



**REQUEST FOR QUOTATION (RFQ)
459-2019-UNDP-UKR-RFQ-RPP**

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| All Interested | DATE: June 26, 2019 |
| | REFERENCE: 459-2019-UNDP-UKR-RFQ-RPP |

Dear Sir / Madam:

We kindly request you to submit your quotation for **Design and Development of a Comprehensive Information Management System (IMS) for the UN RPP**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **11:59 (Kyiv time) July 12, 2019** and via *e-mail* to the address below:

**United Nations Development Programme
tenders.ua@undp.org
Procurement Unit**

Quotations submitted by email must be limited to a maximum of **5 MB**, virus-free and no more than 5 email transmissions. *Files larger than 5 MB will not be delivered and therefore the quotation will not be considered.* They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. *Please ensure that you received an autoreply from above-mentioned e-mail address indicating that the message was received.* Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned services:

| | | |
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| Delivery Terms [INCOTERMS 2010] | n/a | |
| Customs clearance, if needed, shall be done by: | n/a | |
| Exact Address/es of Delivery Location/s (identify all, if multiple) | n/a | |
| UNDP Preferred Freight Forwarder, if any | n/a | |
| Distribution of shipping documents (if using freight forwarder) | n/a | |
| Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP) | <input checked="" type="checkbox"/> estimated contract duration: about 5 months from contract starting date July-November 2019 | |
| Delivery Schedule | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required | |
| Packing Requirements | n/a | |
| Mode of Transport | <input type="checkbox"/> AIR | <input type="checkbox"/> LAND |
| | <input type="checkbox"/> SEA | <input type="checkbox"/> OTHER [pls. specify] |
| Preferred Currency of Quotation | <input checked="" type="checkbox"/> United States Dollars. Due to fluctuations in the national currency, it is recommended to indicate the price in dollars as risk mitigation measure. <input type="checkbox"/> Euro | |

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| | <input checked="" type="checkbox"/> Local Currency: UAH |
| Value Added Tax on Price Quotation | <input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes (VAT amount should be clearly indicated in a separate line) <input type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes |
| After-sales services required | <input checked="" type="checkbox"/> Warranty period: 3 years <input type="checkbox"/> Official manufacturer warranty <input type="checkbox"/> Availability of warranty service in Ukraine |
| Deadline for the Submission of Quotation | 11:59, Friday, July 12, 2019 Kyiv time |
| All documentations, including catalogs, instructions and operating manuals, shall be in this language | <input checked="" type="checkbox"/> English and / or <input type="checkbox"/> Russian and / or <input type="checkbox"/> Ukrainian |
| Documents to be submitted | <input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2 (Tables 1-6) and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants); <input checked="" type="checkbox"/> Letter of interest <input checked="" type="checkbox"/> Portfolio with at least three examples of developed information management systems, including interactive dashboards and data visuals. Description of experience (5 years in the field of software development and at least 5 similar projects implemented) <input checked="" type="checkbox"/> List of personal involved in contract implementation and their CVs <input checked="" type="checkbox"/> At least 2 references from previous customers for similar projects; <input checked="" type="checkbox"/> Copy of Latest Business Registration Certificate and Tax Registration certificate (not mandatory on submission stage but will be required if Offeror is selected for contract award); <input checked="" type="checkbox"/> Proposed schedule of activities <input checked="" type="checkbox"/> Financial proposal |
| Period of Validity of Quotes starting the Submission Date | <input checked="" type="checkbox"/> 60 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation. |
| Partial Quotes | <input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted |
| Payment Terms | <input type="checkbox"/> 100% upon complete delivery <input checked="" type="checkbox"/> Others: The contractor is invited to assess the complexity of work on the implementation by each of these Deliverables, and to offer the customer the preferred percentage of the total proposed value of the contract. Proposed by UNDP payment schedule: <ul style="list-style-type: none"> • 25% of the total payment upon completion of Deliverable №1 • 25% of the total payment upon completion of Deliverable №2 • 35% of the total payment upon completion of Deliverable №3 • 15% of the total payment upon completion of Deliverable №4 |

