



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: November 12, 2019
	REFERENCE: 518-2019-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services **on Mobile Applications and Web Information Platforms Development with GPS Tracker and SMS Notification Systems for Donetsk and Luhansk Oblasts.**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **23:59 AM (Kyiv time) Monday, November 25, 2019** and via email to the address below:

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

Your Proposal must be expressed in the **English or Ukrainian or Russian**, and valid for a minimum period of **90 days**.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

NB. The Offeror shall create 2 archive files (*.zip format only!): one should include *technical proposal*, another one should include *financial proposal* and be encrypted with password. Both files should be attached to the email letter.

During evaluation process only technically compliant companies will be officially asked by UNDP procurement unit via email to provide password to archive with financial proposal. Please do not include the password either to email letter or technical proposal and disclose before official request.

Messages should **not exceed 8 MB in size**. Offers larger than 8 MB should be split into several messages and each message subject should indicate "part x of y" besides the marking mentioned in the announcement and the solicitation documents. Messages larger than 8 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **"518-2019-UNDP-UKR-RFP-RPP"** and **on Mobile Applications and Web Information Platforms Development with GPS Tracker and SMS Notification Systems for Donetsk and Luhansk Oblasts. .**

Body of the message should include: **Name of the offeror**

Archive files should be marked as: **Technical proposal** and **Financial proposal**

Note: if the email letters or archive files are not marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal's misplacement or premature opening.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal. 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, 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link:

<http://www.undp.org/content/dam/undp/img/corporate/procurement/UN%20Supplier%20Code%20of%20Conduct.pdf>

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Sukhrob Kakharov

Mr. Sukhrob Kaharov,
Operations Manager

UNDP Ukraine
November 12, 2019

A.D.

Description of Requirements

Project name:	"Recovery and Peacebuilding Program"
Brief Description of the Required Services	As part of the project, there are plans to engage a Contractor for developing Intuitive Geo-localization and Information platform (IGIP) and mobile GPS localisation application and SMS notification system (hereinafter – Contractor). This Information platform (IGIP) and mobile GPS localisation application and SMS notification system will ensure connection and interaction between mobile TsNAPs, beneficiaries and main TsNAPs and will provide relevant information to the beneficiaries. Two identical IT solutions must be developed one for Donetsk and one for Luhansk oblasts.
The overall objective	The main goal of the assignment is to develop a fully Intuitive Geo-localization and Information platform (IGIP) and mobile GPS localisation application and SMS notification system for improving accessibility, timeliness, and quality of administrative and legal aid services for the women and men most affected by the conflict along the contact line in Donetsk and Luhansk oblasts.
Person to Supervise the Work/Performance of the Service Provider	Local Governance and Administrative Services Specialist
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to the proposed timeframe specified in the attached TOR
Target start date	November 2019
Target completion date	February 2020
Travels Expected	According to TOR attached
Special Security Requirements	n/a
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The Program does not provide premises, equipment, supporting personnel, services or logistic support
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: http://treasury.un.org <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable

	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	<p>Pre-Bidding Conference will be held on 18th of November 2019 at 3 pm via Skype.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: procurement.ua@undp.org</p> <p>Attn: Procurement Unit</p> <p>Subject: 518-2019-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<p>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:</p> <ol style="list-style-type: none"> 1. After achieving of the result of the Stage 1 and submission of the Inception Report – 20%; 2. After achieving of the result of the Stage 2 and submission of the First Interim Report – 20%; 3. After achieving of the result of the Stage 3 and submission of the Second Interim Report– 50%; 4. After achievement of the Stage 4,5 and submission of the Final Report – 10%. <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ol style="list-style-type: none"> a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; b) Receipt of invoice from the Contractor.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Local Governance and Administrative Services Specialist
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <u>This is a mandatory criterion and cannot be deleted regardless of the</u>

	<u>nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p>Technical Proposal (70%)</p> <ul style="list-style-type: none"> ☑ Experience of the company/organization submitting the proposal 30% ☑ Proposed work plan, methodology and approach 30% ☑ Personnel and invited experts/consultants 40% <p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<ul style="list-style-type: none"> ☑ One and only one Contractor ☐ One or more Contractors, depending on the following factors:
Annexes to this RFP	<ul style="list-style-type: none"> ☑ Form for Submission of Proposal (Annex 2) ☑ General Terms and Conditions / Special Conditions - Available through the Link: https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html ☑ Detailed TOR and Evaluation Criteria (Annex 3) ☑ Contract for professional services template (Annex 4)
Contact Person for Inquiries (Written inquiries only) ¹	<p><i>Procurement Unit</i> <i>UNDP Ukraine</i> <i>procurement.ua@undp.org</i></p> <p>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.</p>
Documents to be submitted in proposal	<ul style="list-style-type: none"> ☑ Dully filled in and Signed Form for Submission of Proposal (Annex 2). ☑ Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided;. ☑ Copies of other licenses or certificates (if any). ☑ Technical proposal with a proposed schedule of work, methodology and step-by-step implementation plan. ☑ CVs of the project team members, including information about the experience on implementing the similar projects / objectives (references should be provided). ☑ Minimum 2 references on similar projects from previous clients. ☑ Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Other Information Related to the RFP

Administrative Requirements:

Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirement/s:

- ✓ 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, including documentation regarding the company/organization's legal status and registration

✓ Offers must comply with general administrative requirements:

- A company with a valid registration (for Ukrainian companies – company should be registered in the territory controlled by the government of Ukraine).
- Minimum annual turnover for any 2 years within 2016 to 2019: USD 25,000
- At least 3 projects of a similar nature completed over the past 4 years (software and mobile application development on Android and iOS, developing of web sites).
- Availability of qualified engineering (HTML, Java Script and CSS), designer and technical staff to perform the work.
- Experience in developing applications related to GPS tracking (Geo-information services, Geo-location services).
- Experience in Website development for local authorities
- Previous experience in Development of TsNAP services will be an asset
- Experience in developing SMS notification systems will be an asset.
- Experience in Website Hosting and Maintenance.

