

*United Nations Development Programme*



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## REQUEST FOR PROPOSAL

Provision of services to develop the new VRU Secretariat on-line training platform and on-line training courses

RFP No.: 81-2020-UNDP-UKR-RFP-EUPR

Project: UNDP Country Office

Country: Ukraine

Issued on: 10 March 2020

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## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [procurement.ua@undp.org](mailto:procurement.ua@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

Approved by:





Name: Maryna Anokhina

Name: Sukhrob Kakharov

Title: Procurement associate

Title: Operations manager, UNDP

Date: **March 10, 2020**

Date: **March 10, 2020**

## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a>
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ( <a href="http://www.ungm.org">www.ungm.org</a> ). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a>
	2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a>
3. Eligibility	3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
	3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Comprising the Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>

<b>15. Only One Proposal</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<b>16. Proposal Validity Period</b>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Proposal Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<b>18. Clarification of Proposal</b>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Proposals</b>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> </ul> </li> </ul>

<p><b>Email Submission</b></p> <p><b>eTendering submission</b></p>	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>

	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial</li> </ol>

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical and Financial Proposals</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<b>31. Due Diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the</p>

	<p>following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction</li> </ul>

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary 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.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at

	<a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>44. Payment Provisions</b>	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
<b>45. Vendor Protest</b>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

## Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	Application forms to be filled in both in English and Ukrainian/Russian; supporting documents and local registration/licenses may be provided in local language
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted 17.03.2020, 11:00</p> <p>Address: 1, Klovsky Uzviz, 01021 Kyiv, Ukraine</p> <p>“Alexanyan” meeting room</p> <p>Tel. No. :+ 38 044 253-93-63</p> <p>To express your interest to take part please send notification to e-mail <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> point out tender reference in subject, the title of the company, names and positions of the representatives, contact details in the body of e-mail. Please take care to have IDs to be allowed to the territory.</p>
5	10	Proposal Validity Period	60 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed

8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar Local currency (UAH) is also acceptable. The proposal will be fixed in the currency proposed. In case of proposal in local currency, the amount will be converted to USD based on UNORE currency rate for comparison.
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Unit Address: 1, Klovsky Uzviz, 01021 Kyiv, Ukraine  Tel. No. :+ 38 044 253-93-63 E-mail address dedicated for this purpose: procurement.ua@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>
14	23	Deadline for Submission	29.03.2020, 23:59 local time
14	22	Allowable Manner of Submitting Proposals	Please submit your proposals electronically, only to <b>tenders.ua@undp.org</b> Proposals submitted to any other e-mail will not be considered. Please pay your attention – do not submit proposals to e-mail <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> , which is for clarification requests only. Submission to this e-mail will lead to disqualification.
15	22	Proposal Submission Address	<a href="mailto:tenders.ua@undp.org">tenders.ua@undp.org</a>  <u>Please note that bids received through any other address/ by any other means will not be considered.</u>

16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>Format: PDF files, <b>ZIP archives</b> only</li> <li><b>Subject of the submission</b> e-mail must include the number and subject of the tender, indicating which part from how many is submitted (for example: <b>81-2020-UNDP-UKR-RFP-EUPR VRU Secretariat on-line platform / courses, part xx from xx</b>)</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> <li><b>Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</b></li> <li>Time Zone to be Recognized: <i>[Kyiv +2]</i></li> <li><b>Max. File Size per transmission: 5 MB</b> <ul style="list-style-type: none"> <li>Other conditions: <i>Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i></li> </ul> </li> </ul>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70% of the obtainable score of 700 points.</p>
18		Expected date for commencement of Contract	<i>April 20, 2020</i>
19		Maximum expected duration of contract	December 2020
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
23		Other Information Related to the RFP	

## Section 4. Evaluation Criteria

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### Required documents

- Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured;
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder;
- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- Statement of Satisfactory Performance (reference letters) from the Top 3 Clients in terms of Contract Value the past 2 years;
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- Examples of at least 5 online educational platforms, developed by bidder (short description and links should be provided);
- Examples of at least 10 online courses relevant to the scope and size of the current project (short description and links should be provided);
- Methodology, concept, approach and working plan;
- Should part of the work under this ToR be sub-contracted, the Proposer should provide documents and experience related information concerning the sub-contractor. Sub-contracting arrangements in this case must be clearly described in the Technical Proposal;
- CVs of responsible staff highlighting experiences in servicing similar contracts, including relevant certificates, accreditations and awards received as per Section 6;
- Latest Income Statement and Balance Sheet or Audited Financial Statement, including Auditor's Report, for the past 2 years;
- Duly signed Technical and financial proposals as per Forms A, B, F and G. **Financial proposal must be in a separate file and password protected.**

### Preliminary Examination Criteria

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

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 documentation, including documentation regarding the company's legal status and registration

A two-stages procedure is utilized in evaluating of the Technical Proposals

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	At least 5 years of experience in the sphere of on-line training activity;	Form D: Qualification Form
<b>Financial Standing</b>	Financial stability demonstrated by copies of balance sheets or audit reports past 2 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

### Technical Evaluation Criteria

Forms of assessment of technical proposals are given in the next pages. The maximum score that may be received for each assessment criterion indicates the relative significance or part of such a criterion in the overall assessment process.