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| Evaluation Criteria | <input checked="" type="checkbox"/> Technical responsiveness/Full compliance with requirements and lowest price ¹ <i>Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below criteria/requirement/s:</i> Administrative Requirements: <ul style="list-style-type: none"> ✓ Offers must be submitted within the stipulated deadline ✓ Offers must meet required Offer Validity ✓ Offers have been signed by the proper authority ✓ Offers include requested company/organization documentation as mentioned above in «Documents to be submitted section" ✓ Offers must comply with general administrative requirements: <ul style="list-style-type: none"> a. An officially registered organization; b. At least 5 years in the field of software development and at least 5 similar projects implemented (preferably at the international level); c. Proven experience in developing information management systems, interactive dashboards and data visualization (at least 3 products submitted for review); d. Previous experience of work in Ukraine or other eastern European countries will be an advantage; e. Availability of human resources: The project team shall include, at least, a Team Lead, an IMS Engineer, database and/or UI designer and IMS programmers; f. At least 2 references from previous customers for similar projects should be provided. g. Personal CVs of the Project Team, including information about past experience in similar projects / assignments. <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions: https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf |
| UNDP will award to: | <input checked="" type="checkbox"/> One supplier <input type="checkbox"/> One or more Supplier, depending on the following factors: |
| Type of Contract to be Signed | <input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Goods and/or Services |
| Special conditions of Contract | <input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days <input checked="" type="checkbox"/> Others Liquidated damages: up to 0.1% of total contract amount per each day of delay may be applied on discretion of UNDP. |
| Conditions for Release of Payment | <input checked="" type="checkbox"/> Mutual Written Acceptance of Goods/Services based on full compliance with RFQ requirements. Upon provision of originals of invoice, act of acceptance and tax invoice (if applicable). |
| Annexes to this RFQ | <input checked="" type="checkbox"/> Term of References (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link: https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. <input checked="" type="checkbox"/> Contract for goods and/or services (Annex 3) |
| Contact Person for Inquiries (Written inquiries only) | <i>Procurement Unit</i> <i>UNDP Ukraine</i> <i>procurement.ua@undp.org, +38 044 2539363</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |

Goods/services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

¹ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods/services in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods/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.

Any Purchase Order/Contract that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <https://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP 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 RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link: <https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/UN%20supplier%20code%20of%20conduct.pdf>

Thank you and we look forward to receiving your quotation.

Sincerely yours,
Sukhrob Kakharov Mr. Sukhrob Kakharov
Operations Manager
UNDP Ukraine
June 26, 2019

A.D.

Terms of Reference

Project title: The United Nations Recovery and Peacebuilding Programme (UN RPP)

Description of the assignment: Design and Development of a Comprehensive Information Management System (IMS) for the UN RPP

Country/place of implementation: Ukraine

Expected travel locations: two trips to Kyiv and Kramatorsk (Donetsk Oblast, GCA), up to 15 working days in total

Starting date of the assignment: July, 2019

End date of the assignment: 30 November, 2019

Expected duration of assignment: 5 months

Direct supervisor: Programme Manager, UN RPP

I. BACKGROUND

The ongoing conflict in eastern Ukraine has had a direct and highly negative impact on social cohesion, resilience, livelihoods, community security, and the rule of law. Recognizing the need to urgently address reconstruction, economic recovery and peacebuilding needs in areas affected both directly and indirectly by the conflict, in late 2014 the Government of Ukraine requested technical assistance and financial support from the international community to assess priority recovery needs. In late 2014, the United Nations, the World Bank and the European Union conducted a Recovery and Peacebuilding Assessment, which was endorsed by the Cabinet of Ministers in mid-2015.

UNDP has been active and present in eastern Ukraine for the past decade, prior to the conflict, with a focus on community development, civil society development, and environmental protection. Work on addressing the specific conflict-related development challenges discussed above built on this earlier engagement and established partnerships and started in 2015 through the Recovery and Peacebuilding Programme (RPP), a multi-donor funded framework programme formulated and led by the United Nations Development Programme (UNDP) in collaboration with the Government of Ukraine and in cooperation with a number of partnering UN agencies (UN Women, FAO, UNFPA).

The RPP was designed to respond to and mitigate the causes and effects of the conflict. It is based on findings of the Recovery and Peacebuilding Assessment (RPA) and is aligned to the State Target Programme for Recovery as well as to the two oblast development strategies up to 2020. The RPP involves three pillars for action: 1) restoration of infrastructure and economic recovery; 2) support to local governance and related capacity building; and 3) social resilience and peacebuilding. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Portfolio, operating nationally and in all of Ukraine's regions and is consistent with the SDGs, in particular SDG 16 (Peace, Justice and Strong institutions).