Requirements to the members of the project team:

Team Leader:

- Bachelor's degree in Computer Science, IT, Economics, Marketing, Public Administration, Management, Engineer or a relevant field;
- At least 5 years of IT project management experience;
- At least 3 projects of a similar nature successfully completed
- Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage;

Software Engineer:

- Bachelor's degree in Computer Science, IT, Engineer or a relevant field;
- At least 5 years of software development experience;
- At least 3 similar projects in the field of software/application/ web platforms development successfully completed;
- Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage;

Database and/or UI designer:

- Bachelor's degree in Computer Science, IT, Design, Art, Engineer or a relevant field;
- At least 4 years of database or UI design experience;

	<ul style="list-style-type: none"> ▪ At least 3 similar projects in the field of software/application/ web platforms development successfully completed; ▪ Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; <p>Software programmer:</p> <ul style="list-style-type: none"> ▪ Bachelor's degree in Computer Science, IT, Engineer or a relevant field; ▪ At least 3 years of software development experience; ▪ At least 3 similar projects in the field of software/application/ web platforms development successfully completed; ▪ Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; <p>Other information is available on http://procurement-notice.undp.org; For the information, please contact procurement.ua@undp.org.</p>
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Annex 2**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 518-2019-UNDP-UKR-RFP-RPP dated 11/12/2019, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

BRIEF COMPANY PROFILE	
The Service Provider 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/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here

² This serves as a guide to the Service Provider in preparing the Proposal.

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

Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
Latest Audited Financial Statement or Financial results (2015 -2016)	Copies of income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation
Track Record performed within the last 2 years	Please indicate here the List of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; Brief description of previous products developed by the company (list);
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology, and expected deliverables, implementation schedule for each deliverable/output will be appropriate to the local conditions and context of the work.

Must include:

- 1. A letter of interest / offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company.**
- 2. A work plan with the proposed work schedule indicating the persons responsible for each area of activity.**
- 3. Brief description of the assignment implementation methodology**

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services; description of roles of key personnel (Team Leader, Key experts);***
- b) CVs demonstrating qualifications, experience and language skills of Team Leader and Key Experts as well as contact details for referees;***
- e) Written confirmation from each team member that they are available for the entire duration of the contract.***

- 1) Project Team Leader**
- 2) Key experts**

Financial Proposal

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

A. Cost Breakdown per Deliverables*

The key steps and a description of the results that must be obtained in the specified time frames are listed below.

The contractor is invited to assess the complexity of work on the implementation by each of these stages, and to offer the customer the preferred percentage of the total proposed value of the agreement.

Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Amount, currency, excl. VAT
Delivery of output/stage 1		
Delivery of output /stage 2		
Delivery of outputs/stage 3		
Delivery of outputs/stage 4,5		
Total (please indicate currency)	100%	

**This shall be the basis of the payment tranches*

B. Cost Breakdown by Cost Component:

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Nº	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency, excluding VAT
1	Personnel				
1.1	Team Leader	month of work			
1.2	Software Engineer	month of work			
1.3	Database and/or UI designer	month of work			
1.4	Software programmer	month of work			
...	...				
2	Technical support service for 12 month period				
3	Administration Costs (if necessary)				
3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
3.3					
...					
4	Travel and Lodging				
4.1	Travel costs (tickets)	Travel for 1 person			
4.2	Accommodation	Day			
4.3	Daily Allowance	Day			
4.4	...				
5	Other costs (if any - to define clearly activities/costs)				
5.1					
5.2	...				
	Total (please indicate currency)				

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

**** Dear partners!**

The United Nations Office in Ukraine would like to inform you that the purchase of goods and services announced in the tender will be carried out within the project of international technical assistance.

According to the provisions of the Tax Code of Ukraine (paragraph 197.11), an exemption from VAT is provided for operations that are financed through material and technical assistance.

The procedure for obtaining the right to exemption from taxation for operations that are made within international technical assistance projects is regulated by the Decree of the Cabinet of Ministers of Ukraine No.153 dated February 15, 2002.

According to this procedure, the price of the contract is determined "without VAT" and the tax invoice is drawn up in accordance with paragraph 2 of Order No. 1307. In the left part of this invoice, the corresponding mark "X" should be made and the type of reason 12 should be indicated. At the same time in the column "Recipient" (buyer) the name of the legal entity (UN Office in Ukraine) should be indicated, and in the column "Individual tax number of the beneficiary" (buyer) should be indicated conventional TIN (taxpayer reg. No.) "200000000000".

Based on the above stated, we request that you prepare your bid proposals / invoices for payment without VAT taking into account the provisions of the Ukrainian legislation stated in the above mentioned normative acts.

If you have any additional questions, please contact the offices of the State Fiscal Service of Ukraine at the place of registration of your company for additional advice within the Article 52 of the Tax Code of Ukraine.

**** Уважаемые партнеры!**

Уважаемые партнеры!

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере 056-2017-UNDP-UKR-RFQ-RPP производиться в рамках выполнения проекта международной технической помощи.

Согласно положений Налогового Кодекса Украины (п. 197.11) предусмотрено освобождение от налогообложения НДС операций, которые финансируются за счет материально-технической помощи.

Порядок получения права на освобождение от налогообложения операций, которые производятся в рамках проектов международной технической помощи регламентируется постановлением Кабинета Министров Украины от 15 февраля 2002 года №153.

