selected company, covering prioritized markets/channels, market-entry requirements, readiness gaps, costing/pricing, scenarios, selected scenario, commercial offers and sales projections; tourism Packages may draw on common destination/product-level analysis.	Deliverable 5: Months 4-9

	• Relevant analysis and validation for applicable joint cluster products, including tourism products. Deliverable 5 shall be revised and approved by UNDP before the relevant Task 6 buyer outreach commences.	
6	Task 6: Buyer Identification, Business Matchmaking and Commercial Partnerships • Prepare 1 buyer/partner profile per selected non-tourism company and 1 tourism intermediary profile per rural tourism cluster. Maintain at least 5 qualified contacts per selected non-tourism company and at least 5 qualified tourism intermediaries per tourism cluster; bidders shall assume 8 non-tourism companies and at least 50 contact entries in total. • Facilitate at least 3 substantive B2B meetings per selected non-tourism company; bidders shall assume 8 non-tourism companies and at least 24 meetings in total. • Support at least 1 agreed cluster-level action for each of the 7 clusters - at least 7 actions in total - using activities already foreseen under Tasks 3-6. • Organize 2 rural tourism familiarization visits, in the Republic of Moldova, one in each of the 2 tourism clusters, with at least 4 qualified tourism intermediaries per visit and up to 8 participant places in total. Deliverable 6: Business Matchmaking and Market Access Report • Buyer/partner profiles for selected non-tourism companies and 1 tourism intermediary profile per tourism cluster; pipelines with at least 5 qualified contacts per selected non-tourism company and at least 5 qualified tourism intermediaries per tourism cluster; at least 50 entries for financial proposal purposes. • Records of at least 3 substantive B2B meetings per selected non-tourism company and at least 24 meetings for financial proposal purposes. • Evidence of support to at least 7 cluster-level actions - at least 1 in each cluster. • Documentation of 2 rural tourism familiarization visits in the clusters, with at least 4 qualified tourism intermediaries per visit /up to 8 participant places in total. Deliverable 6 shall be revised and approved by UNDP.	Deliverable 6: Months 6-11
7	Task 7: Knowledge Sharing, Communication, Sustainability and Final Reporting • Provide communication-ready inputs on key milestones, achievements and results throughout implementation. • Prepare at least 4 communication-ready success stories, including at least 1 demonstrating cluster- or value-chain-level benefits. • Facilitate coordination with identified beneficiaries/stakeholders for interviews, photography or filming by UNDP. Photography, filming, video production and editing are not part of this assignment. • Prepare 1 handover package per selected company – up to 12 packages. • Maintain CMO coordination for all 7 clusters, prepare at least 7 cluster-level handover records and organize at least 7 final cluster handover sessions. • Organize 1 final programme-level knowledge-sharing session and prepare 1 Final Report, including at least 3 good-practice cases. Deliverable 7: Knowledge Sharing, Communication, Sustainability, Handover and Final Reporting Package • Communication-ready inputs on key milestones, achievements and results provided throughout implementation. • At least 4 communication-ready success stories, including at least 1 cluster/value-chain-level story. • Up to 12 company handover packages.	Deliverable 7: Months 4-12

• At least 7 cluster-level handover records; records of at least 7 final cluster handover sessions; • 1 final programme-level knowledge-sharing session. • 1 Final Report, including at least 3 good-practice cases, with at least 1 cluster/value-chain-level case.	
Deliverable 7 and all annexes shall be revised and approved by UNDP.	

IV. INSTITUTIONAL ARRANGEMENTS

- The Contractor will enter into a contract with UNDP for the services described in these Terms of Reference and will work under the overall supervision of the UNDP PRIM II Project Manager, in close coordination with the UNDP PRIM II Project Team, the relevant Cluster Management Organizations (CMOs), cluster facilitators and candidate or selected companies, as applicable.
- The Contractor shall maintain regular communication with the UNDP PRIM II Project Team throughout the assignment and shall organize/participate in inception, coordination, progress-review and other meetings requested by UNDP.
- The cluster facilitators will serve as the Contractor's principal local coordination counterparts. They will facilitate introductions to candidate and selected companies, CMOs and relevant local stakeholders; support access to available project and cluster information; advise on the local context; and support communication, scheduling and coordination at territorial level. Cluster facilitators will not be responsible for conducting company assessments, preparing technical outputs, identifying buyers or partners, organizing the substantive or logistical aspects of activities, or delivering contractual results. The Contractor shall remain fully responsible for the quality, timeliness, organization, logistical arrangements and documentation of all activities and outputs.
- The Contractor shall be responsible for organizing the meetings, coaching sessions, B2B matchmaking activities, rural tourism familiarization visits, final handover sessions and other activities required under the assignment. This includes participant coordination, preparation and distribution of materials, logistical arrangements, documentation of participation and results, and follow-up with relevant stakeholders.
- Unless expressly identified in the solicitation documents as a cost to be borne directly by UNDP, the Financial Proposal shall be all-inclusive and shall cover all costs required for full delivery of the assignment, including professional fees, costs related to the organization and implementation of the required activities, stakeholder engagement, materials, equipment, interpretation and translation, and other participation-related costs expressly required under the ToR. This shall include all costs associated with identifying, engaging and facilitating the participation of qualified international tourism intermediaries in the required rural tourism familiarization visits in the Republic of Moldova, including the necessary pre-visit preparation, commercial engagement and post-visit follow-up.
For pricing purposes, bidders shall assume the scope specified in the ToR, including 21 company assessments; 12 intensive-support companies, of which 8 shall be assumed to be non-tourism companies and 4 tourism companies; at least 144 individualized coaching hours; at least 50 qualified buyer/partner/intermediary contact entries; at least 24 substantive B2B meetings for the 8 selected non-tourism companies; at least 7 cluster-level actions; 2 rural tourism familiarization visits with at least 4 qualified tourism intermediaries per visit and up to 8 participant places in total; at least 4 success story packages; up to 12 company handover packages; at least 7 cluster-level handover records; at least 7 final cluster-level handover sessions; 1 final programme-level knowledge-sharing session; and 1 Final Report.
- The working language of the assignment shall be Romanian. Communication, coaching and working materials intended for candidate or selected companies shall be provided in Romanian or another language understood by the respective participants, including Russian where required. Formal reports and deliverables submitted to UNDP shall be prepared in English. Market-facing commercial materials shall be prepared in the language or languages required by the agreed target market.
- All information, commercial data, business plans, financial information, customer or partner lists and other confidential information obtained during the assignment shall be treated as strictly confidential and used solely for the purposes of implementing the assignment. The Contractor shall not disclose such information to third parties without the prior written consent of UNDP and, where the information relates to a company, the respective company.
- The sharing of commercially sensitive information among cluster members or other participating companies in connection with cluster-level actions shall be based on informed agreement and limited to the information necessary for implementing the agreed action.
- All reports, methodologies, analytical documents, training materials, commercial tools, market intelligence products, buyer, partner or tourism-intermediary pipelines and other outputs produced specifically under this assignment shall

become the property of UNDP, subject to the applicable contractual provisions. Pre-existing methodologies, tools or intellectual property of the Contractor shall remain the property of the Contractor. UNDP shall receive the rights necessary to use, reproduce, modify and distribute the deliverables produced under the assignment for project and programme purposes, while participating companies shall retain the right to use the company-specific plans, commercial materials and other outputs prepared for them for their own business operations.

- The Contractor shall ensure that all activities are implemented in accordance with the principles of gender equality, inclusion, transparency, environmental sustainability and responsible business conduct. The Contractor shall promote equitable access to the services provided under the assignment, including for women-led enterprises, and encourage commercially relevant cooperation among companies and other actors within the supported clusters.