As an area-based programme specifically developed for the conflict-affected areas of eastern Ukraine, the RPP addresses the key stabilization, peacebuilding, economic and governance priority needs in eastern Ukraine following the start of the conflict. It takes into account the opportunities that have arisen from the Minsk Protocol of September 2014 and the renewal of its cease-fire provisions (the latest cease-fire having been agreed in March 2018) and is also fully adjusted to the humanitarian-development nexus.

The Programme's interventions are grouped under the following key Programme components, which reflect the region's priority needs:

Component 1: *Economic Recovery and Restoration of Critical Infrastructure*

Component 2: *Local Governance and Decentralization Reform*

Component 3: *Community Security and Social Cohesion*

The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. With the current project, it is a unifying interventions framework for 9 projects funded by 10 international partners.

In October 2018, four UN agencies (UNDP, UN Women, FAO and the UNFPA) have countersigned a new joint project document, funded by the European Union. The overall objective of the project is to restore effective governance and promote reconciliation in crisis-affected communities of Donetsk and Luhansk regions of Ukraine thereby enhancing the credibility and legitimacy of local governments in the government-controlled areas of the regions. It will contribute to peace-building and the prevention of further conflict in Ukraine through effective and accountable decentralization, gender-responsive recovery planning and equal access to services, as well as enhanced community security and social cohesion. This endeavor will be achieved through the pursuit of the following specific objectives:

1. Improved regional and local government capacity in recovery planning and service delivery, that is gender-responsive, participatory and in line with decentralization and local government reform agenda.
2. Enhanced community security for people in conflict-affected areas, with a focus on IDPs and host communities.
3. Social cohesion restored and strengthened between local authorities and communities, including IDPs.
4. Enhanced capacity of gender equality advocates and women affected by conflict to demand accountability and transparency on local decision-making and spending.

RPP's high volume of activities and sub-activities requires a robust tool to retain and organize significant amounts of data, produced within its framework. With this goal in mind, a full-fledged IMS system needs to be developed to support the implementation of the UN RPP projects in its target communities to achieve accurate and timely management of data across multiple locations and teams. It will also ensure the consistency of data and statistics that are used for communication and reporting. For this purpose, UN RPP is looking for applications from companies with portable IMS solutions that can be adapted to its specific needs, as well as from companies with previous experience of execution of similar projects in the development or humanitarian contexts.

II. MAIN GOALS AND OBJECTIVES

The overall goal of this assignment is to design, develop and deploy a customized IMS for the UN RPP. The IMS is the name of the information technology system created to collect, organize and store data produced by the UN Recovery and Peacebuilding Programme, as well as to track Programme's progress against the key performance indicators (please see Annex A for the indicative scope of the UN RPP).

Under the direct supervision of the Monitoring & Evaluation and Innovation Specialist and overall guidance from the RPP Programme Manager, the contractor shall implement the following tasks:

- To conduct an initial assessment of the work process and business process mapping of the UN RPP;
- To develop a prototype with required specification and design of an IMS;
- To develop, deploy and test an IMS;
- To complete the Stabilization and User Acceptance Testing of the preliminary version of an IMS, collect the feedback from the UN RPP test group and incorporate it in the updated version of the software;
- To produce a detailed user manual on the use and maintenance of an IMS, accompanied by both screenshots and application tooltips;
- To facilitate capacity building workshops for the UN RPP staff on the use and maintenance of an IMS.

The proposed IMS shall adhere to the following technical requirements and contain the next features, but not limited to:

- *Data Storage*: ability to store significant amounts of data, including various types of documentation, photos and multimedia. The minimum required formats are the following: .avi, .csv, .doc, .docx, .jpg, .mov, .mp4,