В случае наличия права на применение этой НДСной льготы на дату получения аванса от ПРООН вы должны составить и зарегистрировать в ЕРНН налоговую накладную (далее — НН), которая заполняется следующим образом:

- в графе «Складена на операції, звільнені від оподаткування» верхней левой части делается пометка «Без ПДВ»;
- в раздел А табличной части НН (строки I - X) вносятся обобщающие данные по операциям, на которые складывается такая НН, а именно: в строке I указывается общая сумма средств, подлежащих уплате с учетом НДС; в строке IX — общий объем поставки товаров/услуг. Строки II - VIII раздела А не заполняются;
- в графе 2 раздела В указывается номенклатура услуг поставщика (продавца);
- в графе 3.3 раздела В — код услуги согласно ГКПУ. Графа 3.3 заполняется на всех этапах поставки услуг.
- в графе 4 и 5 — единица измерения услуг;
- в графе 6 — количество (объем) поставки услуг;
- в графе 7 — цена поставки единицы услуги без учета НДС;
- в графе 8 — указывается код ставки НДС 903;
- в графе 9 — код льготы согласно Справочнику других налоговых льгот налоговых льгот, утвержденному ГФС по состоянию на дату составления НН — «14060523».
- в графе 10 — объем поставки без учета НДС (сумма аванса). Детально — в материалах «Налоговая накладная – 2017: порядок заполнения» и «Новая налоговая накладная в образцах».

Что касается налогового кредита с НДС по покупкам материалов для выполнения соответствующих строительных работ, то здесь правила его компенсации, предусмотренные п. 198.5 НКУ, не действуют. Ведь согласно п. 198.5 НКУ на операции по поставке товаров и услуг, освобождение от налогообложения НДС которых предусмотрено п. 197.11 НКУ, правила начисления налоговых обязательств не распространяются.

Это значит, что в ходе использования материалов, которые покупались с НДС, для выполнения данных работ налоговый кредит компенсировать не нужно, соответственно не нужно и начислять для этого налоговые обязательства.

Исходя из вышесказанного, просим Вас формировать Ваши тендерные заявки/счета на оплату без НДС учитывая положения украинского законодательства, изложенного в перечисленных нормативных актах.

В случае возникновения дополнительных вопросов просим Вас обращаться в отделения Государственной Фискальной Службы Украины по месту регистрации Вашего предприятия для получения дополнительной консультации в рамках статьи 52 Налогового Кодекса Украины.

TERMS OF REFERENCE

Project Name:	United Nations Recovery and Peacebuilding Programme
Description of the assignment:	Contractor for Mobile Applications and Web Information Platforms Development with GPS Tracker and SMS Notification Systems for Donetsk and Luhansk Oblasts
Expected Places of Travel:	Government controlled territory of Ukraine - Kramatorsk, Donetsk Oblast, Severodonetsk, Luhansk Oblast, 4 travels – two in Donetsk and two in Luhansk oblasts for conducting training sessions for community representatives
Primary Supervisor's name and functional post:	Local Governance and Administrative Services Specialist
Secondary Supervisor's name and functional post:	Programme Coordinator (Local Governance and Decentralization Reform)
Starting Date of Assignment:	November 2019
Expected duration of Assignment:	4 (four) months

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 (UN), the World Bank (WB) and the European Union (EU) conducted a Recovery and Peacebuilding Assessment, which was endorsed by Ukraine's Cabinet of Ministers in mid-2015.

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

The UN 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. It considers the opportunities that have arisen from the Minsk Protocol of September 2014 and the renewal of its cease-fire provisions and is also fully adjusted to the humanitarian-development nexus. It is an integral component of the UN RPP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the UN SDGs, in particular SDG 16 (Peace, Justice and Strong institutions).

The programme's interventions are organized 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, operates based on a joint funding arrangement, and follows a multi-sectoral programme-based approach. The implementation follows an area-based methodology. Additionally, there are unifying intervention frameworks for 10 projects funded by 11 international partners and is worth about USD 80 million.

In April 2019, UN RPP launched a new project named **"Mobile Service Delivery for Conflict Affected Population in Eastern Ukraine,"** funded by the government of Canada. The project will be implemented within the framework of the UN RPP.

The project's overall objective is to alleviate the hardships of conflict-affected Ukrainian citizens, mainly women, who must travel long distances in order to access and be provided administrative and legal aid services as well as information. The project will further build on the work that has already been carried out by UN RPP in developing a network of modern administration services providers, the Centres for Administrative Services Delivery (further referred to as TsNAPs) in conflict-affected Government-Controlled Areas (GCAs) of Donetsk and Luhansk oblasts by:

- Developing effective gender-sensitive TsNAP outreach facilities (through mobile service units) with the focus on providing access to services to the most disadvantaged groups such as: the elderly, women with children, female-headed households, and women and men with disabilities;
- Ensuring real-time localisation of these units to the targeted population;
- Setting up an intuitive Information Platform (on all relevant administrative and legal aid services) to be accessed easily by targeted groups.

The project is firmly focused on alleviating the unprecedented pressures and hurdles faced by citizens of this region, mainly women. Citizens are often confronted with obstacles when carrying out their administrative tasks, due to difficult access to and slow provision of administrative legal-aid and information services. These challenges also prevent access to basic services, as well as restricting the human rights of the population – those of women.

Ten mobile TsNAPs will operate for providing access to administrative and legal assistance services, as well as information for citizens crossing the contact line at checkpoints, travelling from Non Government-Controlled Areas (NGCAs) to GCAs and back, citizens (IDPs and residents) living next to the contact line (GCA side) and living in remote rural areas in GCAs. Mobile TsNAP are a special purpose truck-based vehicle, customized for the provision of administrative services.

As part of the project, there are plans to engage a **Contractor for developing Intuitive Geo-localization and Information platform (IGIP) and mobile GPS localisation application and SMS notification system** (hereinafter – Contractor). This Information platform (IGIP) and mobile GPS localisation application and SMS notification system will ensure connection and interaction between mobile TsNAPs, beneficiaries and main TsNAPs and will provide relevant information to the beneficiaries.

Two identical IT solutions must be developed one for Donetsk and one for Luhansk oblasts.

II. MAIN OBJECTIVES OF THE ASSIGNMENT

The main goal of the assignment is to develop a fully Intuitive Geo-localization and Information platform (IGIP) and mobile GPS localisation application and SMS notification system for improving accessibility, timeliness,

and quality of administrative and legal aid services for the women and men most affected by the conflict along the contact line in Donetsk and Luhansk oblasts.