#### The evaluation of the technical proposals

Summary of Technical Proposal		Score Weight	Max Points obtainable	Company/Other Entity		
				A	B	C
1	Expertise of the Company/Organization	30%	210			
2	Proposed Concept, Approach and Work Plan	30%	210			
3	Management Structure and proposed Personnel	40%	280			
<b>Total</b>		100%	700			

Technical Proposal Evaluation Form 1			Points obtainable	Company / Other Entity		
				A	B	C
<b>Expertise of the Company/Organization</b>						
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing (up to 30)	30				
1.2	General organizational capacity (e.g., size of the organization, the reputation of the organization and personnel, competence / relevant experience) and the duration of work in the relevant sphere (minimum 5 years - 30 points, 5-6 years – 40 points, more 6 years – 50 points)	50				
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills) (up to 20)	20				
1.4	Experience in development of online educational courses (at least 10 online educational courses were developed – 10 points, 11-15 online courses – 20 points; 16-20 courses – 30 points; 21-25 courses – 40 points, more than 25 courses - 50 points)	50				
1.5	Have proven experience in online platform development (minimum 5 projects) in conducting similar works/projects relevant to the scope and size of the current project in the past 5 years (5 projects – 20 pts., each additional project – 5 pts., up to max 30 pts.)	30				
1.6	Have a pool of trained and qualified (certified) staff (No – 0 pts., Yes – 5 pts.) – Experience in development educational materials and lectures	10				

	(No – 0 pts., Yes – 5 pts.);				
1.7	Successful experience in working with UN system organizations, other international organizations: availability of experience – 20 points, no experience – 0 points.	20			
<b>Total Form 1</b>		<b>210</b>			

Technical Proposal Evaluation Form 2		Points obtainable	Company / Other Entity		
			A	B	C
Proposed Concept, Approach and Work Plan					
2.1	To what degree does the Proposer understand the task? (up to 30)	30			
2.2	Have the important aspects of the task been addressed in sufficient detail? (up to 40)	40			
2.3	Are the different components of the project adequately weighted relative to one another? (up to 40)	40			
2.3	How well developed, optimal and compliant with the terms of reference is the action plan with a list of key activities and a time frame? - The plan is detailed with a breakdown by working days – up to 20 points; - The plan is realistic and meets the timing requirements of the Project – up to 20 points; Key activities are developed in the optimal sequence and provide for optimal implementation of the program – up to 20 points	60			
2.5	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	40			
Total Form 2		210			

<b>Technical Proposal Evaluation Form 3</b>		<b>Points obtainable</b>	<b>Company / Other Entity</b>		
			<b>A</b>	<b>B</b>	<b>C</b>
<b>Management Structure and Key Personnel</b>					
3.1	<b>Project manager:</b>				
	University degree in Economics, Sociology, Management, Public Administration, Law, Psychology, Information Science or other similar fields (University degree – 3 pts., Master's degree – 5 pts.)	5			
	At least 3 years of experience in project managing/ managing similar assignments (3 years – 10 pts., each additional year – 5 pts., up to max of 15 pts.);	15			
	At least 3 years of experience in online courses development (3 years – 10 pts., each additional year – 5 pts., up to max of 15 pts.);	15			
	Experience of collaborating with central	10			

	public administration representatives would be an asset (each year – 2 pts, up to 10 pts.)				
	Working experience with UN Agencies and/or other international organizations will be an asset (each year – 2 pts., up to 10 pts.);	10			
	Fluency in Ukrainian and Russian, English will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)	5			
		60			
3.2	<b>Methodologist</b>				
	University degree in Economics, Sociology, Management, PR, Communication or other similar fields (University degree – 3 pts., Master’s degree – 5 pts.)	5			
	At least 3 years of professional experience in organization of educational courses (3 years – 5 pts., each additional year – 5 pts., up to max of 20 pts.)	15			
	Experience of collaborating with the training organisations and State bodies (each year – 3 pts., up to 15 pts.)	15			
	Experience in working with many different stakeholders involved into one project (each year – 2 pts., up to 10 pts.)	10			
	Fluency in Ukrainian and Russian, English will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)	5			
		50			
3.3	<b>IT-manager</b>				
	University degree in Economics, Mathematics, Sociology, IT or other similar fields (University degree – 3 pts.; Master’s – 5 pts.);	5			
	At least 2 years of relevant professional experience in the field of web development (3 years – 5 pts., each additional year – 5 pts., up to max of 15 pts.);	15			
	Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project (2 projects – 5 pts., each additional project – 5 pts., up to max of 15 pts.)	15			
	Fluency in Ukrainian and Russian, English will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)	5			
		40			
3.4	<b>Web-designer:</b>				
	University degree in Economics, Mathematics, Sociology, IT or other similar	5			

