

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION**  
Request For Proposal

Reference: RFP No. **HQ-2025-000178**

Date: **September 23, 2025**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for implementation and support for the "e-Integrity" information platform for National Integrity Authority. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

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For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification RFP NO. HQ-2025-000178** in the subject section of your email.

Deadline for Submission of Proposals: On or before

**Date: November 4, 2025**

**Time: 15:00 hours Rome, Italy local time.**

Thank you and we look forward to receiving your quotation.

Sincerely yours,

International Development Law Organization | IDLO

Moldova Country Office

**ANNEX A  
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	<p>Proposals shall be nominated exclusively in <b>Euro</b>.</p> <p><i>Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Proposal	<p>The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Proposals	<p>The Proposal shall be addressed to IDLO on or before  <b>Date: November 4, 2025</b>  <b>Time: 15:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>All activities related to the implementation and support the "e-Integrity" information platform for National Integrity Authority shall be completed within 49,5 months, consisting of:</p> <ul style="list-style-type: none"> <li>• 13.5 months for the implementation of the 'e-Integrity' platform, and</li> <li>• 36 months for support and maintenance</li> </ul> <p>Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so.</p>

7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Proposal Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Bidder's Proposal divided into: <ol style="list-style-type: none"> <li>a. Technical Proposal (see Annex F1)</li> <li>b. Financial Proposal /Price Schedule (see Annex F2)</li> </ol> </li> </ol>
8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>Please mention <b>Clarification ITB NO. HQ-2025-000178</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring</p>

	<p>IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
<p>11. Technical Proposal</p>	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p><b>Proposed methodology</b>  This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named “<b>Technical Proposal</b>” and “<b>Financial Proposal</b>”.</p> <p>The “<b>Financial Proposal</b>” file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed</p>



	<p>the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: address <a href="mailto:tenders@idlo.int">tenders@idlo.int</a></p> <p>with the Subject: <b>“Technical Proposal for RFP No. HQ-2025-000178”</b> and with the Subject: <b>“Price Proposal for RFP No. HQ-2025-000178”</b></p> <p>before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> </ol>



	<p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
<p>14. Only One Proposal</p>	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>



15. Late Proposals	Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.
16. Validity Period of Proposals	All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Proposals</i>.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<p><input checked="" type="checkbox"/> Yes - A Bidder's conference will be conducted on <b>October 21, 2025, 13:00 Rome local time</b>. The Zoom link to join the conference will be provided upon request. Please send your request with the subject line: "Link to Bidder's Conference for RFP No. HQ-2025-000178" to the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a></p> <p>All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on IDLO's website and shared by email to Bidders that attended.</p>

	No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by

	IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO shall undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. This exercise is required and must be fully documented. It may include, but is not limited to, any or all of the following checks:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial</p>

	<p>Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> <li>- Technical Proposal -70%, - 700 points maximum,</li> <li>- Financial Proposal - 30%, - 300 points maximum.</li> </ul> <p><b>Technical Evaluation</b> The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p><b>Financial Evaluation</b> In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 300.</p>
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> <b>Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of services, 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.</b>
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Bid Protest Mechanism	Bidders that genuinely consider they have been treated unfairly in connection with the IDLO procurement process or that the

	<p>procurement process has not been conducted in accordance with the principles of fairness, transparency, and equal treatment may submit a formal protest to IDLO.</p> <p>To initiate a protest, suppliers must complete the <i>IDLO Supplier Bid Protest Form</i> provided at the following link and submit it via email at <a href="mailto:bidprotest@idlo.int">bidprotest@idlo.int</a> within ten (10) days after receiving a regret letter or email confirming that they were not successful: <a href="https://www.idlo.int/procurement/contact-feedback">https://www.idlo.int/procurement/contact-feedback</a></p> <p>All protests will be handled confidentially and impartially.</p>
34. Payment Terms	IDLO will make payment within <b>30 days</b> after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
35. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>
36. Liquidated Damages	<p><input checked="" type="checkbox"/> <b>Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</b></p> <p><b>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</b></p>
37. Partial Bid	<input checked="" type="checkbox"/> <b>Not permitted (All or Nothing)</b>