Attention! The current terms of reference provides all requirements and technical specifications to guide the overall development Intuitive Geo-localization and Information platform (IGIP) and mobile GPS localisation application and SMS notification system. The two developed IT systems, one for each oblast (Donetsk and Luhansk) will be identical. Visibility design features can be different and should be agreed prior to implementation.

The key objectives are:

- Ensuring real-time localisation of mobile TsNAP to the targeted population;
- Setting up an intuitive Information Platform (on all relevant administrative and legal aid services) to be accessed easily by targeted groups.
- Making the target populations movements to access administrative services more efficient, less hazardous and reduces their travelling time;
- Minimizing the time spent on looking for information,
- Increasing the quality and time-relevance of data.

To achieve these objectives, the following technology-based solutions will be developed:

- GPS localisation application,
- Mobile application management system,
- SMS notifications system,
- Intuitive Information Platform (web site),
- Integrated feedback mechanism,

All IT products should have intuitive (easy to use) interface. Intuitive use of an interface can be recognized by the following characteristics: (1) it is fast and effortless, (2) it is generally non-conscious and does not involve conscious reasoning.

III. DESCRIPTION OF RESPONSIBILITIES / SCOPE OF WORK

Under the supervision with the UN RPP, the Contractor should perform the following tasks:

1. Analytical component of the assignment.

- Review national and international good practices in providing technology-based information on administrative and legal aid service (e.g. www.igov.gov.ua, <https://www.service-public.fr>, <https://www.canada.ca/en.html>, <https://my.gov.ua/>, <http://cnap.mariupolrada.gov.ua/#/>, <https://my.gov.ua/info/services>, <https://portal.pfu.gov.ua/sidebar/Templates/Default>, <https://e-estonia.com/solutions/>, <https://www.hhs.gov/> and other platforms)
 - Review of technology-based clients feedback systems operating in Ukraine or abroad;
- Prepare an inception report "Centre for Administrative Services and the ways of improvement" with technical capabilities for launching and administering a mobile app and web information platform, with a detailed description of the technical needs of the TsNAP. The report should include practical recommendations, such as short summaries of gaps in information platforms, and positive practices of the platforms. It is important to note, the positive practices should be considered during the developing of IT products. Furthermore, the report should also provide a description of a proposed content of mobile GPS localisation application and SMS notification system, visual design, technological solutions, and a detailed execution plan for the development stage. During the preparation of the report all requirements presented in Annex I must be considered.

Additionally, the Contractor should make a detailed proposal for the design of the IGIP structure and content to ensure ease of accessibility, quality of content, user-friendliness, ease of maintenance/update, information retrieval, etc.

2. Development component of the assignment.

- Develop a mobile GPS localisation application and SMS notification system and a mobile application management system to it, in accordance with the concept of visual design and content of a mobile app, approved by the UN RPP;
- The mobile app should be available for both Android and iOS and is expected to have the following functions:
 - To identify the location of the user for providing best solutions on receiving services;
 - To track 10 mobile TsNAPs that are operating in fields; this information should be presented at the map with the possibility to track the mobile TsNAP in a real-time;
 - To provide information about schedules and routes of all mobile TsNAPs to the customer;
 - To provide information about available services in each mobile TsNAP;
 - To provide all necessary and relevant information on administrative and legal aid; (this information will be provided by UNRPP);
 - To have a database with all contacts of TsNAPs in Donetsk/Luhansk oblast (this information will be provided by UNRPP);
 - All information related to the administrative and legal aid should be accessed offline after installing the app;
 - To collect data of registered users (phone numbers for providing advertisement in future)
 - To provide a Feedback mechanism for users;
 - To create SMS codes for services which can be sent using a mobile phone connection, that gives the possibility to receive back SMS notification with necessary information from web information platform/mobile application management system;

Detailed description of the functionality of the mobile application is provided in Annex A.

- The mobile app management system is expected to have the following functions:
 - To edit information about routes and schedules of mobile TsNAPS;
 - To add all necessary and relevant information on administrative and legal aid;
 - To monitor feedback from clients;
 - To provide statistical data about the app (most relevant services, clicks, feedback etc.)
 - To send SMS notifications to the registered user;
 - Automatically send SMS notification after receiving SMS code from the client;
 - To provide statistical information of the application users: the most popular address and services.

Detailed description of the functionality of the mobile application is provided in Annex A.

- Develop a fully intuitive geo-localization and information platform (IGIP), in coherence with the concept of visual design and content, approved by the UN RPP. It is possible that a mobile application management system can be united with IGIP into one product. In this para IT platform means web site.
- IGIP is expected to have the following functions (It should have all functions of the application described in Annex A):
 - To provide information about the project, partners, news and other relevant information, the content will be shared with the developer;
 - To track 10 mobile TsNAPs that are operating in fields; this information should be presented at the map with the possibility to track the mobile TsNAP in a real-time*;

- To provide information about schedules and routes of all mobile TsNAPs to the customer, the content will be shared with the developer;
- To provide information about available services in each mobile TsNAP, the content will be shared with the developer;
- To provide all necessary and relevant information on administrative and legal aid, the content will be shared with the developer;
- To provide a feedback mechanism for users;
- To provide information about available services in main TsNAP, the content will be shared with the developer.

***Notice:**

The equipment that is going to be installed in the vehicle for GPS tracking:

Car GPS tracker Teltonika FMB630 with 2SIM, Bluetooth, RS-485/232 interfaces, built-in battery and remote antennas or its analogue.

- 3. Providing the Information platform (IGIP) and mobile GPS localisation application and SMS notification system with relevant information.** All information that must be presented in the application will be provided by UN RPP including databases with useful information.
- 4. Developing a manual for IT application and management system (user guidelines and technical documentation).** It must be a step by step manual that describes all functions of the application and management system. This manual must be intuitively understandable for all levels of IT users. This manual must be developed in two languages (Ukrainian and Russian). The final result must be presented in MS Word and PDF formats.
- 5. Providing four training sessions.** Two in Donetsk and two Luhansk oblasts for the end-users of the Information platform (IGIP) and mobile GPS localisation application and SMS notification system. Accommodation and compensation for transportation costs will be additionally provided by UN RPP.