	fields (University degree – 3 pts.; Master’s degree – 5 pts.);				
	At least 2 years of relevant professional experience in the field of design (2 years – 5 pts., each additional year – 5 pts., up to max of 15 pts.);	15			
	Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project (2 projects – 5 pts., each additional project – 5 pts., up to max of 15 pts.)	15			
	Fluency in Ukrainian and Russian, English will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)	5			
		40			
3.5	<b>Videographer</b>				
	University degree in Economics, Sociology, IT, Art or other similar fields (University degree – 3 pts.; Master’s degree – 5 pts.);	5			
	At least 2 years of relevant professional experience in the field of video production(2 years – 5 pts., each additional year – 3 pts., up to max of 15 pts.);	15			
	Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project (2 projects – 5 pts., each additional year – 5 pts., up to max of 15 pts.)	15			
	Fluency in Ukrainian and Russian, English will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)	5			
		40			
3.6	<b>Expert-trainer</b>				
	University degree in Economics, Sociology, Management, Public Administration, Law or other similar fields (University degree – 3 pts., Master’s degree – 5 pts.)	5			
	At least 2 years of relevant professional experience in the field of organizing educational sessions (2 years – 5 pts., each additional year – 5 pts., up to max of 15 pts.);	15			
	Experience of collaborating with the training organisations and State bodies (each year – 2 pts., up to 10 pts.)	10			
	Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project (2 projects – 5 pts., each additional project – 5 pts., up to max of 15 pts.)	15			
	Fluency in Ukrainian and Russian, English	5			

	will be a strong asset; (Ukrainian and Russian – 3 pts., Ukrainian, Russian and English – 5 pts.)				
		50			
<b>Total Form 3</b>		<b>280</b>			
<b>Total</b>		<b>700</b>			

## Section 5. Terms of Reference

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### **Provision of services to develop the new VRU Secretariat on-line training platform and on-line training courses**

Project name EU-UNDP Parliamentary Reform Project

Timeframe: The entire assignment has to be accomplished during April 2020 – December 2020

#### **I. Background Information on the Project:**

The EU-UNDP Parliamentary Reform Project (PRP) is aimed at strengthening the functioning of the Ukrainian Parliament, the Verkhovna Rada of Ukraine, its working bodies, MPs and Secretariat (VRU), to become a progressively more effective, accountable and transparent institution in carrying out its constitutional responsibilities of legislation, oversight, and representation with positive influence on the overall process of EU-Ukraine Association Agreement implementation. The project strategy is aligned with the priorities of the EU's Single Support Framework for Ukraine 2018 – 2020, the Government of Ukraine – UN Partnership Framework 2018–2022, and the UNDP Country Programme Document 2018 – 2022. It is built on achievements and lessons learnt of the EU-UNDP Rada for Europe project (2016-2018) and will continue to support parliamentary reform, including through promoting the implementation of the recommendations of the 2016 Needs Assessment Mission (NAM). For the continuation of parliamentary reform, top level leadership and political ownership is key, which will be assured through continuous high-level consultations with relevant stakeholders and full transparency of project implementation.

The project is an EU-funded initiative strongly connected to UNDP's Democratic Governance Programme and comprises of three components. Component One, #Rada4Reforms, will focus on fostering the parliament's role in the overall reform process with a particular emphasis on improvement of the legislative process and parliamentary oversight, by providing comprehensive expert support to the implementation of the VRU Roadmap for Internal Reform and Capacity Building, improving the quality draft law expertise and impact assessment, and enhancing parliamentary monitoring.

Component Two, #RadaPro, will support the professional modernization of the parliamentary Secretariat, through the finalisation and implementation of its strategic development plan and comprehensive human resource development, including in the Committee Secretariats, along the lines of broader public administration reform (PAR) and the law "On Civil Service".

Component Three, #Transparent&Service-OrientedRada, by making use of new technologies for communications, civic education and participation in coherence will build stronger transparency and accountability links between parliament and citizens with special focus of increasing public trust to the Ukrainian Parliament.

In 2019, the Project in cooperation with the Personnel Department of the VRU conducted an inclusive and comprehensive training needs assessment of the representatives of three key target groups: Members of Parliaments (MPs), their assistants, VRU Secretariat staff members. In January 2020, the Project organized a strategic session in order to discuss with the participation of the key stakeholders and other partners the issues related to the implementation of a large-scale training strategy and creation of the new parliamentary training centre.

In order to promote the training activities for the key parliamentary stakeholders and to increase their professional competences/ skills, the Project plans to support the creation of the VRU Secretariat on-line training platform and to develop portfolio of on-line training courses on the different topics for promoting soft/ hard skills of the VRU Secretariat staff members.

#### **II. DESCRIPTION OF RESPONSIBILITIES / SCOPE OF WORK**

Further implementation of the parliamentary reform will require developing the new professional competences and skills of the VRU Secretariat staff members. In this regard, the new VRU Secretariat on-line training platform will be established in accordance to TOR that was developed and agreed with the VRU Secretariat and three online training courses will be developed in order to organize the new training activities for the VRU Secretariat staff members.

