

Invitation for Bids (IFB)

June 11, 2020

Republic of Moldova

Modernization of Government Services Project

Procurement of Information Systems

Determination of disability and work capacity

New functionalities for the Primary Healthcare Management System and the Hospital

Management System

Processing of Driving License Applications

Credit No. 6126-MD

Loan No. 8774-MD

IFB Number MD-EGA-172094-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-172094-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 **three (3)** information systems in three 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. Determination of disability and work capacity**

Following re-engineering of service for determination of disability and work capacity, the Purchaser seeks to implement a new information system (IS) to support the redesigned processes. The new IS will replace the current IS used by NCDDWC. This IS is intended to support the activities in the field of determining the disability and work capacity.
 - **Lot 2. New functionalities for the Primary Healthcare Management System and the Hospital Management System**

Upgrade of the Primary Healthcare Management System, Hospital Management System and Social Assistance Information System with additional features aimed to support provision of the government services for *determination of disability and work capacity and issuance of driving license*.
 - **Lot 3. Processing of Driving License Applications**

Following re-engineering of issuing the driver’s license service, the Purchaser seeks to implement a new IS to support the new designed processes pertaining to its area of competence. The scope of the procurement is to develop and implement the Register of

driving schools and trainees. This IS will provide relevant information to the Ministry of Education, Culture and Research, the National Agency for Quality Assurance in Education and Research and all the people that want to obtain a driving license.

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 400,000.00** (four hundred thousand) for *Lot 1. Determination of disability and work capacity.*
 - **USD 300,000.00** (three hundred thousand) for *Lot 2. New functionalities for the Primary Healthcare Management System and the Hospital Management System.*
 - **USD 200,000.00** (two hundred thousand) for *Lot 3. Processing of Driving License Applications.*

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 July 2, 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 ***July 23, 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 ***14:30 local time*** on ***July 23, 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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