

Annex 1 – Scope of Work (SoW):

Technical Supervision Services for Small and Medium Repair Works of Shelters and Community infrastructures in the Northern Regions of Moldova.

Norwegian Refugee Council (NRC) – Republic of Moldova

1. Introduction

This SoW is drawn up to select a company(s) that will provide certified services for technical supervision of:

- I. The rehabilitation works of shelters (houses) where displaced people from Ukraine or/and vulnerable families from the host community are residing and,
- II. The construction works of livelihood community infrastructures

The selected company will be responsible for monitoring the project's implementation, ensuring that all activities are carried out in accordance with the project objectives, technical specifications, and quality standards. This includes overseeing the execution of light and medium repair works of the shelters and of the livelihood community infrastructures in rural areas of the northern regions of Republic of Moldova, specifically in Ocnita, Briceni, Donduseni, Soroca, and Edinet.

The selected company undertakes full responsibility towards the Employer (NRC) and the project participants for the technical supervision of the execution of the rehabilitation works, the elaboration of the bills of quantities, the verification of all aspects related to the implementation of the project in terms of professionalism, and compliance with safety and quality standards.

During the execution of the rehabilitation works, the company responsible for the technical supervision will play a key role in ensuring quality. This company will adhere to the obligations according to the Law of Quality Assurance No. 721 (dated 02.02.1996), and the Government Ordinance No. 361 (dated 25.06.1996), which cover the quality assurance in construction, as well as other relevant regulations.

The project involves light and medium repair works without any intervention in the structure of the buildings. It is estimated that the technical supervisory service provider will oversee between 40 to 60 shelter units and 5 livelihood community infrastructure projects.

The technical supervision shall be carried out by the certified specialists, with the support from NRC Technical Officers throughout all stages of the project.

The tender encompasses two distinct lots (Lot 1 and Lot 2): i. Lot 1, the bidder offers technical supervisory services between 40 and 60 shelters where displaced people from Ukraine or/and vulnerable families from the host community are residing, in the north regions of the Republic of Moldova, ii. Lot 2, the bidders technical supervisory services for 5 livelihood community infrastructures, in the north regions of the Republic of Moldova.

2. NRC Technical Staff Role

The role of the NRC Technical Staff in the project implementation involves managerial functions and responsibilities, encompassing the following key duties:

1. Development, monitoring, and execution of the comprehensive activity plan for each individual project.
2. Collaborating as a team leader with the supplier's certified specialist to conduct periodic evaluations of ongoing projects.
3. Managing communications with project participants.
4. Reviewing and deciding on the acceptance or rejection of reports submitted by the supplier's certified specialist.
5. Refining internal reports based on those submitted by the supplier's certified specialist.
6. Preparing and submitting requests for payment.
7. Undertaking additional tasks related to the project and operational duties as assigned by the NRC.

3. Key responsibilities for the selected company

Key responsibilities for both Lots, Lot 1 and Lot 2, the technical supervisory service provider/bidder must:

- a. Provide consultancy and professional advisory assistance to NRC technical staff whenever necessary within the time frame of the contract, including but not limited to written or verbal communication, etc.
- b. Be responsible for fulfilling contractual obligations and complete with the rules and regulations established by national legislation.
- c. Jointly with the assigned NRC team to carry out the technical assessment of the selected buildings and their surroundings and prepare a technical report with recommendations for implementation of the works.
- d. Conduct site visits to assess existing conditions and evaluate the scope of the repair work.
- e. Conduct technical measurements on-site to private shelters units and community infrastructure sites, followed by the preparation of the bill of quantities based on the generic ones already prepared by the NRC technical staff.
- f. Offer technical supervision and guidance for light and medium repair works with the support of the NRC technical staff.
- g. Provide technical expertise and guidance to contractors and subcontractors throughout the construction process.
- h. Develop, review, and provide project work plans, bills of quantities, and schedules to ensure clarity and accuracy.
- i. Ensure control and adherence to relevant building codes, regulations, and safety standards for repair works on sites. Monitor the progress of construction/repairing activities and address any issues or concerns that arise to the relevant NRC technical staff.
- j. Collaborate with contractors, subcontractors, and stakeholders to achieve project objectives with the support from the NRC technical staff.
- k. Maintain accurate records of the project documentation, including reports, drawings, and change orders, which shall be delivered to NRC at the end of the project.
- l. Communicate effectively with project stakeholders to provide relevant updates upon NRC authorization and resolve any issues in a timely manner.
- m. Collect volumes, check estimates, and prepare reports for excluded and included work as required.
- n. Identify and address to NRC technical staff any deviations from the project plan or specifications from the contractors or/and subcontractors.
- o. Document observations, findings, and recommendations in detailed reports.
- p. Coordinate with project managers, engineers, and other stakeholders as needed.
- q. Resolve any technical issues or conflicts that may arise during the construction process with contractors, subcontractors or other relevant stakeholders.
- r. Take photographs of each phase of the rehabilitation works including the before and after the intervention, insuring project participants are not included in the picture
- s. Prepare and duly submit reports on and projections of financial and physical progress, technical issues, noncompliance, and contractual issues.
- t. Organize the final reception of the project.
- u. Submit a program-written report confirming that milestones under the design/construction contracts have been achieved, including the submission of Final Certification of Completion.