- .pdf, .png, .ppt, .pptx, .sav, .txt, .wmv, .xls, .xlsx. The system is also expected to contain different programme's libraries and registries;
- *Type of software*: web-based application that can be used from any computer with no special software or hardware requirements;
 - *Optimization*: IMS should be compatible with Chrome, Mozilla Firefox and Safari (*optional*) browsers and support different screen sizes. It should be also available on Android and iOS mobile devices and tablets.
 - *Virtual Server*: IMS is supposed to be based on a cloud platform. All administration, maintenance, back-up, upgrades and server deployment should be a full responsibility of the contractor, hosting must be paid for the period of three years;
 - *Levels of Access*: each group of users is supposed to have a role, which determines what they can do and what they can see on the platform; the users should have unique usernames for data entry and access. The exact groups of users will be identified during the Business Process Mapping exercise (Stage 1);
 - *Input validation*: Error messages, required fields and auto-fill options should be pre-installed in data entry forms, all changes made by the user should be continuously auto-saved (*optional*). Full data edit history should be available for users with admin rights;
 - *Language*: User interface, navigation tools and functionality should be available in English and Ukrainian (*optional*) and be able to process encoded Cyrillic characters and texts;
 - *Data Export*: Users should have an option to export relevant IMS data into .csv and .xlsx formats;
 - *Automated Reporting*: Custom reports that will include basic data analysis, narrative descriptions and visuals can be generated automatically using up-to-date data from the IMS, saved and exported into .pdf and .docx formats;
 - *User Interface (UI)*: The contractor is responsible for selecting and maintaining the most suitable visual aesthetics and UI of the IMS; design must be consistent with the capacities of the end-users and must be approved by the UN RPP;
 - *Logframes and Indicators*: IMS should have a dedicated module for projects' results frameworks, containing specific outcomes, outputs or indicators (disaggregated at different levels, based on meta data); designated users are supposed to be able to assign different categories and sub-categories to data;
 - *Mapping and Data Visualization*: the IMS is expected to provide geospatial analysis of performance data and the ability to layer different types of data on maps that can be saved and exported into different formats (.png, .pdf, .ai, .eps, .jpg, etc.); geographic codes of target areas will be provided by the UN RPP;
 - *Integration*: IMS can be integrated with other systems through API (e.g. MS SharePoint);
 - *Personalized Dashboards*: Interactive dashboards are updated with real-time data and allow each user to choose and configure what their dashboard should display from available performance indicators, maps, tables, graphs, etc. using Microsoft Power BI or similar tools;
 - *Registries/Databases*: IMS should contain different types of registries with unique identifiers for all objects within registries. An IMS should include separate modules for: a) events; b) participants (individuals); c) beneficiaries (organizations and businesses); d) trainers; e) target communities; f) partners;
 - *Calendar*: IMS should contain an interactive personalized calendar of events with pre-assigned meta data that will allow to filter these events by type, location, responsible person, etc. The calendar should have an option to be linked with personal calendars, including Google calendar and Outlook;
 - *Online Evaluation/Feedback Forms*: IMS is expected to include or be synchronized with existing online evaluation forms for conducting surveys. The users should be able to create and edit surveys, export survey data, and get access to basic analytics of the obtained results;
 - *Offline Evaluation/Feedback Forms*: IMS should allow uploading of scanned copies of offline feedback forms of pre-determined format that can be transformed into electronic data records (*preferred*). Alternatively, the IMS should allow manual entry of individual responses;
 - *Search*: IMS should contain an internal search function to simplify access to its records and objects within registries, based on meta data and key words;
 - *Scalability*: IMS should have a capacity to grow in terms of additional data, users, registries, functions, projects and geographies;

- *Loading time*: IMS should run optimally (page load up to 5 sec) on a PC connected to a network with minimum bandwidth of 10 Mbps;
- *Security*: the contractor is expected to protect against the threat of malicious activity by adopting industry standard security and encryption methods, e.g. using SSL for interactions between the IMS and a cloud server;
- *Confidentiality*: all personal data should be protected and accessible only to those with authorized access;
- *Customization*: IMS should contain custom branding of the UN RPP, its partnering agencies and donors.

III. SCOPE OF WORK AND EXPECTED OUTPUTS

Within the period of five months, the contractor must implement the following activities approved by the UNDP:

Stage 1:

Business Process Mapping and Prototype Development. To conduct an initial assessment of the work process and business process mapping of the UN RPP. Assess how different units and agencies produce data and information, how it is stored, identify responsible actors and arrangements. The analysis of the existing framework for information management will allow to identify the gaps and weaknesses in information management that need to be addressed. A ten-days in-person visit to Kyiv and Kramatorsk (Donetsk Oblast) is envisaged for this purpose. Understand the demand and needs of the UN RPP and propose technical solutions that can be realized through the IMS. After the initial overview, the contractor is expected to propose the required specification and design of an IMS, based on the insights collected during the business process mapping exercise. As a result, the contractor is expected to develop a first prototype and suggest a detailed schedule of activities (with milestones) describing all phases of project implementation, both should be formally approved by the UN RPP Programme Manager.