**ANNEX B  
TECHNICAL EVALUATION CRITERIA**

**Scoring Weight and Points**

Summary of Technical Proposal		Score Weight	Max. Points Obtainable
<b>A. Establishment and experience</b>		15%	105
A.1	Overall experience (at least seven years) in implementing information systems, with emphasis on relevance of prior projects to the scope and requirements of these ToR.	15%	25
A.2	Proven experience of the bidder in implementing information systems for government authorities in the Republic of Moldova – at least 2 successfully implemented governmental projects within the last 5 years, demonstrating relevance to the objectives and activities outlined in these ToR		40
A.3	Experience in integrating with governmental information systems and services of the Republic of Moldova – at least two government projects successfully implemented within the last five years, demonstrating effective integration.		40
<b>B. Methodology and Proposal</b>		25%	175
B.1	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget.	25%	25
B.2	The proposed methodology takes into account the assessment of the possible difficulties to be encountered - The inclusion of mitigation actions to address identified risks, in order to develop efficient and appropriate solutions, i.e. explanation how the Bidder will cope with multiple contracts/projects/assignments run in parallel with IDLO's.		25
B.3	Adequacy of the extent to which the proposed methodology approach and project plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail		50
B.4	The proposed methodology provides information on quality assurance system for the Contract/Framework Agreement.		25

B.5	Structure of the proposal		30
B.6	Clarity and conciseness of the language used in the proposal		10
B.7	Layout of the proposal including formatting		10
	<b>C. Implementation and Workplan</b>	45%	315
C.1	Demonstration of solid understanding of both functional and non-functional requirements and provision of comprehensive, well-structured responses addressing all of them.	45%	100
C.2	Clear vision of the data migration approach and process, including identification of potential risks and corresponding prevention or mitigation measures.		70
C.3	The bidder provides a clear and comprehensive description of the quality control approach and methodology applied to project deliverables.		50
C.4	The implementation plan is coherent and comprehensively addresses all project activities.		50
C.5	Bidder proposed the support and maintenance approach that fully matches corresponding requirements.		25
C.6	Reporting – Bidder proposes the reporting approach that comply with corresponding requirements and is adequate to complexity of the project.		20
	<b>D. Team Composition</b>	15%	105
D.1	The team composition and competencies align with the corresponding requirements.	15%	35
D.2	The roles of team members are clearly delineated and adequately documented.		10
D.3	Prior professional experience of the designated Project Manager as a business analyst or software/database developer.		25
D.4	Proven track record as a Project Manager in e-government projects, with a minimum of five years of relevant experience.		20
D.5	Industry-recognized project management certifications (e.g., PMP, Agile, PRINCE2) held by the designated project manager.		15
	<b>Total</b>	100%	700
	<b>Minimum Score to determine Pass/Fail</b>		490
	<b>Bidder's Score</b>		
	<b>Bidder Pass/Fail to proceed to opening of Financial Proposal</b>		

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## ANNEX C TERMS OF REFERENCE

### ADVANCING THE INTEGRITY AND TRANSPARENCY FOR A MODERN JUSTICE SECTOR PROJECT Re-engineering of „E-Integrity” platform for National Integrity Authority

#### A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

#### B. Background

The National Integrity Authority (hereinafter referred to as NIA) is an independent public authority. It operates at the national level as a unique structure (Law No. 132 of 17/06/2016).

NIA ensures integrity in the exercise of public functions or positions of public dignity and prevents corruption by conducting control over assets and personal interests, as well as overseeing compliance with the legal regime concerning conflicts of interest, incompatibilities, restrictions and limitations.

Currently, NIA uses the automated information system “e-Integritate,” developed in 2013 on the PHP platform. It was put into operation in 2016, following the establishment of the necessary legislative framework.

Due to changes in the legislative framework, architectural constraints, limited capacity for functional expansion, and limited integration with other state information systems, the current “e-Integritate” information system does not meet NIA's contemporary needs.

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After a detailed analysis, NIA and other stakeholders decided not to modify or extend the existing system but to develop a new information system based on the latest technologies and implementation approaches – the e-Integritate platform.

