

Invitation for Bids (IFB)

May 7, 2020

Republic of Moldova

Modernization of Government Services Project

*Procurement of Information Systems
Application for unemployment registration
Payment of unemployment benefit*

Credit No. 6126-MD

Loan No. 8774-MD

IFB Number MD-EGA-70962-GO-RFB

1. This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) for this project that appeared in UNDB online on *July 28, 2017*.
2. The *Republic of Moldova* has received financing from the International Development Association (IDA) in the form of a “credit” (hereinafter called “credit”) and International Bank for Reconstruction and Development in the form of a “loan” (hereinafter called “loan”) (the “Bank”) toward the cost of *Modernization of Government Services project*, and it intends to apply part of the proceeds of this *financing* to payments under the agreement(s) resulting from this *IFB No. MD-EGA-70962-GO-RFB*
3. The *e-Governance Agency* serves as the implementing agency for the project and now invites sealed bids from eligible Bidders for Procurement of the following *two (2)* information systems in two lots. *Bidders may bid for one or more lots under this invitation. Each lot shall be evaluated separately, and contract shall be awarded per lot to the lowest evaluated Bidder:*
 - *Lot 1. Application for unemployment registration*

This Information System is intended to automate the measures in the field of application for unemployment registration and receiving the unemployment benefit.
 - *Lot 2. Unemployment eFile subsystem for Unemployment Benefit Recipients*

This Information subsystem aims to improve the business processes regarding the establishment and payment of the amount of unemployment benefit by the *National Social Insurance House (NSIH)*.
4. Bidding will be conducted using the International Competitive Bidding (ICB) procedures specified in the [*World Bank’s ‘Guidelines: Procurement of Goods, Works and Non-Consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers,’ dated January 2011 and revised July 2014,*](#) and is open to all Bidders eligible as defined in these Guidelines that meet the following minimum qualification criteria
 - (a) The bidder shall furnish documentary evidence that it meets the following financial requirements:
 - The average annual turnover of the Bidder should be not less than:

- **USD 150,000.00** (one hundred fifty thousand) for *Lot 1. Application for unemployment registration.*
- **USD 100,000.00** (one hundred thousand) for *Lot 2. Unemployment eFile subsystem for Unemployment Benefit Recipients.*

or equivalent, for the most recent three (3) years (2017, 2018, 2019) and this turnover must have been derived solely through the provision of Information Technology (IT) Systems and services. Where the Bidder is a Joint Venture the sum of all Partners' average turnover amounts may be used. Also, where the Bidder is a Joint Venture the Partner in charge must have had an average annual turnover equivalent to at least half of the amount required for the most recent three (3) years (2017, 2018, 2019), whereas the other partners shall have not less than fifteen percent (15%) of the total requirement.

The Bidder should provide audited financial statements and balance sheets for the last three complete financial years demonstrating the soundness of the Bidder's financial position and demonstrating that it has the financial resources necessary to handle the requirements of the proposed Contract.

Whenever the Bidder submits bids for more than one lot, the average annual turnover must be the sum of required annual turnover for each lot.

(b) Experience and technical capacity:

The bidder shall furnish documentary evidence (including information about the completed contracts and contact information of clients from whom the references could be taken or whom the Purchaser may, when necessary, visit to familiarize themselves with the systems put into operation by the Bidder) to demonstrate that it meets the following experience requirements:

- It should have been in operation for at least 5 years with an important part of its business being the provision of Information Technology (IT) Systems, including software and services.
- The bidder must have demonstrated experience in conducting at least 3 contracts of similar nature in the past 3 years.

(c) Staff qualification

The bidder project team must include at least the following staff qualifications:

- The Project Manager with at least 5 years proven tracked experience in the area of project management and at least three successfully delivered projects of similar complexity.
- At least two certified technical staff in the proposed solution with experience in installation of at least three (3) similar information systems.
- The proposed trainer(s) must have experience in training end-users and IT specialists under similar projects.

5. Interested eligible Bidders may obtain further information from ***E-Governance Agency*** and request the bidding documents at the address given below from ***09:00 to 17:00 hours.***

A pre-bid meeting which potential bidders may attend will be held on May 28, 2020.

6. A complete set of bidding documents in English may be obtained by interested bidders on the submission of a written application to the address below.
7. Bids must be submitted electronically to the e-mail address indicated below at or before **13:00 local time on June 18, 2020**. Late bids will be rejected. Bids will be opened electronically, and the Bidders' representatives will have the option to join the online opening via Microsoft Teams at **14:00 local time on June 18, 2020**.

Bids **need** to be secured **by a Bid-Securing Declaration**.

8. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts.

E-Governance Agency
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