Estimated implementation period: 6 weeks

Stage 2:

Portal Development, Deployment and Testing. During this period, the contractor is expected to develop an IMS that will provide effective and efficient data management for the UN RPP, in line with technical requirements described in Part II. Tests and pilots should be held before launch to identify and eliminate potential errors. Provide a progress report on the development of an IMS, which should be formally approved by the UN RPP Programme Manager. A preliminary version of an IMS is developed and shared with the UN RPP.

Estimated implementation period: 9 weeks

Stage 3:

Stabilization & User Acceptance Testing (UAT). The contractor is expected to demonstrate an IMS to the UN RPP staff members selected for UAT and collect their feedback. During this stage, the respective UN RPP staff should test the abovementioned version of an IMS in line with what can occur in real-life scenarios and with real data. Based on this information, the contractor should adjust the tool and run additional tests. Provide a final report on project completion, which should be formally approved by the UN RPP Programme Manager. From this time, the final product, intellectual property and documentation will be under the UN RPP ownership.

Estimated implementation period: 5 weeks

Stage 4:

User Manual and Training. After completion of the previous stages and approval of the post-testing version of an IMS, the contractor will be responsible for capacity building of different audiences of the UN RPP on effective and efficient use of the information management system. For this purpose, the contractor should produce a detailed user manual on use and maintenance of the IMS, accompanied by both screenshots and application tooltips. At the same time, several in-person training workshops will be organized to train the UN RPP staff on use and maintenance

of the IMS, as well as best practices of information management. A five-days in-person visit to Kyiv and Kramatorsk (Donetsk Oblast) is envisaged for this purpose. Training report and user manual shall be provided and formally approved by the UN RPP Programme Manager.

Estimated implementation period: 2 weeks

Stage 5:

Technical support. The contractor shall render all support activities related to the post-development maintenance until the three-year warranty period expires:

- a) troubleshooting at both application level and user level;
- b) assist designated focal users in operation of the IMS;
- c) fixation of bugs, incorporation of minor changes and updates.

The critical bugs must be fixed within 5 working days. Technical support services for a period of 3 years after completion of the work should be included in the financial proposal.

Estimated implementation period: 3 years after completion of Stage 4

IV. REQUIREMENTS FOR MONITORING/REPORTING

The contractor must provide the necessary information, reports and statistics according to a pre-established schedule or as quickly as possible (within an acceptable period of time). In particular, the contractor has to prepare and submit to the UN RPP:

- A prototype description with required specification and design of an IMS, and a detailed schedule of activities (with milestones) describing all phases of project implementation to certify the completion of Stage 1 of the assignment;
- A progress report on the development of an IMS, during the development, deployment and testing stage to certify the completion of Stage 2 of the assignment;
- A final report on project completion that will describe the all the previous stages, as well as UAT process and follow-up actions from the contractor to certify the completion of Stage 3 of the assignment;
- A copy of user manual and a training report to certify the completion of Stage 4 of the assignment.

All reports and documents shall be produced in English and transmitted electronically (in .pdf). Each task performed by the contractor will be assessed by the UN RPP team and shall obtain a formal approval from the UN RPP Programme Manager.

The following deliverables will be provided by the contractor:

| No | Deliverable | Anticipated date of completion |
|----|---|--|
| 1. | Completed initial assessment of the work process and business process mapping of the UN RPP. A prototype description with required specification and design of an IMS, and a detailed schedule of activities (with milestones) describing all phases of project implementation is submitted and approved by the UN RPP Programme Manager. | Up to 6 weeks after the start of the assignment |
| 2. | Portal Development, Deployment and Testing. A progress report on the development of an IMS is submitted and approved by the UN RPP Programme Manager. A preliminary version of an IMS is developed and shared with the UN RPP. | Up to 14 weeks after the start of the assignment |

| | | |
|----|---|--|
| 3. | Stabilization & User Acceptance Testing of the preliminary version of an IMS. The feedback from the UN RPP test group is incorporated into the next version of an IMS. A final report on project completion and an updated IMS are shared and approved by the UN RPP Programme Manager. | Up to 18 weeks after the start of the assignment |
| 4. | Detailed user manual for the developed IMS is submitted and approved by the UN RPP Programme Manager. Designated staff members of the UN RPP are trained on use and maintenance of the IMS, as well as best practices of information management. | Up to 20 weeks after the start of the assignment |
| 5. | Warranty period. The contractor shall render all support activities related to the post-development maintenance until the three-year warranty period expires. | For the period of 3 years after the completion of output 4 |