In order to achieve the stated objectives, the selected contractor will have the following responsibilities:

1. To prepare Methodological concept and updated work plan for the development of the VRU Secretariat online-training platform and three on-line training courses (on the following topics: leadership, democratic (good) governance, project management);
2. To develop three new online-training courses (on the following topics: project management, leadership, democratic (good) governance) in accordance to all requirements and descriptions listed in Annex 1;
3. To perform active phase of training with the developed three online training courses (devoted to the VRU Secretariat staff members);
4. To develop the VRU Secretariat online-training platform in accordance to all requirements and descriptions listed in Annex 2.

The selected contractor should transfer all intellectual property rights for the new online VRU Secretariat training platform as well as the rights to conduct the developed online courses to VRU Secretariat (according to a special agreement between the contractor, VRU Secretariat and EU-UNDP Project).

### III. DELIVERABLES AND IMPLEMENTATION SCHEDULE

The incumbent will be responsible for the following specific deliverables:

Deliverable #	Task description	Deadline
Deliverable #1	<p><b>Prepare Methodological concept and updated work plan</b> for the development of the VRU Secretariat online-training platform and three on-line training courses (on the following topics: leadership, democratic (good) governance, project management).</p> <p><b>Expected result:</b> Methodological concept for the development of the VRU Secretariat online-training platform and three on-line training courses</p>	By 17/04/2020
Deliverable #2	<p><b>Develop and install online courses on Contractor's e-learning platform</b></p> <p>This work shall include the following activities:</p> <ul style="list-style-type: none"> <li>- producing a video version of three online-courses in accordance with the Technical Requirements presented in the Annex 1;</li> <li>- filming online-course lectures;</li> <li>- video and audio editing of online-courses lectures, mixing and editing sound, accumulation and storage of online-course video materials, development and creation of screen, backgrounds, titles of the new online course, screen installation;</li> <li>- installing online-courses on online e-learning platform of Contractor;</li> </ul>	By 01/08/2020

	<p>- developing a short text synopsis of lecture videos and additional materials. The synopsis shall consist of at least 30,000 characters and graphics to be developed by the online course designer jointly with experts.</p> <p><b>Expected result:</b> Three new online-training courses (on the following topics: leadership, project management, democratic (good) governance) are developed and installed on the online e-learning platform of Contractor</p>	
Deliverable #3	<p><b>Conduct an active phase of training and switching of training into passive phase</b></p> <p>- to perform active phase of training with the developed three online training courses (devoted to the VRU Secretariat staff members) Opening of registration for the online-courses and start of the course for registered learners. Control and prompt response to technical and organizational needs of learners. Prompt closing of technical issues in the online-courses. Technical eliminating of errors in the texts, assignments, additional materials, slides during the active phase of course.</p> <p><b>Expected result:</b> at least, 100 VRU staff members successfully passed online training activity according to their training plan</p>	By 01/10/2020
Deliverable #4	<p><b>Develop the online-training platform and re-installed developed online courses</b></p> <p>- to develop the VRU Secretariat online-training platform in accordance with the Technical Requirements presented in the Annex 2;</p> <p>- to ensure the required technical support to VRU Secretariat regarding further development of its online training platform (including developing guidelines on usage of the developed online-training platform);</p> <p>- to transfer three online training courses from Contractor's e-learning platform to the developed online-training platform of the VRU Secretariat together with learning statistic by every user;</p> <p>- to transfer all intellectual property rights for the new online VRU Secretariat training platform as well as the rights to conduct the developed online courses to VRU Secretariat (according to a special agreement)</p> <p><b>Expected result:</b> the new VRU Secretariat online-training platform is developed and operational; three online courses are re-installed on the mentioned online-training platform together with learning statistics of every user.</p>	By 01/12/2020

UNDP will provide payments upon provision of deliverables duly certified by UNDP in accordance with the table above. UNDP will be the ultimate authority to control the quality of work results and assess the Contractor's performance during the assignment.

Payments are made in four tranches as per the Schedule of payments indicated in the table above.

In particular, the payment schedule will be as follows:

Deliverable 1	10%
Deliverable 2	35%
Deliverable 3	15%

Deliverable 4 40%

#### IV. MONITORING/REPORTING REQUIREMENTS

UNDP Parliamentary Reform Team Lead in close coordination with the Capacity Development Specialist will supervise the work of the contractor through regular in person and e-mail/or telephone / Skype communication. Upon completion of the task, the deliverables will be checked by the Parliamentary Reform Project team. Should any travel be needed for the assignment, which is not envisaged at this stage, the related costs will be covered additionally, therefore, the incumbent should not include this cost in his/her financial proposal.

