



REQUEST FOR PROPOSALS (RfP13/00639) Clarification Questions and Answers (as of 8 April 2013)

Q1-a: Please specify if there should be one single winning offer for both management systems or distinct offers for each of the systems will be accepted?

Q1-b: Please specify if it is acceptable to split the offer in two lots, eg. – Lot 1: Quality Management System and Lot 2: Information Security Management System, with the possibility of bidding for only one lot?

A1: As per RFP conditions, UNDP is looking to contract one single company capable to provide the whole spectrum of services requested. This is aimed at reducing costs related to implementation of the contract, at simplifying the administrative burden for UNDP and at streamlining the communication between the Contractor and the beneficiary – the Moldovan CEC. UNDP may also contract a joint venture /consortium/ association of companies, which by joining forces are capable of providing the requested services in full. For more information, please refer to Section 2 C of the RfP, point 19 “Joint Venture, Consortium or Association”. Kindly note that in this case, as part of the Proposal, a consortium agreement should be attached, identifying the roles and responsibilities of each consortium member and nominating the consortium leader. Should such a consortium be selected as the winner of the competition, the contract will be signed with the consortium leader, which shall bear full responsibility for the complete and satisfactory delivery of requested services.

Q2: Data Sheet – Technical Proposal Evaluation – Expertise of the Firm / organization, point 1.4 – “Quality assurance mechanism in place, warranty”. Please explain the meaning of “warranty”. Our understanding is that ISO 9001:2008 certification is an accredited Certification System that will ensure conformity with this criterion. Is it correct?

A2: Under “Quality assurance mechanism in place, warranty” UNDP will evaluate the appropriateness of the company’s internal procedures and practices to ensure that the end product/service corresponds to the highest standards of quality, applicable in this industry. As for the warranty, the Proposer should explain how it guarantees that services provided would correspond to the proper level of quality.

Q3: How will the evaluation criteria in Form 1 “Expertise of the Firm / Organization” be calculated in case of a Proposal submitted by two or more companies, which form an association? Our understanding is that Points for each company will be cumulated until the maximum points allocated.

A3: In cases of Proposals submitted by an association (consortium) of companies or a joint venture, the requirements outlined in the solicitation documents shall be applicable **overall** to the association/consortium/joint venture and not to each of its members. In evaluating such Proposals, UNDP will score the ability of the consortium as a whole to comply with the requirements. However, please note that in assessing the experience of the consortium and specifically the number of years of experience, UNDP will look at the most experienced member of the consortium when points will be assigned, and will not cumulate the number of years of experience of the various consortium members. For example, under “Relevance of specialized technical knowledge and experience in designing and providing similar services”, one of the consortium members must prove to possess minimum 3 years of such experience and any additional years of experience of this member above 3 years will be scored accordingly. If other, less experienced members of the consortium possess similar experience, their years of experience will

not “add” points under this specific criterion. On the other hand, in assessing “Relevance of work for UN agencies” (which is a rather general evaluation criterion), UNDP will cumulate such working experience of all consortium members and will assign points based on how relevant this cumulated experience is vis-à-vis the requirements of the Terms of Reference.

Q4: The eligibility documents (ex: Certificate of Registration of business, including Articles of Incorporation, or equivalent document, Quality Certificates, etc.) and the recommendation letters are in Romanian language, is English translation necessary?

A4: The English language is the preferred language of the Proposal. As per Clause 13 of the Instruction to Proposers, *any printed literature furnished by the Proposer written in a language other than the language indicated in the Data Sheet, must be accompanied by a translation in the preferred language indicated in the Data Sheet.* The most important/critical parts of such documents should be translated. Please note that such translations **do not need** to be authenticated by notaries or authorized translators.