### C. Expected Output

This RFP is for **Re-engineering of „E-Integrity” platform for National Integrity Authority (including all accompanying documentation).**

The following outputs must be delivered under the expected Framework Agreement:

For Phase I (1<sup>st</sup> - 2<sup>nd</sup> months) – Planning and Design

- Project Management Plan
- Work Breakdown Structure
- Software Requirements Specifications
- Specifications for testing and production environments (both hardware and software)
- Bi-weekly reports
- Meeting minutes

For Phase II (3<sup>rd</sup> – 9<sup>th</sup> months) - Development

- Software Detailed Design
- Fully functional and tested re-engineered “e-Integrity” platform, running on testing and production environment in governmental cloud (MCloud). “e-Integrity” platform will fully match the Terms of Reference.
- Adequately documented “e-Integrity” platform’ source code together with all components required for its deployment and configuration (source code, updated during maintenance period will be provided as well)
- E-Integrity walkthrough and demo minutes
- Manuals and guides (user guides per every role; administration, deployment and troubleshooting manual)
- Bi-weekly reports
- Meeting minutes
- Data migration plan
- Documents, provided within Phase I – updated.

Phase III (10<sup>th</sup> month) – Data migration and preparation to piloting

- Data migration script
- Data migration report
- Disaster Recovery Plan
- Security, performance (load and stress) testing reports
- User Acceptance Testing plan and report
- Integration testing report
- Testing/production deployment reports
- Data migration guide
- Video guides
- Bi-weekly reports
- Meeting minutes

- 
- Updated source code
  - Training plan and agenda
  - Disaster Recovery Plan
  - All deliverables developed within Phase II – updated.

Phase IV (11<sup>th</sup> - 11.5<sup>th</sup> month) – Training

- Training reports
- Piloting plan
- Operational Acceptance Act
- All deliverables developed within Phase III – updated.

Phase V (11.5<sup>th</sup> – 13.5<sup>th</sup> months) – Piloting

- Piloting report
- All deliverables developed within Phase IV – updated.
- Final Acceptance Act

Phase VI (13.5<sup>th</sup> – 49.5<sup>th</sup> months) – Warranty and Maintenance

- Maintenance reports (monthly)

Supplier will provide all deliverables in accordance with Terms of Reference.

**D. Institutional Arrangement**

The two IDLO IT experts will supervise implementation of “e-Integrity” platform. Supplier will report bi-weekly and, additionally, by IDLO request. All deliverables will be provided in accordance with Terms of Reference.

**E. Duration of the Work**

The total duration of the project is 49.5 months, consisting of:

- 13.5 months for the implementation of the 'e-Integrity' platform, and
- 36 months for support and maintenance.

**F. Work Location**

Works will be performed in Customer’ location. The Contractor will be required to visit the beneficiary at their office located in Chişinău, Mitr Banulescu Bodoni str 25.

**G. Qualifications of the Successful Contractor**

The following minimum qualifications are mandatory requirements for an eligible contractor. Only bidders complying with all the below mentioned minimum qualifications will proceed to technical evaluation.

- At least 7 years of experience in software development.
- Residency in the Republic of Moldova.
- If the contractor is a representative of a non-Moldovan company, the local representative must have been a resident of Moldova for at least 3 years, and the parent company must have at least 7 years of experience in software development.

- The bidder must have advanced experience in developing complex IT solutions in the field of e-Government (G2G, G2B, G2C solutions).
- A track record of at least 3 successfully implemented e-government solutions of similar complexity within the last 5 years, with at least 2 implemented in the Republic of Moldova.
- The bidder must not be involved in any legal disputes in courts under the jurisdiction of the Republic of Moldova or any other country, related to its business activities or its relationships with clients or partners (self-attestation letter provided in Annex E).

The Contractor' development team must consist of individuals with experience and complementary skills. The Contractor must ensure at least the following team composition for the implementation of the "e-Integrity" platform:

- Project Manager - one person with at least 5 years of experience in the role managing the development and implementation of government information systems, of which at least 2 years must have been as an employee of the bidder.
- Business Analyst - one person with at least 5 years of experience in the role managing the development and implementation of government information systems, of which at least 2 years must have been as an employee of the bidder.
- Business Analyst with in-depth knowledge of Artificial Intelligence - one person with at least 5 years of experience in this role in designing and implementing information systems, with at least 2 projects where this specialist implemented Artificial Intelligence. For this position, it is very important to provide a detailed description of the tasks performed in the field of Artificial Intelligence.
- Senior Software/Database Developer - two persons with at least 5 years of experience in database programming and/or application logic development for web applications, of which at least 2 years must have been as an employee of the bidder.
- Mid-level Software/Database Developer - one person with at least 2 years of experience in database programming and/or application logic development for web applications.
- QA Specialist - one person with at least 3 years of experience in QA and testing
- System Engineer/DevOps - one person with at least 5 years of experience in technical support related to system platforms (OS, DBMS), including deployment and maintenance of CI/CD.
- Trainer - one person with at least 3 years of experience delivering non-technical training courses to end users in Romanian.
- Documentation Specialist - one person with at least 3 years of experience in preparing technical documentation and user manuals in Romanian (fluency in Romanian is a mandatory requirement).
- UI/UX designer - one person with at least 2 years of experience in user experience and user interface design.