The Company's Implementation Team

- The team will ensure that the tasks are implemented timely, as agreed in the work plan and the contract. The contractor will be responsible for timely completion of their milestones;
- The team members will be responsible for accessing any documentation relating to their assignment and will treat this information as confidential;
- The team members will be responsible to follow-up with the setting agenda of meetings and interviews;
- The team will flag UNDP of any problems faced during conduct of the work, any foreseen delays, etc. on time, to ensure a development of a risk mitigation measure.

#### Use of Reports/Documents

No report or document should be published or distributed to third parties without approval of UNDP. The Tentative Work Plan provided hereinabove may be amended upon Contractor's suggestions and/or mutual discussion of UNDP and the Contractor and solely upon a written consent. Any unauthorized breach of terms and conditions of the agreed plan may lead to termination of the contract.

#### V. REQUIREMENTS FOR CONTRACTOR

For the company:

- Legally registered entity;
- At least 5 years of experience in the sphere of on-line training activity;
- Have proven experience of minimum 5 online educational platforms, being developed by Contractor (short description and links should be provided);
- Have proven experience of minimum 10 online courses relevant to the scope and size of the current project (short description and links should be provided).

Tentative team

The Contractor should propose the project team composed of the following specialists/ experts

##### 1. Project manager:

University degree in Economics, Sociology, Management, Public Administration, Law, Psychology, Information Science or other similar fields
At least 3 years of experience in project managing/ managing similar assignments;
At least 3 years of experience in online courses development;
Experience of collaborating with central public administration representatives will be an asset
Working experience with UN Agencies and/or other international organizations will be an asset
Fluency in Ukrainian and Russian, English will be a strong asset

##### 2. Methodologist

University degree in Economics, Sociology, Management, PR, Communication or other similar fields
At least 3 years of professional experience in organization of educational courses
Experience of collaborating with the training organisations and State bodies
Experience in working with many different stakeholders involved into one project

Fluency in Ukrainian and Russian, English will be a strong asset
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### **3. IT-manager (3 persons)**

University degree in Economics, Mathematics, Sociology, IT or other similar fields;
At least 2 years of relevant professional experience in the field of web development;
Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project
Fluency in Ukrainian and Russian, English will be a strong asset;

### **4. Web-designer:**

University degree in Economics, Mathematics, Sociology, IT or other similar fields;
At least 2 years of relevant professional experience in the field of design;
Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project
Fluency in Ukrainian and Russian, English will be a strong asset;

### **5. Videographer:**

University degree in Economics, Sociology, IT, Art or other similar fields;
At least 2 years of relevant professional experience in the field of video production;
Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project
Fluency in Ukrainian and Russian, English will be a strong asset;

### **6. Expert-trainer (at least 1):**

University degree in Economics, Sociology, Management, Public Administration, Law or other similar fields
At least 2 years of relevant professional experience in the field of organizing educational sessions
Experience of collaborating with the training organisations and State bodies
Minimum 2 projects in conducting similar works/projects relevant to the scope and size of the current project
Fluency in Ukrainian and Russian, English will be a strong asset

## **Annex 1 to TOR**

### **Requirements and descriptions to the development of online courses**

The online training course should contain at least 12 video lectures (4 modules of 3 videos each). The duration of each video should be at least 5-7 minutes in the assembled form, the video should be shot in a professional studio with at least two cameras, it should comprise infographics and proper visual contemporary

design. Texts for online modules should be analysed and edited by professional methodologists and experts in the relevant area. Each video should be accompanied by a test of at least 10 questions and additional materials (when requested).

Branding should be developed (designed) in cooperation with the EU/UNDP and contain all necessary visibility materials of the partners (VRU, EU, UNDP);

The service provider (contractor) should provide a user-friendly interface and offer convenient features for using the online course, in particular:

- search;
  - navigation;
  - feedback;
  - performance appraisal;
  - detailed work plan;
  - approach to e-learning content development;
  - description of further maintenance of online learning.
- 
- Menu / the User's Guide: provides integrated data on how to navigate the online learning platform as well as the main background of the user's interface;
  - User profile should include ongoing courses and finished courses as well as certificates on finishing online courses;
  - Branding should be developed (designed) in joint cooperation with the UNDP;
  - Bookmark for each completed course: the students should be able to start the course at the place where they stopped and / or interrupted the course last time;
  - Modules and evaluation in one package: curriculum content and assessment should be provided in one place. Examples / cases based on real-life are preferable, the text should be a kind of a summary of the course in pdf, the test for evaluation of how students have mastered the course materials should be provided; Feedback: video courses end with a greeting and a note inviting students to participate in a user satisfaction surveyFunction allowing to print on-line a certificate on successful completion of training