For successful completion of the assignment, the selected Contractor is expected to undertake the following activities:

- Read, understand, and follow the needed software requirements received from the UN RPP;
- Prepare an inception report on the technical capabilities for launching and administering a mobile GPS localisation application, SMS notification system, mobile application management system and IGIP. The report should also provide a detailed description of the technical needs of the main TsNAPs. Additionally, the report should provide a description of the content for the SMS notification system, mobile application and mobile application management system and IGIP, visual design, technological solution itself and a detailed execution plan for the development stage;
- Develop a mobile GPS localisation application and SMS notification system and a mobile application management system to it;
- Develop intuitive geo-localization and information platform;
- Complete all the deliverables on time and in accordance with the working schedule agreed with the UN RPP;
- Provide regular progress updates to the UN RPP on the process of software development;
- Develop and deliver all necessary software and source codes to ensure a final working version of the software is of high quality;
- Design, develop, code, test, and debug a mobile app (with SMS notification system) and a mobile application management system and IGIP;

- Incorporate the feedback received from the UN RPP during the development stage;
- Ensure a stable connection between the server and the mobile application and management system;
- Ensure a stable work of IGIP;
- Test run a mobile app (with SMS notification system) and mobile application management system and IGIP and provide test log to the UN RPP;
- Develop user guidelines and technical documentation for the SMS notification system, mobile application and mobile application management system and IGIP;
- Provide post-development support services during the period of one year to ensure timely software improvements.

It is expected that this system will be as intuitive as possible to allow for all categories of the target population to access it easily and without any specific knowledge of computer or electronic device handling.

It is expected that the developed IGIPs and mobile application management systems for the mobile app will be installed in the telecommunication facilities of Oblast State Administrations of Donetsk and Luhansk Oblasts. The applications will be published on App Store and Google Play for free downloading.

All above-mentioned tasks will be implemented by the Contractor in close collaboration with the UN RPP team. Copyright ownership on developed mobile app will belong to the UN RPP and further will be granted to the Oblast State Administrations in Donetsk and Luhansk Oblasts as final beneficiaries of the project.

IV. DELIVERABLES

The following deliverables will be provided by the Contractor:

Nº	Deliverable	Deadlines
1.	Inception report "Centre for Administrative Services and the ways of improvement" according to the Analytical part of the assignment in part III of this TOR is developed	4 weeks after the start of the assignment
2.	Beta version of the Information platform (IGIP) and mobile GPS localisation application and SMS notification system is developed.	10 weeks after the start of the assignment
3.	Final version of the Information platform (IGIP) and mobile GPS localisation application and SMS notification system is developed.	15 weeks after the start of the assignment
4.	Manual for IT application and management system is developed.	16 weeks after the start of the assignment
5.	Participation in the training of TsNAP staff and volunteers during four trainings two in Donetsk and two in Luhansk oblasts .	17 weeks after the start of the assignment

V. PROPOSED PAYMENT SCHEDULE

UNDP will pay the negotiated amount in 5 tranches as per delivery of the outputs outlined above:

- 20% of the total payment upon completion of Deliverable Nº1
- 20% of the total payment upon completion of Deliverable Nº2
- 50% of the total payment upon completion of Deliverable Nº3
- 10% of the total payment upon completion of Deliverables Nº4, 5

The payments will be processed upon the full completion and acceptance of deliverables in accordance with certificate of payments provided by the Local Governance and Administrative services Specialist.

VI. MONITORING AND REPORTING REQUIREMENTS

The Contractor shall report to the Local Governance and Administrative services specialist of the Local Governance and Decentralisation Reform Component of the UN Recovery and Peacebuilding Programme.

All reports to the UN RPP shall be submitted electronically (Formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication with the attached final product. The reports should be prepared in Ukrainian or English.

The text materials shall be submitted in the form of structured documents in *.PDF and *.DOC formats.

The Contractor should follow the monitoring, evaluation, and quality assurance framework implemented by UNDP, as well as provide necessary information, reports and statistics in accordance with the pre-established schedule or as soon as possible (within a reasonable timeframe).

Upon completion of all tasks, the Contractor shall submit to UNDP a Final Report that includes a complete description of the tasks performed and the outputs achieved.

VII. Experience and Qualification Requirements

- A company with a valid registration (for Ukrainian companies – company should be registered in the territory controlled by the government of Ukraine).
- Minimum annual turnover for any 2 years within 2016 to 2019: USD 25,000
- At least 3 projects of a similar nature completed over the past 4 years (software and mobile application development on Android and iOS, developing of web sites).
- Availability of qualified engineering (HTML, Java Script and CSS), designer and technical staff to perform the work.
- Experience in developing applications related to GPS tracking (Geo-information services, Geo-location services).
- Experience in Website development for local authorities
- Previous experience in Development of TsNAP services will be an asset
- Experience in developing SMS notification systems will be an asset.
- Experience in Website Hosting and Maintenance.

Requirements to the members of the project team:**Team Leader:**

- Bachelor's degree in Computer Science, IT, Economics, Marketing, Public Administration, Management, Engineer or a relevant field;
- At least 5 years of IT project management experience;
- At least 3 projects of a similar nature successfully completed
- Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage;

Software Engineer:

- Bachelor's degree in Computer Science, IT, Engineer or a relevant field;
- At least 5 years of software development experience;
- At least 3 similar projects in the field of software/application/ web platforms development successfully completed;
- Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage;

Database and/or UI designer:

- Bachelor's degree in Computer Science, IT, Design, Art, Engineer or a relevant field;
- At least 4 years of database or UI design experience;
- At least 3 similar projects in the field of software/application/ web platforms development successfully completed;
- Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage;

Software programmer:

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

VII. DOCUMENTS REQUIRED FROM THE PARTICIPANTS:

Bidders must submit the following documents:

<input checked="" type="checkbox"/>	Experience of the firm submitting the proposal Portfolio with Experience and Qualification Requirements
<input checked="" type="checkbox"/>	Technical proposal with a proposed schedule of work, methodology and step-by-step implementation plan
<input checked="" type="checkbox"/>	Project team composition CVs of project team members/ including information about the experience in similar projects, including references
<input checked="" type="checkbox"/>	Financial proposal

VIII. EVALUATION METHOD:

Evaluation and comparison of proposals

A two-stage procedure will be utilized in evaluating the proposals. First, an evaluation of the technical proposal will be completed. Secondly, an evaluation of the price proposal will be completed. The price proposals will be opened only for submissions that passed the minimum technical score of 70% (or 490 points) of the obtainable score of 700 points in the evaluation of the technical proposals. In the First Stage, the technical proposal is evaluated based on its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed.

The overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for the financial evaluation (i.e. 300). All other financial proposals will receive points inversely proportional to their quoted price; e.g. 300 points x lowest price / quoted price. The winning proposal will have the highest obtained points after the scores from the technical and financial evaluations, respectively, are added up. The contract will be given to the bidder that submitted the winning proposal.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable
Experience of the firm/organization submitting the proposal	30%	210
Proposed schedule of works, methodology and step-by-step implementation plan	30%	210
Project team composition	40%	280
Total Score	100%	700

Technical evaluation forms are provided below. The maximum points obtainable as per each criterion indicate the relative importance or score weight in general evaluation process.

Technical Evaluation Forms:

Form 1. Experience of the firm/organization submitting the proposal

Form 2. Proposed schedule of works, methodology and step-by-step implementation plan

Form 3. Project team composition

Technical Evaluation Criteria

Evaluation of the Technical Proposal	Maximum score	Firm/Organization		
Form 1		A	B	C

Experience of the firm submitting the proposal				
Officially registered firm/organization with at least 4 years of experience in the field of software development: 4 years – 45 points, 5-7 years – 48 points, 8 years or more – 50 points.	50			
At least 3 projects of a similar nature completed over the past 4 years (software and mobile application development on Android and iOS, developing of web sites) tools: 3 products – 45 points, 4-6 products – 48 points, 7 products or more – 50 points.	50			
Proven Experience in developing applications related to GPS tracking (Geo-information services, Geo-location services): minimum 1 product – 45 points, 2-3 products – 48 points, 4 products or more – 50 points	50			
Experience in Website development for local authorities: -1-2 products – 15 points, 3 products or more – 20 points	20			
Experience in developing SMS notification systems: 1-2 products – 10 points, 3 products or more – 20 points	20			
Development of IT solutions for TsNAP services 1-2 products – 10 points, 3 products or more – 20 points	20			
The total score on Form 1	210			

Evaluation of the Technical Proposal Form 2	Maximum score	Firm		
		A	B	C
Proposed schedule of works, methodology and step-by-step implementation plan				
Does the proposal clearly explain, understand, and respond to the objectives of the assignment?	Up to 70			
Does the proposed timing of the project meet UN RPP timing requirements?	Up to 70			
Does the proposal demonstrate the offeror’s knowledge related to the development of IT system?	Up to 70			
The total score on Form 2	210			

Evaluation of the Technical Proposal Form 3	Maximum score	Firm		
		A	B	C
Project team composition				
Team Leader				
3.1. A Bachelor's degree in Computer Science, IT, Economics, Marketing, Public Administration, Management, Engineer or a relevant field; - Specialist/Master's degree or higher – 20 points; - Bachelor's degree – 15 points.	20			

3.2. At least 5 years of IT project management experience: minimum 5 years – 15 points, 6-7 years – 18 points, 8 years or more – 20 points	20			
3.3. At least 3 projects of a similar nature completed: minimum 3 projects – 15 points, 4-7 projects – 18 points, 8 projects or more – 20 points.	20			
3.4. Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; - Working knowledge of English, Russian, and Ukrainian – 10 points; - Working knowledge of Russian and Ukrainian – 5 points.	10			
Interim score by criteria 3.1-3.4	70			
Software Engineer:				
3.5 A Bachelor's degree in Computer Science, IT, Engineer or a relevant field; Specialist/Master's degree or higher – 20 points; - Bachelor's degree – 15 points.	20			
3.6. At least 5 years of software development experience: minimum 5 years – 15 points, 6-7 years – 18 points, 8 years or more – 20 points	20			
3.7. At least 3 similar projects in the field of software/application/ web platforms development successfully completed : minimum 3 projects – 15 points, 4-6 projects – 18 points, 7 projects or more – 20 points.	20			
3.8. Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; - Working knowledge of English, Russian, and Ukrainian – 10 points; - Working knowledge of Russian and Ukrainian – 5 points.	10			
Interim score by criteria 3.5-3.8	70			
Database and/or UI designer				
3.9. A Bachelor's degree in Computer Science, IT, Design, Art, Engineer or a relevant field; - Specialist/Master's degree or higher – 20 points; - Bachelor's degree – 15 points.	20			
3.10 At least 4 years of database or UI design experience: minimum 4 years – 15 points, 5-7 years – 18 points, 8 years or more – 20 points	20			
3.11. At least 3 similar projects in the field of software/application/ web platforms development successfully completed: minimum 3 projects – 15 points, 4-9 projects – 18 points, 10 projects or more – 20 points.	20			
3.12. Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; - Working knowledge of English, Russian, and Ukrainian – 10 points;	10			

- Working knowledge of Russian and Ukrainian – 5 points				
Interim score by criteria 3.9-3.12	70			
Software Programmer:				
3.13. A Bachelor's degree in Computer Science, IT, Engineer or a relevant field; - Specialist/Master's degree or higher – 20 points; - Bachelor's degree – 15 points.	20			
3.14. At least 3 years of software development experience: minimum 3 years – 15 points, 4-5 years – 18 points, 6 years or more – 20 points.	20			
3.15. At least 3 similar projects in the field of software/application/ web platforms development successfully completed: minimum 3 projects – 15 points, 4-5 projects – 18 points, 6 projects or more – 20 points.	20			
3.16. Working knowledge of Ukrainian or Russian, knowledge of English would be an advantage; - Working knowledge of English, Russian, and Ukrainian – 10 points; - Working knowledge of Russian and Ukrainian – 5 points	10			
Interim score by criteria 3.13-3.16	70			
Total score on Form 3	280			

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.).

Cost Breakdown by Deliverables:

Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Amount, currency, excl. VAT
Delivery of output/stage 1		
Delivery of output/stage 2		
Delivery of output/stage 3		
Delivery of outputs/stages 4,5		
Total (please indicate currency)	100%	

Cost Breakdown by Cost Component:

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for a reasonability assessment. The cost breakdown will also be for a calculation of price if both parties have agreed to add new deliverables to the scope of Services.

Nº	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency, excluding. VAT
1	Personnel				
1.1	Team Leader	month of work			
1.2	Software Engineer	month of work			
1.3	Database and/or UI designer	month of work			
1.4	Software programmer	month of work			
...	...				
2	Technical support service for 12 month period				
3	Administration Costs (if necessary)				
3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
3.3					
...					
4	Travel and Lodging				
4.1	Travel costs (tickets)	Travel for 1 person			
4.2	Accommodation	Day			
4.3	Daily Allowance	Day			
4.4	...				

5	Other costs (if any - to define clearly activities/costs)				
5.1					
5.2	...				
	Total (please indicate currency)				


Detailed Description of Features of the Mobile Application:

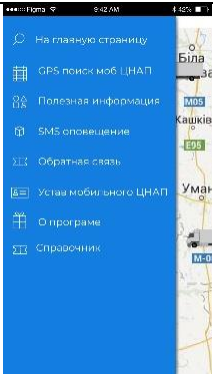
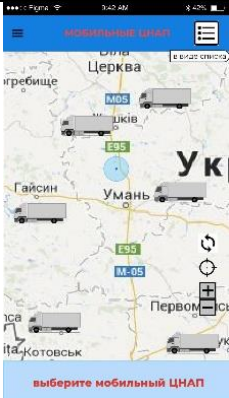
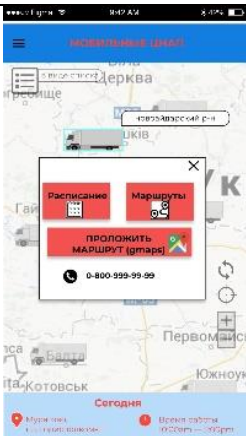
In addition to the key features mentioned in the ToR, the mobile app is expected to have the following characteristics not limited to:

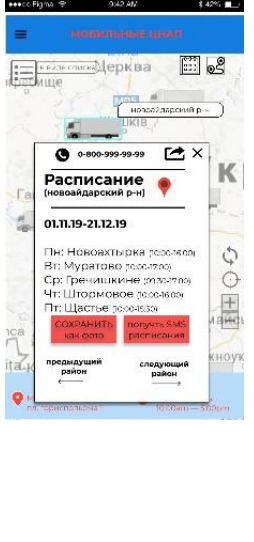
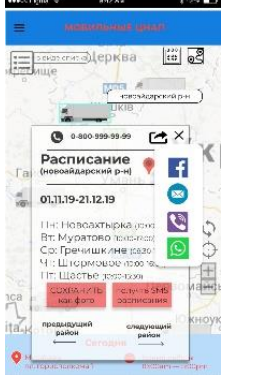


- **Platform:** Native mobile applications for both Android and iOS;
- **Font:** the text should be available in high-contrast font, e.g. "Roboto" for Android and "San Francisco" for IOS;
- **Language:** the app should be available in three languages (Ukrainian and Russian);
- **Replicability:** in case of successful piloting, the app should be capable for scaling to other oblasts of Ukraine, additional mobile units can be added to the GPS tracking system;
- **Simplicity for the user:** convenient user interface/ user friendly interface. Must adhere to platform specific UI standards provided by Apple and Google respectively.
- **Mobile Application Management System:** a web management system with options to manage the Mobile Apps data must be developed using latest combination of technologies.
- **Good Performance/Loading Speed:** The speed of loading must be adequate. It must not keep users waiting.

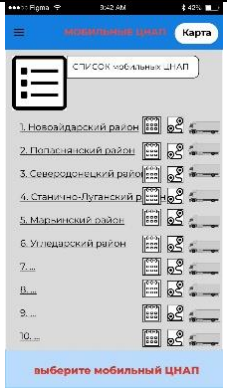


Below in the table main screens of the mobile application are presented. The design of the screens must be revised, this information is presenting only the conception of the application, not mandatory coping. This prototype was created in Figma.com application and will be shared with the supplier.



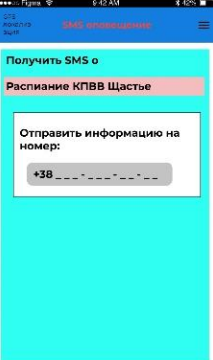


All presented screens are a conception of the mobile application and management system, all requirements must be taken into account but visual design must be changed in order to become more interactive and intuitive.





	Screen samples	Requirements for application	Requirements for application management system
		All mandatory requirements of the application are presented in this table below. Additional improving of the system can be added, it is a matter of customer approval.	The mandatory requirements of the management system are presented in the table below. All adds that are not described but should be developed can be proposed to the customer.
	Main screen	Requirements for application	Requirements for application management system
1.1		<p>Main/Home screen displays four main buttons (GPS localization, Useful information, SMS notification, Feedback system)</p> <p>In this screen customer can choose language of the application. (Russian or Ukrainian)</p> <p>Remarks: Names of the buttons can be changed by UN RPP during the producing of the application.</p>	