The Contractor' key personnel assigned to the re-engineering of the "e-Integrity" platform must have successfully implemented at least two projects of similar or greater complexity, at least one of which must have been carried out while employed by the Contractor.

As part of the offer, the bidder is required to submit CVs for each member of the project team, including descriptions of the projects they have worked on.

It is recommended that the bidder also provide individual references for the team members, including contact details of the end users from the projects they were involved in, through which the references can be verified.

Interested legal entities must submit a technical and financial offer that includes the following:

- A detailed company profile, including a description of relevant experience, available human resources, managerial capacity, etc.;
- Copies of registration documents (copy of the registration certificate, VAT payer certificate, and company charter/statute);
- Copies of ISO 9001 / ISO 27001 certificates, if available;
- A certificate confirming the absence of debts to the state budget;
- The company's portfolio indicating similar implemented projects;
- A description of similar IT solutions that have been implemented;
- References from clients/beneficiaries for the past 5 years;
- CVs of key personnel involved in the project;
- A detailed technical proposal, including a breakdown of project activities and their estimated durations;
- Responses and comments regarding the functional and non-functional requirements specified in this Terms of Reference;
- A detailed financial offer (with a breakdown of costs by activity);
- Any other relevant documents.
- The bidder may be requested to provide additional documents.
- Possession of valid ISO 9001 and ISO 27001 certificates is a significant advantage.

#### H. Scope of Tender Price and Schedule of Payments

The bidder must provide pricing for the e-Integrity platform (including warranty and support services), all required deliverables, and any third-party software or hardware necessary for the proper functioning of the e-Integrity platform (costs for MCloud resources will not be included in the offer). The bidder must provide a detailed cost breakdown structure (at least per every phase).

NR	MILESTONE	TARGET COMPLETION TIMELINE
1	Provision of Phase I - Planning and Design	1 <sup>st</sup> - 2 <sup>nd</sup> months
2	Provision of Phase II - Development	3 <sup>rd</sup> - 9 <sup>th</sup> months
3	Provision of Phase III - Data migration and preparation to piloting	10 <sup>th</sup> month
4	Provision of Phase IV - Training	11 <sup>th</sup> - 11.5 <sup>th</sup> month
5	Provision of Phase V - Piloting	11.5 <sup>th</sup> - 13.5 <sup>th</sup> months
6	Provision of Phase VI - Warranty and Maintenance	13.5 <sup>th</sup> - 49.5 <sup>th</sup> months

Payment schedule for re-engineering e-Integrity platform according to completed targets and timelines (see table above):

NR	MILESTONE	PAYMENT SCHEDULE	% of total price (with exception of price for maintenance)
1	Provision of Phase I - Planning and Design	At the beginning of phase	10%
2	Provision of Phase II - Development	At the end of phase	60%
3	Provision of Phase III - Data migration and preparation to piloting	At the end of phase	10%
4	Provision of Phase IV - Training	At the end of phase	-
5	Provision of Phase V - Piloting	At the end of phase	20%

Payment schedule for warranty and maintenance of e-Integrity platform:

NR	MILESTONE	PAYMENT SCHEDULE	% of total price (maintenance cost to be paid 100%)
1	Provision of Phase VI - Warranty and Maintenance - 3 years after signing Final Acceptance Act.	At the end of Phase V - Piloting	100%

**I. Annexes to the TOR**

The full details of Terms of Reference are provided in "*Caietul de Sarcini e-Integritate V1.5*" - document in Romanian, attached to the present RFP.