#### **Specific requirements for the content of educational materials on the platform:**

- Content (video, text, infographics, tests) should be meaningful, memorable, motivational, measurable;
- Content should be declared in simple language, not overloaded with specific and complex terminology. If a specific terminology or abbreviation is used, it should be explained;
- Images, graphics and illustrations should be used in videos and text files to facilitate the learning process;
- Video for each course should not exceed the total length of one and a half hours and should be divided into short videos of no more than 7 minutes each;
- All used photo files should be provided in standard raster files (.jpg, .jpeg, .gif, .png);
- All developed e-learning materials must have a unique graphic design appropriate to the subject matter they cover;
- Text materials summarizing video courses should not exceed 5 pages and be in pdf format to download;
- Video courses should have the appropriate structure, composition and necessary software and software tools to effectively rebuild and selectively update the content of online learning, for example, for rapid localization, viewing and updating;
- The service provider (contractor) should propose and adopt the most appropriate approach to the course content, development and revision for each project based on a specific project description and be in line with the best international practices;
- All lectures should be posted under strict configuration management to support their future service and to evaluate the consequences of changing an item if it is related to other content;
- The lecturer in each video course must be selected by the provider and agreed with the UNDP;
- Number of hours / credits the user will receive upon successful completion of the course should be specified;

- A mechanism allowing people to obtain online certificates to confirm completion of online courses should be provided.

**Video requirements:** MP4 file type, Frame width – 1920, Frame height – 1080. Data transfer speed – not less than 19870 kbps. The total flow rate is at least 20188 kbps. Frame rate is at least 25 fps. Audio: at least 317 kbps. Sampling rate is not less than 48 kHz.

EU-UNDP will provide to the Contractor the developed methodological and other support documents for further work on the preparation of the online training modules. At the same time, the Contractor should follow the developed educational materials based on the proposed structure for three online training courses as the follow:

### 1. Indicative programme of the training (on-line) module on good governance

№	Topics
	<b>Introduction</b>
<b>Module 1. Good governance as universal value</b>	
1.1.	Content and definition of the notion “good governance”
1.2.	Good governance as universal value. Current context of the development of the “Good Governance” Concept in Ukraine and other democratic countries.
1.3.	“Good Governance” Concept as an integrated part of the public administration reform
1.4.	Useful links
1.5.	Intermediate test
<b>Module 2. Role of the international organizations in the implementation of good governance standards</b>	
2.1.	UNDP activity in the elaboration and implementation of good governance standards
2.2.	EU approaches in insuring good governance standards
2.3.	Council of Europe activity in the realization of good governance concept
2.4.	Useful links
2.5.	Intermediate test
<b>Module 3. Tools for good governance insuring within the public administration system</b>	
3.1.	Institutional building tools Twinning, TAIEX
3.2.	Tools for insuring good governance at local and regional levels
3.3.	Functional review of State power bodies
3.4.	Useful links
3.5.	Intermediate test
<b>Module 4. Assessment of the implementation of good governance principles</b>	
4.1.	EU/OECD/SIGMA principles of public administration and their assessment framework
4.2.	Analysis of good governance policy implementation
4.3.	Monitoring and impact assessment of the results of good governance policy
4.4.	Useful links
4.5.	Intermediate test
	<b>Final test</b>

### 2. Indicative programme of the training (on-line) module on Project management in VRU Secretariat activity

№	Topics
	<b>Introduction</b>
<b>Module 1. Conditions of formation, methodology and key notions of the project management</b>	
1.1.	Definition and key characteristics of the project

1.2.	Types of projects
1.3.	Project as a system. Complex approach for project management.
1.4.	Useful links
1.5.	Intermediate test
<b>Module 2. Key processes of the project management and their characteristics</b>	
2.1.	Definition of the notion “process”. Comparative analysis of the project management processes.
2.2.	Main stages of the project management cycle (initiation, planning, implementation, control, project finalization).
2.3.	Functions, sub-systems, parameters of the project
2.4.	Monitoring of the project implementation results
2.5.	Useful links
2.6.	Intermediate test
<b>Module 3. Approaches for the preparation and project successful implementation</b>	
3.1.	Definition of the participants’ pool and project team formation
3.2.	Preparation and approval of the project concept
3.3.	Development of the terms of reference and project business plan
3.4.	Useful links
3.5.	Intermediate test
<b>Module 4. Planning of the resources, expenditures and preparation of the project budget</b>	
4.1.	Content, characteristics and principles of project budgeting
4.2.	Planning of the expenditures and project budget evaluation
4.3.	Possible sources for project realisation
4.4.	Useful links
4.5.	Intermediate test
	<b>Final test</b>

### 3. Indicative programme of the training (on-line) module on Leadership development in the State (parliamentary) service

<b>№</b>	<b>Topics</b>
	<b>Introduction</b>
<b>Module 1. Leadership and effective management</b>	
1.1.	Content and requirements for modern leader
1.2.	General approaches for leadership development in the State (parliamentary) service
1.3.	Individual development and innovations. Leadership responsibility for people management
1.4.	Useful links
1.5.	Intermediate test
<b>Module 2. Leadership and effective communication</b>	
2.1.	Effective communication
2.2.	Planning and public relations
2.3.	Public awareness work, public speeches and relations with media
2.4.	Useful links
2.5.	Intermediate test
<b>Module 3. Team building and organization culture development</b>	
3.1.	Leadership in the team and stages for its development
3.2.	Conflict of interests and corruption prevention
3.3.	Organization culture management
3.4.	Useful links