- v. Draw up and update the Register of Minutes of works carried out.
- w. All work should be carried out in consultation with, and pre-approved by, NRC staff.

4. Deliverables

It is estimated that the technical supervisory service provider will provide services for 40 to 60 shelters where displaced people from Ukraine or/and vulnerable families from the host community are residing.

To ensure the timely completion of the shelter rehabilitation project, it is planned to deploy **TWO teams**, each comprising an NRC technical staff and a contractor's technical supervisor. These teams will conduct site visits independently but simultaneously.

It is anticipated that each shelter will require three field visits per location. Given the geographical distribution across the Ocnita, Sorocea, Edineț, Briceni and Donduseni districts, it is expected that the technical teams will need to stay overnight. Accordingly, accommodations such as hotels and guesthouses will be utilized. Bidders whose headquarters are located outside the aforementioned districts must arrange for their own accommodations and daily allowances for their staff.

Table 1 with the estimated workload in the field:

60 shelters/locations	#	#	workload per day in the field	Week workload in the field planned for 3 days (Tuesday, Wednesday, Thursday)	Total workload in the field
1 team	30 shelters/locations	3 visits per location	1 day = 5 visits	3 days = 15 visits = 2 overnight stay	3 weeks 9 days 6 nights
2 team	30 shelters/locations	3 visits per location	1 day = 5 visits	3 days = 15 visits = 2 overnight stay	3 weeks 9 days 6 nights

For the 5 livelihood community infrastructures with an estimated workload per site of maximum **10 working days and 5 working days for deliverables**.

The selected company will be responsible for the delivery of the following deliverables:

A) Initial Report (First site visit for measures and bill of quantities preparation).

This report will provide, in stages, the conclusion regarding the confirmation that the proposed works do not affect the structure of the selected buildings, a summary of observations and measurements gathered during the initial site visit and recommendations regarding the specific type of repair work that must be carried out at the site visited. If necessary, the recommendations can also include additional investigation or test work that may be required based on the initial condition survey. The initial report must include the bill of quantities (BoQ) with a detailed breakdown of the quantities of materials and resources required for the specific site initially visited. The detailed BoQ will be generated by the supplier's technical supervisors based on the generic BoQ provided by NRC. The draft and the final version of the BoQ will be coordinated and approved by the NRC technical staff.

B) Special Reports

The special report, is provided any time as a proof of visit and if any, will highlight issues related to concerns about the quality, safety concerns, possible claims, or delays and will provide suggestions, comments and/or advice to NRC Project Manager and Project Coordinator.

C) Substantial Completion Report (applicable only for Lot 2)

The report should be submitted when the rehabilitation work is nearly finished. It will include an evaluation of the work completed by the contractor as detailed in the bills of quantities, and it will list any unfinished tasks, necessary tests, and defects that need to be fixed, along with a schedule for completing them. The Substantial Completion Report will also address any outstanding claims and issues recorded by the contractor in the Statement at Substantial Completion. Finally, the report must clearly state whether the rehabilitation works are accepted or not.

D) Final Report

The final report is the project's closeout document that should a description of activities at all stages, a compilation of key recommendations, and lessons learned throughout the project. Based on this report the NRC technical officer will provide the internal report and the Work Completion Certificate.

NOTE: All the deliverables shall be presented in Romanian language. However, the service provider might be requested to submit partially or fully the deliverables also in English language.

5. Qualifications

The selected company or a consortium of companies should possess the following qualifications:

1. Minimum of 3 years of experience in construction supervision or project management.
2. Strong knowledge of building codes, regulations, and construction standards.
3. Excellent communication, interpersonal and negotiation skills.
4. Ability to read and interpret construction plans, drawings, and specifications.
5. Certification as a professional technical supervisor engineer.
6. Skills in the development of specifications, quotations, technical specifications, inspection, and acceptance documents.
7. Strong analytical thinking.
8. Digital computer skills, especially Word and Excel. Knowledge of Microsoft Project and CAD is considered an advantage.
9. Fluency in Romanian and Russian, both written and spoken.
10. Knowledge of English and Ukrainian languages is an advantage, but highly preferable.