V. REPORTING REQUIREMENTS

- Each deliverable shall be submitted to UNDP in accordance with the requirements, format, timeline and means of verification specified in these Terms of Reference, the UNDP-approved Task 1 methodology, work plan and output templates, and the Deliverables and Payment Schedule (to be determined at the moment of contract award).
- Each deliverable shall include, as relevant, a concise narrative summary of the activities undertaken, results achieved, challenges encountered, corrective or follow-up actions, conclusions and recommendations, together with the supporting documentation and evidence necessary to verify implementation and compliance with the applicable contractual requirements.
- Supporting documentation may include, as relevant, assessment tools and results, company validations, attendance records, agendas, coaching logs, Commercial Growth and Market Access Plans, Cluster Market Access and Commercial Cooperation Notes, market analyses, pricing tools, buyer/partner/intermediary pipelines, evidence of outreach, B2B meeting and familiarization-visit records, participant feedback, cluster-level action records, follow-up actions, commercial materials and other evidence required under the respective deliverable.
- The Contractor shall submit brief monthly operational updates by email, summarizing progress against the approved work plan, activities completed and planned, emerging company- and cluster-level results, implementation challenges, risks, required decisions and proposed corrective actions.
- Upon request, the Contractor shall submit brief ad hoc progress updates, clarifications or supporting information required by the UNDP PRIM II Project Team between formal reporting periods.
- The Final Report shall provide a consolidated account of the assignment, including activities implemented, results achieved at company and cluster level, documented commercial progress, challenges, lessons learned, sustainability and handover arrangements, and recommendations for further follow-up.
- Formal reports and deliverables submitted to UNDP shall be prepared in English. Annexes may be provided in Romanian or another language understood by the respective beneficiaries, including Russian where required.
- Deliverables that are incomplete, insufficiently documented or do not meet the requirements of these Terms of Reference may be returned to the Contractor for revision. The Contractor shall address UNDP comments and resubmit the revised deliverable within the timeframe agreed with UNDP.

VI. DURATION AND REVIEW ARRANGEMENTS

The estimated duration of the assignment is 12 months from the date of contract signature.

The implementation schedule shall be finalized under Task 1 and approved by UNDP. The schedule may be adjusted, subject to prior agreement with UNDP, where justified by implementation needs, company availability, market-related considerations, access to data, coordination with relevant counterparts or other external factors.

UNDP shall normally review submitted deliverables and provide consolidated comments or confirmation of acceptance within up to 14 working days from the date of receipt. Where revisions are requested, the review period for the revised deliverable shall commence upon its resubmission.

Any adjustment to the implementation schedule shall not relieve the Contractor of its obligation to complete the assignment within the contractual period unless a formal contract amendment or other written approval is issued by UNDP.

VII. COMMUNICATION AND VISIBILITY

Any public communication, publication, media content, event-related material or other public reference to UNDP, the UNDP PRIM II Project, its donors, partners, participating companies or activities implemented under this assignment shall be subject to prior approval by the UNDP PRIM II Project Team.

The Contractor shall apply the visibility requirements communicated by UNDP to relevant reports, presentations, publications, event materials, commercial or promotional products and other materials developed under the assignment. UNDP will provide the applicable logos, visual identity requirements, disclaimers and templates. The Contractor shall not issue public statements, publish company information, use company names or logos, or disseminate photographs, recordings, commercial materials or results generated under the assignment without the prior approval of UNDP and, where applicable, the consent of the respective company or participant. Communication and visibility activities shall respect confidentiality, data-protection requirements and the commercially sensitive nature of company-level information.

VIII. PRICE AND SCHEDULE OF PAYMENTS

The Financial Proposal shall be submitted as an all-inclusive amount covering all costs necessary for the complete and satisfactory delivery of the assignment, except for any costs expressly identified in the solicitation documents as being borne directly by UNDP.

Payments shall be made in instalments linked to the satisfactory completion and written acceptance of the deliverables specified in the Deliverables and Payment Schedule. The final payment schedule and corresponding percentages shall be agreed with the selected Contractor before contract signature and incorporated into the contract.

UNDP shall process payment following:

- satisfactory completion and written acceptance of the respective deliverable by the UNDP PRIM II Project Manager;
- submission of a correct invoice corresponding to the accepted deliverable; and
- submission of any additional supporting or contractual documentation required by UNDP.

No payment shall be due for activities or outputs that have not been completed, adequately documented and accepted by UNDP. Where a deliverable only partially meets the contractual requirements, UNDP may request its revision before acceptance.

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 A: PROPOSAL CONFIRMATION

Please acknowledge receipt of this RFP by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

To: Insert name of contact person Email: Insert contact person's email - do not enter secure proposal email address

From: Insert name of proposer

Subject RFP reference Click or tap here to enter text.

Check the appropriate box	Description
☐	YES , we intend to submit a proposal.
☐	NO , we are unable to submit a competitive proposal for the requested services at the moment

If you selected NO above, please state the reason(s) below:

Check applicable	Description
☐	The requested services are not within our range of supply
☐	We are unable to submit a competitive proposal for the requested services at the moment
☐	The requested services are not available at the moment
☐	We cannot meet the requested terms of reference
☐	The information provided for proposal purposes is insufficient
☐	Your RFP is too complicated
☐	Insufficient time is allowed to prepare a proposal
☐	We cannot meet the delivery requirements
☐	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc. Please provide details below.
☐	Sustainability criteria/requirements are too stringent (if applicable)
☐	We do not export
☐	We do not sell to the UN
☐	Your requirement is too small
☐	Our capacity is currently full
☐	We are closed during the holiday season
☐	We had to give priority to other clients' requests
☐	The person handling proposals is away from the office
☐	Other (please provide reasons below):
Further information: Click or tap here to enter text.	
☐	We would like to receive future RFPs for this type of services
☐	We don't want to receive RFPs for this type of services

Questions to the Supplier concerning the reasons for no proposal should be addressed to Click or tap here to enter text. phone Click or tap here to enter number., email Click or tap here to enter text..

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	☐
▪ Form D: Proposer information	☐
▪ Form E: Joint Venture/Consortium/Association Information	☐
▪ Form F: Eligibility and Qualification	☐
▪ Form G: Technical Proposal	☐
▪ Form H: CVs of proposed key personnel	☐
▪ Form I: Statements of exclusivity and availability for key personnel	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐
Have you provided the required documents in support of Form D: Proposer Information?	☐

Financial Proposal:

▪ Form J: Financial Proposal Submission	☐
▪ Form K: Financial Proposal	☐

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:	Click or tap here to enter text.		

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	
☐	☐	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.
☐	☐	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.
☐	☐	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.
☐	☐	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.
☐	☐	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.
☐	☐	Prohibitions and Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.

Yes	No	
☐	☐	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);
☐	☐	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.
☐	☐	Proposal Validity Period: I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.
☐	☐	I/We understand and recognize that you are not bound to accept any proposal you receive.
☐	☐	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	Click or tap here to enter text.
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?	☐ Yes ☐ 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?	☐ Yes ☐ 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	Tick all that apply and provide supporting documentation: ☐ Corporate Environmental Policy ☐ ISO 14001

14001 or ISO 14064 or equivalent? <i>(If yes, provide a Copy of the valid Certificate):</i>	☐ ISO 14064 ☐ Other, specify Click or tap here to enter text.
Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework? • 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.	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as: Tick all that are attached: ☐ Formal statement ☐ Sustainability report ☐ UN Global Compact Communication on Progress ☐ Other, specify Click or tap here to enter text.
Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other? <i>(If yes, please provide details and documentation]</i>	Click or tap here to enter text.
Is your company a member of the UN Global Compact?	Choose an item. If yes, please provide link to Global Compact profile: Click or tap here to enter text.
Bank Information	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.

Contact person that UNDP may contact for requests for clarifications during Proposal evaluation	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.
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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:	Click or tap here to enter text.		

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.

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)	Click or tap here to enter text.
--	----------------------------------

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:	Click or tap here to enter text.		

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

History of Non- Performing Contracts

☐ No non-performing contracts during the last 3 years			
☐ 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)

☐ No litigation history for the last 3 years			
☐ Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the **last 5 (five) years**.

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

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

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

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

Financial Standing

Annual Turnover for the last 3 years	Year 2025	Currency: USD	Amount
	Year 2024	Currency: USD	Amount
	Year 2023	Currency: USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	Historic information for the last 3 years		
	2023	2024	2025
	<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:

- Must reflect the financial situation of the Proposer or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- 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:	Click or tap here to enter text.		

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

Section 1: Proposer's qualification, capacity and expertise

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

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

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

1.4 Quality assurance procedures and risk mitigation measures.

1.5 Organization's commitment to sustainability.

Section 2: Proposed Methodology, Approach and Implementation Plan

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

2.1 A detailed description of the approach, conceptual framework and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered.

2.2 A detailed description of the Bidder's internal technical and quality assurance mechanisms and risks identified, if any.

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

2.4 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:	Click or tap here to enter text.		

Position (as per ToR)			
Personnel Information	Name:		
	Nationality:	Date of birth:	
	Language Proficiency:		
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.</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.

From	To	Company / Project / Position / Relevant technical and management experience
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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:	Click or tap here to enter text.		

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 Click or tap here to enter text. solicitation procedures and contracts and that the notification of award of contract to the Proposer may be rendered null and void.

Name: _____

Title: _____

Date: _____

Signature: _____



FORM J: FINANCIAL PROPOSAL SUBMISSION

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

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:	Click or tap here to enter text.		

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) or USD (US Dollars) for local suppliers and USD (US Dollars) for international suppliers, VAT exclusive

Table 1 Financial Proposal:

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: Inception Methodology and Assessment Framework Package	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel (if any)				
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Local transportation costs (if any)				
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Communication Expenses				
	<i>Add positions, as necessary</i>				Other costs (please specify)				
					<i>Add as necessary</i>				
			Sub-total 1			Sub-total 2			

	Total:								
Deliverable 2: Company Assessment and Selection Report	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel				
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Subsistence allowance				
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Local transportation costs				
	Add positions, as necessary				Communication				
					Other costs (specify)				
					Add as necessary				
		Sub-total 1			Sub-total 2				
	Total:								
Deliverable 3: Commercial Growth and Market Access Planning Package	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel (if any)				
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Local transportation costs (if any)				
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Communication Expenses				
	Add positions, as necessary				Other costs (please specify)				
					Add as necessary				

		Sub-total 1				Sub-total 2				
	Total:									
Deliverable 4: Commercial Capacity Development Report and Materials Package	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel					
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Subsistence allowance					
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Local transportation costs					
	Add positions, as necessary				Communication					
					Other costs (specify)					
					Add as necessary					
		Sub-total 1				Sub-total 2				
	Total:									
Deliverable 5: Market Intelligence, Costing and Pricing Package	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel					
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Subsistence allowance					
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Local transportation costs					
	Add positions, as necessary				Communication					

					Other costs (specify)				
					Add as necessary				
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 6: Business Matchmaking and Market Access Report	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel				
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Subsistence allowance				
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Local transportation costs				
	Add positions, as necessary				Communication				
					Other costs (specify)				
					Add as necessary				
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 7: Knowledge Sharing, Communication, Sustainability, Handover and Final Reporting Package	1 (one) Project Manager (Team Leader) – Commercial Growth and Market Access Expert				Travel				
	1 (one) Key Expert I – Market Intelligence, Costing and Pricing				Subsistence allowance				
	1 (one) Key Expert II – Sales Coaching, Business Matchmaking and Commercial Partnerships				Local transportation costs				

	Add positions, as necessary				Communication					
					Other costs (specify)					
					Add as necessary					
		Sub-total 1				Sub-total 2				
	Total:									