UNDP will pay the negotiated amount in 4 tranches as per delivery of the outputs outlined above:

- 25% of the total payment upon completion of Deliverable №1
- 25% of the total payment upon completion of Deliverable №2
- 35% of the total payment upon completion of Deliverable №3
- 15% of the total payment upon completion of Deliverable №4

V. EXPERIENCE AND QUALIFICATION REQUIREMENTS

- An officially registered organization;
- At least 5 years in the field of software development and at least 5 similar projects implemented (preferably at the international level);
- Proven experience in developing information management systems, interactive dashboards and data visualization (at least 3 products submitted for review);
- Previous experience of work in Ukraine or other eastern European countries will be an advantage;
- Availability of human resources: The project team shall include, at least, a Team Lead, an IMS Engineer, database and/or UI designer and IMS programmers;
- At least 2 references from previous customers for similar projects should be provided.

CVs should be provided for each team member with the proposal.

Requirements to the members of the project team:

Team Leader:

- At least Bachelor's degree in Computer Science, IT, Economics, Marketing, Public Administration or a relevant field;
- At least 5 years of IT project management experience (preferably at the international level);
- At least 5 similar projects in the field of information management systems development successfully completed (preferably at the international level);
- Working knowledge of English, knowledge of Ukrainian or Russian would be an advantage;

IMS Engineer:

- At least Bachelor's degree in Computer Science, IT or a relevant field;
- At least 5 years of software development experience (preferably at the international level);
- At least 5 similar projects in the field of information management systems development successfully completed (preferably at the international level);

- Working knowledge of English, knowledge of Ukrainian or Russian would be an advantage;

Database and/or UI designer:

- At least Bachelor's degree in Computer Science, IT, Design or a relevant field;
- At least 5 years of database or UI design experience (preferably at the international level);
- At least 5 similar projects in the field of information management systems development successfully completed (preferably at the international level);
- Working knowledge of English, knowledge of Ukrainian or Russian would be an advantage;

IMS programmers:

- At least Bachelor's degree in Computer Science, IT or a relevant field;
- At least 3 years of software development experience;
- At least 3 similar projects in the field of information management systems development successfully completed;
- Working knowledge of English, knowledge of Ukrainian or Russian would be an advantage;

VI. DOCUMENTS REQUIRED FROM THE PARTICIPANTS:

Bidders must submit the following documents:

1. Technical proposal:
 - 1.1 Letter of interest
 - 1.2 Organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants)
 - 1.3 Portfolio with at least three examples of developed information management systems, including interactive dashboards and data visuals. Description of experience (5 years in the field of software development and at least 5 similar projects implemented):

| # | Client | Project implementation | | Total price of the project (USD) | Description |
|-----|--------|------------------------|-------------|----------------------------------|-------------|
| | | Starting date | Ending date | | |
| 1 | | | | | |
| ... | | | | | |

- 1.4 At least 2 references from previous customers for similar projects;

- 1.5 Proposed schedule of activities:

| # | Name of activity | Starting date | Implementation period |
|---|------------------|---------------|-----------------------|
| | | | |
| | | | |
| | | | |

- 1.6 List of personal involved in contract implementation and their CVs:

| # | Name | Qualification | Work experience in accordance with indicated qualification, years | Position in the project team |
|---|------|---------------|---|------------------------------|
| | | | | |
| | | | | |

2. FINANCIAL PROPOSAL

Bidders should submit their proposals in the following format. All costs associated with the implementation of services should be included in the financial proposal (for example, travel expenses, business trips, staff salaries, accommodation, etc.).

| No. | Output description | % | Price, currency |
|-----|---|---|-----------------|
| 1 | Completed initial assessment of the work process and business process mapping of the UN RPP. A prototype description with required specification and design of an IMS, and a detailed schedule of activities (with milestones) describing all phases of project implementation is submitted and approved by the UN RPP Programme Manager. | | |
| 2 | Portal Development, Deployment and Testing. A progress report on the development of an IMS is submitted and approved by the UN RPP Programme Manager. A preliminary version of an IMS is developed and shared with the UN RPP. | | |
| 3 | Stabilization & User Acceptance Testing of the preliminary version of an IMS. The feedback from the UN RPP test group is incorporated into the next version of an IMS. A final report on project completion and an updated IMS are shared and approved by the UN RPP Programme Manager. | | |
| 4 | Detailed user manual for the developed IMS is submitted and approved by the UN RPP Programme Manager. Designated staff members of the UN RPP are trained on use and maintenance of the IMS, as well as best practices of information management. | | |
| | | | VAT |
| | | | TOTAL: |

VII. EVALUATION METHOD:

Lowest price and technically compliant offer.