3.5	Intermediate test
<b>Module 4. Leadership and strategic management of the State body</b>	
4.1.	Policy analysis. Strategic planning and budget.
4.2.	Project management
4.3.	Change management
4.4.	Useful links
4.5.	Intermediate test
	<b>Final test</b>

## Requirements for VRU Secretariat online training platform

### General requirements:

- The platform should operate in the most common browsers (Google, Chrome, Internet Explorer, Safari, Mozilla Firefox, Microsoft Edge) and operating systems (iOS, Android, Windows, MacOS) as well as mobile devices (laptops, tablets, smartphones);
- The Platform should provide automatic, regular backup of data. In a case of a software failure or emergency, the system should ensure that the operation is restored to its last fixed stable status.
- The Platform should be developed in Ukrainian;
- Design should be lightweight, restrained and should not contain too many graphic elements or too much animation. All elements should be used to convey information to the user in the clearest and most structured possible way;
- The Platform should have easy and clear user registration, data storage and system notification;
- The Platform must be capable of supporting the activities of at least 1000 concurrent users;
- The user registration section must contain the following mandatory fields: Name, e-mail, age, gender, unit, position, e-mail.
- The Platform should have simple and clear statistics, the Platform Administrator should be able to retrieve disparate information on registered users;
- The Platform content management and moderation must be implemented through the Content Management System (CMS), which is a secure web interface with authorized access and a set of necessary functions and mechanisms to add, modify, and delete information that is placed on the Platform. The Content Management System must be accessible by a special URL and protected from unauthorized access by a login, password, and can only be accessed from authorized IPs (installed by the administrator's web platform). The HTTPS with the appropriate SSL / TIS certificate should be implemented to encrypt the session;
- Colours must be acceptable and at the same time meet the contrast requirements. The Platform should not use any experimental palettes. Colours should serve to emphasize interactive elements and provide support in navigating the online platform;
- The Platform should have a simple, clear and logical structure that allows the user to navigate the platform as quickly as possible.
- The Platform should enrol the lectures viewing and test results, and create the user rating for each structural unit of the VRU Secretariat based on this statistic;
- The Platform should have a convenient online course navigation;
- The Platform branding should be developed (designed) in joint cooperation with the EU-UNDP Parliamentary Reform Project;
- The Platform should have automatic feedback (service messages) that are delivered to the user's email;
- The Platform should have the function of interactive summary of the user - graphical display of the acquired skills as well as passed courses and tests by each user individually;
- The Platform should have a ranked system of educational materials and user-friendly option for search (both online courses and materials downloaded on the platform);
- Administration panel of the Platform should provide easy filling of content (downloading of new online courses (video lectures and tests), additional materials);
- The Platform should have an extensive role model (user, HR-manager, moderator, administrator);
- The Platform should be easy to integrate into any site (have open source and API kits), be self-scripted, subsequently flexible to be modified;
- The Platform should be loaded in five seconds or less (time to interactive session);
- The Platform should have the system of ranking the database of users by certain filters (gender, age, area of activity, social category, etc.);
- There should be an obligatory display in the user's area of data on completion of online courses, testing, etc.);
- Integration of online training module and created content into the site of the Education Hub of the city of Kyiv (or the other site provided by the Customer).
- The service provider (contractor) should provide support for the Platform (technical, methodical) throughout 2020;

- Proprietary copyrights to the Platform must be transferred to the VRU Apparatus under the separate tripartite contract (agreement).

<b>Tentative functional capacity of the online platform of the VRU Secretariat</b>
<b>Online courses (lectures, tests, tutorials)</b> This module allows you to invite selected users. There is an ability to create closed courses for individual structural units of the VRU Secretariat.
<b>Depository of training materials</b> , ranked by subject matters and individual skills (online courses, guidelines, workshops, research findings and other materials that UNDP and partner projects will make available for free).
The <b>blended learning</b> system – the one part of the material is delivered online, the other part - in the form of trainings with professional coaches. Technology presupposes linking of online courses and their modules to trainings with the trainers, QR codes or another system for enrolling in class attendance.
<b>User rating system</b> (each registered user scores each video lecture and test completed, as well as attending offline training events, as points in the online system). Thus, we can easily identify the % of the most targeted participants in a particular structural unit.
<b>Gamification</b> – each user is credited with points for watching lectures, solving tests, attending trainings, progress is formed in accordance with the speed of learning.
<b>Forum</b> , discussion – it is possible to organise the discussion of each course separately (with the moderator).
<b>Interactive timeline</b> (ranked by thematic principle, related to the topics of online courses), it is possible to integrate training activities from the web-site of the VRU or from the site of the Education Hub of the city of Kyiv, display attendance of activities in an interactive profile (personal account), enrolment in advanced training.
<b>Interactive certificates</b> Formation and issuance of electronic certificates, verification by number, display in a personal user's account.
<b>Personnel reserve</b> (ranking of external users database) by different criteria - age, gender, region-city, university, sphere of interests, knowledge of languages (can be implemented up to 35 criteria) - this can become a tool for work with the personnel reserve - selection and formation of the pool of persons that are interested in the possibility of further employment in the VRU Secretariat or as assistants to the People's Deputies.