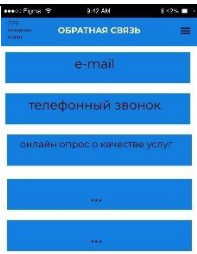
1.2		<p>Here and below when the customer clicks to the menu icon (button), menu of the application is shown.</p> <p>In the menu the list of all screens of the application must be displayed, including additional buttons (handbook, about the programme, instruction etc), this additional refer buttons will be approved during the designing of the app.</p>	
	GPS tracking screens:	Requirements for application	Requirements for application management system
2.1		<p>Customer can track all mobile TsNAPs online. To define own location in relation to the operating mobile TsNAPs. He/she can click on one of the operating mobile TsNAP for interacting with it.</p> <p>Here and below the customer can switch to the list of mobile TsNAPs display mode and back to the map.</p>	<p>Manager of the application can add additional mobile TsNAPs for online tracking. For example if other mobile services will reveal desire for including them to this application.</p>
2.2		<p>After clicking to one of the mobile TsNAP the customer can choose what information they can receive (schedule, routes, phone number etc.) The customer can chose routing mode which will send them to the google maps app and create route.</p> <p>Here and below current position of the mobile TsNAP with schedule and phone number must be displayed at the bottom of the screen. The customer can choose phone and call the displayed phone number.</p>	<p>Manager of the application can modify phone numbers of each TsNAP.</p>

2.3		<p>If the customer chooses schedule then information about schedule of chosen mobile TsNAP must be shown. Customer must have possibility to save the schedule as a picture or to send it by SMS, also he can switch between TsNAPs by arrows.</p> <p>The share button must be available.</p> <p>Here and below buttons with schedules and routes must be available for customer for quick switching between modes.</p>	<p>The manager of the application can change schedules of the TsNAP and text of the SMS.</p> <p>All 10 TsNAPs should have own login and ID different managers will be responsible for 10 TsNAP, one admin login must be created which can modify information in all 10 TsNAP</p>
2.4		<p>The customer must have the possibility to share information about schedules in messengers, social networks, or by e-mail.</p> <p>Visual information message must be created for sharing in social networks, with donor logos and name of the project.</p>	
2.5		<p>If the customer chooses routes, information with the routes of chosen mobile TsNAP must be displayed.</p> <p>The working point with definition of the day name must be shown.</p> <p>The customer can choose one of the working points/days to know more information.</p>	<p>The manager of the application can change routes of the TsNAP and working points with day names.</p> <p>All 10 TsNAPs should have own login and ID different managers will be responsible for 10 TsNAP, one admin login must be created which can modify information in all 10 TsNAP</p>
2.6		<p>If the customer chooses one of the working point/day brief information of the schedule of this point must be displayed.</p> <p>Customer must have possibility to save the schedule as a picture or to send it by SMS, also he/she can switch between working places/days by arrows.</p>	

2.7		<p>The sample of screen with the list of mobile TsNAPs display mode.</p> <p>The customer must have possibility to choose route or schedule as well as share this information by SMS, e-mail, messengers or social networks.</p> <p>The customer can choose routing mode which will send him to the google maps app and create route to the chosen TsNAP.</p>	<p>The manager of the application can change schedules of the TsNAP.</p>
	SMS notification screens:	Requirements for application	Requirements for application management system
3.1		<p>In this screen four buttons must be presented. Possibility to work offline without internet must be implemented in SMS notification mode.</p> <p>The first button gives possibility to the customer to choose offline mode of the SMS notification.</p> <p>The second button gives possibility to use SMS notification when internet connection is reachable.</p> <p>The third button provides list of all SMS codes.</p> <p>The fourth button is linked to the instruction of using the SMS notification mode.</p>	
3.2		<p>If the user has chosen offline mode, the screen with list of possible notifications will appeared.</p>	



3.3		<p>After clicking to one of the notifications, the customer will see information of the code and a brief instruction. He/she can copy this code and create SMS by themselves or he/she can push the button and SMS will be created automatically.</p>	<p>The manager of the application must have possibility to modify codes and SMS notification information. All notifications must be easy changed and updated.</p>
3.4		<p>If the user has chosen online mode, the screen with list of possible notifications will appeared.</p>	
3.5		<p>After clicking one of the notifications, the customer will see the proposition to enter their phone number which will receive SMS notification with chosen information.</p>	
3.6		<p>The user must have access to all the SMS codes. Disaggregation by location and information must be available for easy orientation in the application.</p>	
3.7		<p>A list with all codes must be displayed if the customer goes to the appropriate screen of the app.</p>	

3.8		Instructions for using the SMS notification must be designed by the supplier.	
3.9			
		<p>One of the main tasks of this application is to provide easy understandable and accessible information about the main services and requirements. It also provides information regarding how to receive services and assistance.</p> <p>All information that must be presented in the app will be provided by UN RPP.</p> <p>At this screen buttons with main services must be displayed.</p>	The manager of the application can have possibility to modify information in this chapter (useful information).
3.10		The customer can push one of the buttons and choosing related service.	
3.11		After that, the customer can specify what kind of information he/she needs.	

			
3.12		After clicking to the specific button the customer must see relevant information. The customer must have the possibility to share this information in messengers, social networks or by e-mail.	
3.13		Feedback system has to be designed and integrated into application by the contractor. This system must include different types of feedback mechanisms. The design of feedback system is a subject to customer approval.	The manger of application can receive feedbacks from the customer. The design of feedback system is a subject to customer approval.

When designing infrastructure and code of the application, future modification and upgrading of the application and management system should be forecasted.

Model Contract

<p>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та</p>  <p><i>Empowered lives. Resilient nations.</i></p>	<p>Contract for Goods and/or Services Between the United Nations Development Programme and</p>  <p><i>Empowered lives. Resilient nations.</i></p>
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:	9. Total Contract Amount:
9а. Передплата: Не застосовується	9а. 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 або 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 <i>and/or</i> 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) Підрядника:	12. Contractor's Name:
13. Ім'я контактної особи Підрядника: 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:	14. UNDP Contact Person's Name: Title: Address:

Тел.: +380 508002879 Email:	Telephone number Email:
15. Банківський рахунок Підрядника, 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. 6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ. <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>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. 6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine. <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</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		signed this Contract at the place and on the day set forth below.	
Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	