The contract shall be awarded to the offeror with the lowest price among technically responsive offers. Technical eligibility will be assessed on a pass/fail basis against the above criteria.

Contract award shall be made to the Contractor whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, fully meeting qualification criteria below:
 - Officially registered organization – Pass/Fail.
 - At least 5 years in the field of software development and at least 5 similar projects implemented (preferably at the international level) – Pass/Fail.
 - Proven experience in developing information management systems, interactive dashboards and data visualization (at least 3 products submitted for review) – Pass/Fail.
 - Availability of human resources – Pass/Fail.
 - At least 2 references for similar projects from previous Employers – Pass/Fail.
- b) offering the lowest price.

Estimated size of the UN RPP

Number of Partnering UN Agencies: 4 (FAO, UNDP, UNFPA, UN Women)

Implementation Period: 2019 – 2022

Number of donors: 10

Number of Offices: 8 (Dnipro, Kramatorsk, Kharkiv, Kyiv, Mariupol, Sievierodonetsk, Zaporizhzhia and Zhytomyr)

Available bandwidth: at least 10 Mbps in all offices

Number of Target Oblasts: 6 (Dnipropetrovsk, Donetsk, Kharkiv, Luhansk, Zaporizhzhia and Zhytomyr)

Number of Target Communities: up to 70 locations in the selected oblasts

Number of staff/users: over 100 people

Number of RBM focal points with additional rights in the IMS: up to 20 people

Expected Number of main indicators monitored: over 200 (at different levels of disaggregation)

Expected Number of secondary indicators monitored: over 500 (at different levels of disaggregation)

Expected Number of events: over 2,500

Expected Number of direct beneficiaries (individuals): over 25,000 people

Expected Number of direct beneficiaries (grantees): up to 2,000 businesses and NGOs supported

FORM FOR SUBMITTING SUPPLIER'S QUOTATION²
(This Form must be submitted only using the Supplier's Official Letterhead/Stationery³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. 459-2019-UNDP-UKR-RFQ-RPP:

TABLE 1: BRIEF COMPANY PROFILE

| BRIEF COMPANY PROFILE | |
|--|---|
| The Supplier must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following: | |
| Full registration name | |
| Year of foundation | |
| Legal status | If Consortium, please provide written confirmation from each member |
| Legal address | |
| Actual address | |
| Bank information | |
| VAT payer status | |
| Contact person name | |
| Contact person email | |
| Contact person phone | |
| Company's core activities | |
| Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any); | Please indicate here |
| Business Licenses – Registration Papers, Tax Payment Certification, etc | |
| Certificates and Accreditation | Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. |
| Please provide contact details of at least 3 previous partners for reference | Please attach the signed reference letters (if any). |
| Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. | Please confirm (Answers: Yes, we are in the list/No, we are not in the list) |

² This serves as a guide to the Supplier in preparing the quotation and price schedule.

³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

TABLE 2: Portfolio with at least three examples of developed information management systems, including interactive dashboards and data visuals. Description of experience (5 years in the field of software development and at least 5 similar projects implemented):

| # | Client | Project implementation | | Total price of the project (USD) | Description |
|-----|--------|------------------------|-------------|----------------------------------|-------------|
| | | Starting date | Ending date | | |
| 1 | | | | | |
| ... | | | | | |

TABLE 3: Proposed schedule of activities:

| # | Name of activity | Starting date | Implementation period |
|-----|------------------|---------------|-----------------------|
| 1 | | | |
| 2 | | | |
| ... | | | |

TABLE 4: List of personal involved in contract implementation and their CVs:

| # | Name | Qualification | Work experience in accordance with indicated qualification, years | Position in the project team |
|-----|------|---------------|---|------------------------------|
| 1 | | | | |
| ... | | | | |

TABLE 5: Price offer

| # | Output description | % | Price, currency |
|---|---|---|-----------------------------------|
| 1 | Completed initial assessment of the work process and business process mapping of the UN RPP. A prototype description with required specification and design of an IMS, and a detailed schedule of activities (with milestones) describing all phases of project implementation is submitted and approved by the UN RPP Programme Manager. | | |
| 2 | Portal Development, Deployment and Testing. A progress report on the development of an IMS is submitted and approved by the UN RPP Programme Manager. A preliminary version of an IMS is developed and shared with the UN RPP. | | |
| 3 | Stabilization & User Acceptance Testing of the preliminary version of an IMS. The feedback from the UN RPP test group is incorporated into the next version of an IMS. A final report on project completion and an updated IMS are shared and approved by the UN RPP Programme Manager. | | |
| 4 | Detailed user manual for the developed IMS is submitted and approved by the UN RPP Programme Manager. Designated staff members of the UN RPP are trained on use and maintenance of the IMS, as well as best practices of information management. | | |
| | | | VAT: |
| | | | TOTAL ALL INCLUSIVE PRICE: |

TABLE 6: Offer to Comply with Other Conditions and Related Requirements

| Other Information pertaining to our Quotation are as follows: | Your Responses | | |
|---|----------------------------|-----------------------------|---|
| | <i>Yes, we will comply</i> | <i>No, we cannot comply</i> | <i>If you cannot comply, pls. indicate counter proposal</i> |
| Delivery time (up to 20 weeks from contract signature) | | | |
| Compliance with Terms of references requirements | | | |
| Validity of Quotation (min. 60 days) | | | |
| All Provisions of the UNDP General Terms and Conditions. https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf | | | |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]

[Designation]

[Date]

Model Contract

| | |
|--|--|
|  <i>Empowered lives. Resilient nations.</i> |  <i>Empowered lives. Resilient nations.</i> |
| Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та <hr/> | Contract for Goods and/or Services Between the United Nations Development Programme and <hr/> |
| 1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна | 1. Country Where Goods Will be Delivered and/or Services Will be Provided: Ukraine |
| 2. ПРООН <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата: | 2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> direct contracting Number and Date: |
| 3. Посилання на номер договору (напр., номер присудження договору): | 3. Contract Reference (e.g. Contract Award Number): |
| 4. Довгострокова угода: Ні | 4. Long Term Agreement: No |
| 5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги | 5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services |
| 6. Тип Послуг: | 6. Type of Services: |
| 7. Дата початку Договору: | 7. Contract Starting Date: |
| 8. Дата завершення Договору: | 8. Contract Ending Date: |
| 9. Загальна сума Договору: 9a. Передплата: Не застосовується | 9. Total Contract Amount: 9a. Advance Payment: Not applicable |
| 10. Загальна вартість Товарів та/або Послуг: <input type="checkbox"/> менше 50 000 дол. США (лише Послуги) – застосовуються Загальні умови ПРООН для базових (незначних) договорів <input type="checkbox"/> менше 50 000 дол. США (Товари <i>або</i> Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари <i>та/або</i> Послуги) – застосовуються Загальні умови ПРООН для договорів | 10. Total Value of Goods and/or Services: <input type="checkbox"/> below US\$50,000 (Services only) – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <input type="checkbox"/> below US\$50,000 (Goods or Goods and Services) – UNDP General Terms and Conditions for Contracts apply <input type="checkbox"/> equal to or above US\$50,000 (Goods and/or Services) – UNDP General Terms and Conditions for Contracts apply |
| 11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат | 11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement |
| 12. Назва(Ім'я) Підприємця: | 12. Contractor's Name: |
| 13. Ім'я контактної особи Підприємця: Посада: керівник Адреса: Номер телефону: Факс: Email: | 13. Contractor's Contact Person's Name: Title Address: Telephone number: Fax: Email: |
| 14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: +380 508002879 Email: | 14. UNDP Contact Person's Name: Title: Address: Telephone number Email: |
| 15. Банківський рахунок Підприємця, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ | 15. Contractor's Bank Account to which payments will be transferred: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU |

| | |
|--|---|
| <p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p> | <p>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p>IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p> |
| <p>Від імені Підрядника / For the Contractor</p> | <p>Від імені ПРООН / For UNDP</p> |
| <p>Підпис / Signature:</p> | <p>Підпис / Signature:</p> |
| <p>Ім'я / Name:</p> | <p>Ім'я / Name:</p> |
| <p>Посада / Title:</p> | <p>Посада / Title:</p> |
| <p>Дата / Date:</p> | <p>Дата / Date:</p> |