**ANNEX D  
PROPOSAL SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for **[INSERT AMOUNT OF MONEY AND CURRENCY]** as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

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

Company/Organization: \_\_\_\_\_

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

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

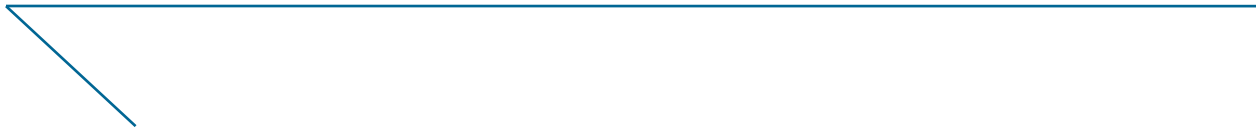
Date: **Select date**

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

*Duly authorized to sign this Proposal*

**ANNEX E  
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> <li>▪ A detailed company profile, including a description of relevant experience, available human resources, managerial capacity, etc.;</li> <li>▪ Copies of registration documents (copy of the registration certificate, VAT payer certificate, and company charter/statute);</li> <li>▪ Copies of ISO 9001 / ISO 27001 certificates, if available;</li> <li>▪ A certificate confirming the absence of debts to the state budget;</li> <li>▪ The company's portfolio indicating similar implemented projects;</li> <li>▪ A description of similar IT solutions that have been implemented;</li> </ul>		



	<ul style="list-style-type: none"><li>▪ References from clients/beneficiaries for the past 5 years;</li><li>▪ CVs of key personnel involved in the project;</li><li>▪ A detailed technical proposal, including a breakdown of project activities and their estimated durations;</li><li>▪ Responses and comments regarding the functional and non-functional requirements specified in this Terms of Reference;</li><li>▪ A detailed financial offer (with a breakdown of costs by activity);</li><li>▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years</li><li>▪ Self-attestation letter as provided in Annex E</li></ul>
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**SELF-ATTESTATION FORM**

I, undersigned, hereby attest that the Bidder is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization, the World Bank Group, or any other international organization, in accordance with ITB Annex A, Section 23.

I, undersigned, hereby attest that there has been no consistent history of court or arbitral award decisions against the Bidder for the last three years.

I, undersigned, hereby attest that the Bidder has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the Bidder that could impair its operations in the foreseeable future.

**Company/Organization**

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**Name**

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**Title**

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**Date**

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**Signature**

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## ANNEX F1- TECHNICAL PROPOSAL

### A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
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).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 7 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Experience in implementing government solutions in the Republic of Moldova, including integrations with MServices (MSign, MLog, MNotify, MPay, etc.) and government systems via the governmental data exchange platform MConnect.
6. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

#### Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>

<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i>	
	[Insert]	
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

**B. Methodology and proposal**

1. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
2. Explanation of the proposed overall methodology for producing the expected results of the TOR
3. Provide Preliminary Project Implementation Plan showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed
4. Please explain details of quality control points
5. Identify potential project risks and recommend effective mitigation strategies.
6. Present a clear vision for stakeholder management.
7. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

**C. Implementation and Workplan**

1. This section should demonstrate a bidder’ clear and comprehensive understanding of the functional and non-functional requirements, quality control measures, and all project implementation activities.
2. The proposed implementation plan is coherent and covers all project activities.
3. Bidder should provide a clear vision of the data migration approach and process, identify potential risks, and outline measures to prevent or mitigate them.
4. The support and maintenance approach is clearly defined and aligns with the requirements.
5. Project reporting approach aligns with requirements, Bidder proposed adequate communication approach.



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#### **D. Team Composition**

1. This section should demonstrate the composition of the proposed team and compliance with minimum team composition requirements.
2. Responsibilities of each team member are exhaustively and adequately defined.
3. Person, proposed for Project Manager Position has proven background of software/database developer or business analyst.
4. Team members have industry-recognized certifications.

## ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment or software license component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

	Description of Activity/Item	Estimated amount [EUR]
1	Provision of Phase I - Planning and Design	
2	Provision of Phase II - Development	
3	Provision of Phase III - Data migration and preparation to piloting	
4	Provision of Phase IV - Training	
5	Provision of Phase V - Piloting	
6	Provision of Phase VI - Warranty and Maintenance	
<b>TOTAL COST</b>		

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**ANNEX G**  
**IDLO SPECIAL CONDITIONS OF CONTRACT**

- a) The Contractor shall be responsible for all defects and deficiencies in work carried out in accordance with Annex 3 'TERMS OF REFERENCE' during the Warranty Period/Defect Liability Period.
- b) If during the Warranty Period/Defect Liability Period any defects or deficiencies are discovered in the normal course of usage, IDLO shall notify the Contractor in writing, and the Contractor shall remedy such defect(s) or deficiencies at its own cost. Such remedy is subject to written approval by the IDLO supervising engineer.

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**ANNEX H**  
**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES**  
**AND**  
**IDLO SUPPLIER CODE OF CONDUCT**

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>