### **Requirements to the structure and design of the training platform**

There should be a title at the top of each page. It provides the user with the access to the basic browsing and search tools as well as allows the user to go to the homepage by clicking on the platform logo online. Furthermore, the language switch (if available) will be displayed on this panel, in particular:

1. Logo
2. The main navigation bar with drop-down units
3. Additional navigation bar
4. Search box
5. Language switch

At the bottom of each page there should be a footer in order to provide the user with additional viewing tools (the main navigation bar must be repeated) with information support, contact information, in particular:

1. Contact information
2. Site map
3. Support for project information
4. Links to similar websites
5. Links to the social networks on which the project is presented (if any)
6. Copyright reservation as well as rules of procedure of the Verkhovna Rada of Ukraine and UNDP
7. Help Button (contact form link)

The section with texts and multimedia content. Although this area may have different appearance on different pages, it must be developed with a limited number of elements (system design). Examples of these elements should include the following elements (but are not limited to them):

1. Text blocks
2. Item
3. List
  - Multimedia
  - Image
  - Video
  - Audio
  - Diagram
  - Test
  - Interactive components
  - Links
  - Button
  - Round-robin
4. Tabs (switch)
  - Drop-down sections
  - Calendar
  - Forms
  - Contact form
  - Search form
  - Cards (combinations of text and multimedia elements)
5. Horizontal
6. Vertical

Each section must have subdivisions. The online platform administrator will be able to add, modify and move units, in particular:

- Information on professional skills;
- Timeline of professional activities;
- Useful and professional communities;
- Motivation – encouraging content and success stories to motivate employees.

**The platform should be designed for several categories of users, in particular:**

- Visitors
- Moderators
- Administrators

Users should be able to find the platform (information about it) by means of search system. In view of this, the online platform needs to be optimized to facilitate Internet search.

The online platform should be loaded in five seconds or less (time to interactive). The following methods should be used for this purpose:

- Page cache
- Image optimization
- Content media load
- URL pages should transliterate names, be user-friendly, and not contain confusing characters or numbers;
- Meta tags for search engine optimization must be editable from the administrator's section.

Pages should be indexed by search engines only once. In a case of the content is repeated, then the corresponding content management system settings must be changed.

## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in password protected file via email. Electronic format of submission only)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	▪ as per Section 4, required documents

## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b>  (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture                      **OR**                      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
 Signature: _____	 Signature: _____
 Date: _____	 Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute:	

		Party awarded if resolved:	
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Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	Information from Balance Sheet		
Total Assets (TA)			

Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  - b) Historic financial statements must be audited by a certified public accountant;
  - c) Historic financial statements must correspond to accounting periods already completed and audited.
- No statements for partial periods shall be accepted.

## Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's experience and reputation on the market

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevant certificates and association membership confirming documents.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### SECTION 2: Bidder's capability and expertise

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 Detailed organizational structure of the Company, including quantity of qualified personal available.
- 2.2 Quality assurance and service support provision information.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.6 Any other comments or information regarding the project approach and methodology that will be adopted.

### SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

## Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

## Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and **submit it in a file separate from the Technical Proposal and password protected** as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of proposal may be UAH or USD, though USD is highly recommended as the price of the contract will be based on the proposal and its currency and will not be changed in its duration. Thus, USD price proposal provides better option for currency risk mitigation. Please clearly indicate currency of the proposal

### A. Cost Breakdown per Deliverables\*

	Deliverables [list them as referred to in the TOR]	Percentage of Total Price (Weight for payment)	Tentative Schedule	Price (Lump Sum, All Inclusive)
1	<b>Develop Methodological concept</b>	10%		
2	<b>Develop and install three online courses</b>	35%		
3	<b>Conduct an active phase of training and switching of training into passive phase</b>	15%		
4	<b>Develop the VRU Secretariat online-training platform and re-installed developed online courses on this platform</b>	40%		
	<b>Total</b>	<b>100%</b>		

### B. Cost Breakdown by Cost Component:

Activity/Costs	Remuneration per Unit of Time (e.g., day, month, etc.)	Total Period of Engage ment	Cost per unit	Amount excluding VAT*
Personnel Services				
Project manager	day			
Methodologist				
IT Manager 1				
IT Manager 2				
IT Manager 3				
Web-designer				
Videographer				
Expert-trainer (at least 1):				

<i>Other costs (if any – to define clearly activities/costs)</i>				
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***NB Amounts in both tables must be equal as they represent the same financial proposal from different aspects.***

“Duly authorized to sign the proposal for and on behalf of” \_\_\_\_\_

(Name of Organisation): \_\_\_\_\_

Signature/Stamp of Entity/Date: \_\_\_\_\_

Name of representative: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone/Fax: \_\_\_\_\_

Email: \_\_\_\_\_

\* 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.) "2000000000000".

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.