It is encouraged that the supplier of the technical supervisor services has more than one qualified specialist who is certified as a professional technical supervisor engineer.

6. Duration and Location

The requested services will be required for a period of up to 8 months, starting of the Contract Signing date which most probably will be the 1st of June 2024. The services will be performed at various locations within the northern regions of the Republic of Moldova.

7. Financial Offer

- The price for the services (offer) should include all stages of the works, the field visits, the reports and all deliverables requested by NRC, including all taxes, potential costs of accommodation, if needed, at the selected regions, translation costs, and all other charges excluding the transportation.

- The bidder will always be escorted to the site by the relevant NRC technical staff; thus NRC will provide transportation related to this project from regional NRC offices (Chisinau and Ocnita) to all selected locations.
- Prices and payments shall correspond to the deliverables received.
- After signing the contract with the winning bidder, NRC will not accept any claims of misunderstanding on behalf of the service provider as an excuse for not meeting the objectives.

The financial offer for Lot1, which covers technical supervisory services for 40 to 60 shelter units should include a single price per unit. The price will apply to the estimated implementation across 40 to 60 locations. The quotation should also contain separate pricing of any additional units if the number of sites exceeds the initial estimate.

The financial offer for Lot 2, which covers technical supervisory services for 5 sites of livelihood community infrastructures should include a single price per unit calculated as a percentage of the total amount of investment cost per location/project. The price must cover all costs, taxes and charges. As estimated for lot 2, individual project budget amounts are subject to variation. Bidders are requested to submit a proposal for specified range:

- a. 0.00 - 350,000.00 MDL;
- b. 350,001.00 - 700,000.00 MDL;
- c. 700,001.00 - 1,000,000.00 MDL.

Bidders can apply for a single Lot or both Lots at the same time. However, the LOTs will be evaluated separately.

8. Documents to be submitted

Bidders shall include the following documents in their quotation:

- 1) Request for Quotation Form, filled and signed;
- 2) Annex 1 – Scope of Work, signed;
- 3) Annex 2 – Technical information and references, filled and signed;
- 4) Annex 3 – Standard Ethical declaration, signed;
- 5) Company profile (short info up to 5 pages);
- 6) Copy of the Company's Registration Certificate issued not more than 3 months from the submission date;
- 7) Financial Statements for the past two years;
- 8) List of completed and/or ongoing contracts for similar technical surveyance for similar projects within the past two 2 years, indicating beneficiary (including contact details), contract amount, and period of execution;
- 9) List of qualified key personnel, together with CVs and professional certificates (valid at the date of presentation);

9. Quotation validity and period

Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.

10. Price variation

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.

11. Evaluation and Selection Criteria

Selection Criteria for Technical Supervision Services contract:

A. Administrative Compliance: Pass or fail.

Submission of all required supportive documents as per the bidder checklist and fulfillment of bidding form and content conditions.

B. Minimum Requirements: Pass or fail.

- a. Compliance to Scope of work conditions.
- b. Geographical Coverage: Ability to provide Technical Supervision Services in any of the northern regions of Moldova;
- c. Ability to provide TWO technical teams (certified specialists) who will be working on parallel (at the same time);
- d. Proven Experience: Minimum 3 years of experience in similar contracts or in the field;
- e. References: Ability to provide 2 reference letters with the possibility of being checked;
- f. Ability to provide company's Financial Statements for the past 2 years (2022-2023);
- g. Payment Terms: Ability to comply with NRC Payment Terms.

C. Technical Evaluation – 60 points

The Bidders will be evaluated based on the shortest Notice Period, i.e. the minimum notice period by NRC in order to request the service of the technical supervisor, as well as based on the reference check results.

D. Financial Evaluation – 40 points

The Lowest financial offer will be used as Benchmark to compare between the accepted bidders and to calculate the collected points.

Notes:

- Only bidders who pass Steps A and B above will qualify for the technical & financial evaluation.
- The winning bid will be selected based on the highest ranking among the accepted bids.

12. Partial Quotes

Bidders are required to complete at least 1 full LOT, Partial Quotes are not permitted.

13. Alternative Quotes

Bidders are required to submit only 1 quotation, Alternative Quotes are not permitted.

14. Payment Terms

Payment Terms mean the statement by a company about when and how it should be paid for goods or services that it has supplied. NRC prefers that payment will be made after the delivery within 30 days of receipt of goods/services, through bank transfer. Please confirm or provide your payment terms:

Yes: Preferred payment terms: after the delivery within 30 days of receipt of goods/services, through bank transfer

We hereby confirm our agreement to all above terms and conditions, declare that all the information mentioned by us in this document is true and in witness thereof we are signing here below:

Name / Position: Bogdan Sergiu- Administrator, Date: 30.05.2024

Signature: electronic Stamp: