



## REQUEST FOR PROPOSAL (RFP)

All interested	DATE: June 8, 2020
	REFERENCE: 477-2020-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **“Provision of consulting and advisory support to newly-created MSMEs in Luhansk, Donetsk and Zaporizhzhia oblasts”**.

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

Proposals may be submitted on or before **23:59 AM (Kyiv time) Tuesday, June 30, 2020** and via email to the address below:

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

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

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

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

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

Messages should **not exceed 8 MB in size**. Offers larger than 8 MB should be split into several messages and each message subject should indicate “part x of y” besides the marking mentioned in the announcement and the

solicitation documents. Messages larger than 8 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **“477-2020-UNDP-UKR-RFP-RPP”** and **“Provision of consulting and advisory support to newly-created MSMEs in Luhansk, Donetsk and Zaporizhzhia oblasts”** .

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

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

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

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

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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

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

UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

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

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Sukhrob Kakharov*

**Mr. Sukhrob Kaharov,  
Operations Manager**

**UNDP Ukraine  
June 08, 2020**

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## Description of Requirements

<b>Project name:</b>	"Recovery and Peacebuilding Program"
<b>Brief Description of the Required Services</b>	UN RPP seeks to hire a qualified company on provision of consulting and advisory support to newly-created MSMEs in Luhansk, Donetsk and Zaporizhzhia oblasts.
<b>The overall objective</b>	<p>The overall objective of this assignment is provision of the consulting services to representatives of the local population and IDPs who reside in the government-controlled areas of Luhansk and Donetsk oblasts and in selected rayons of Zaporizhzhia oblast (Berdiansk, Prymorsk, Pryazovia, Orikhiv, Guliaipole, Yakymivka, Bilmak rayons) who receive funding under the UN RPP small business grants programme to start, renew or expand their businesses in 2020 (hereinafter referred to as the 'target group') and to other newly-created and existing MSMEs supported under the Programme activities.</p> <p>Consulting should be provided based on a voucher system in the following areas including consultations within the sectors of activity of supported grantees: (1) legal advice in such issues as registration, re-registration, obtaining permits, certificates, hiring employees, national tax and legal regulations, etc.; (2) accounting advice in bookkeeping, auditing, reporting etc.; (3) marketing and sales advice in such issues as product and services promotion, basics of e-commerce, etc.; (4) business development and expansion advice. In addition, in-person consulting sessions are to be delivered in the targeted areas.</p> <p>The UN Recovery and Peacebuilding Programme plans to allocate at least 260 grants for business start-up, renewal or expansion to the local population, including IDPs, in Donetsk and Luhansk oblasts and selected rayons of Zaporizhzhia oblast. These grant recipients will require support through consulting services. Additionally, up to 60 entities who had received UN RPP small business grants during 2015-2020 might be granted access to the consulting services. It is also expected that at least 30 additional MSMEs supported under the non-grant UN RPP activities will participate in the in-person consulting sessions.</p>
<b>Person to Supervise the Work/Performance of the Service Provider</b>	Business Development Specialist of the UN Recovery and Peacebuilding Programme
<b>Frequency of Reporting</b>	According to TOR attached

<b>Progress Reporting Requirements</b>	According to TOR attached
<b>Location of work</b>	According to TOR attached
<b>Expected duration of work</b>	According to the proposed timeframe specified in the attached TOR
<b>Target start date</b>	July 2020
<b>Target completion date</b>	April 2021
<b>Travels Expected</b>	According to TOR attached
<b>Special Security Requirements</b>	n/a
<b>Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)</b>	The Program does not provide premises, equipment, supporting personnel, services or logistic support
<b>Implementation Schedule indicating breakdown and timing of activities/sub-activities</b>	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
<b>Names and curriculum vitae of individuals who will be involved in completing the services</b>	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
<b>Currency of Proposal</b>	<input checked="" type="checkbox"/> <b>United States Dollars (USD)</b> – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: <a href="http://treasury.un.org">http://treasury.un.org</a> <input type="checkbox"/> Euro <input checked="" type="checkbox"/> <b>UAH</b>
<b>Value Added Tax on Price Proposal</b>	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
<b>Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)</b>	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> <b>90 days</b> <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
<b>A pre-proposal conference will be held on:</b>	<b><u>Pre-Bidding Conference will be held on 12th of June 2020 at 3 pm via Skype.</u></b>  Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: <a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a>  Attn: Procurement Unit

	Subject: <b>447-2020-UNDP-UKR-RFP-RPP</b> – Pre-Bidding Conference Registration
<b>Payment Terms</b>	<p>The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and executed upon submission of Inception, Interim and Final reports. A preliminary schedule is provided below.</p> <ul style="list-style-type: none"> <li>- After achieving the output 1 and submission of an Inception Report –20%;</li> <li>- After achieving 80% of the output 2 (at least 6656 hours of consultations) and submission of an Interim Report #1 – 50%;</li> <li>- After achieving 20% of the output 2 (at least 1664 hours of consultations) and submission of an Interim Report #2 – 10%;</li> <li>- After achieving the output 3 and submission of an Interim Report #3 – 10%;</li> <li>- After complete achievement of all the results and submission of the Final Report – 10%.</li> </ul> <p>UNDP shall pay the negotiated contract fees for the services within 30 days after the services have been delivered and agreed by UNDP.</p> <p>The payments will be processed upon the full completion and acceptance of contractual obligations whereupon the Component Lead signs the certification of acceptance.</p>
<b>Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment</b>	Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, UN RPP
<b>Type of Contract to be Signed</b>	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
<b>Criteria for Contract Award</b>	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> <b>Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</b> <input checked="" type="checkbox"/> <b><u>Full acceptance of the UNDP Contract General Terms and Conditions (GTC).</u></b> This is a mandatory criterion and cannot be deleted regardless of the nature of services

	<u>required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
<b>Criteria for the Assessment of Proposal</b>	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 21.5%</p> <p><input checked="" type="checkbox"/> Proposed Methodology, Approach and Implementation Plan 28.5%</p> <p><input checked="" type="checkbox"/> Personnel 50%</p> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
<b>UNDP will award the contract to:</b>	<p><input checked="" type="checkbox"/> <b><u>One and only one Contractor</u></b></p> <p><input type="checkbox"/> One or more Contractors, depending on the following factors</p>
<b>Annexes to this RFP</b>	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link:  <a href="https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p> <p><input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3)</p> <p><input checked="" type="checkbox"/> Contract for professional services template (Annex 4)</p>
<b>Contact Person for Inquiries (Written inquiries only)<sup>1</sup></b>	<p><b><i>Procurement Unit UNDP Ukraine</i></b></p> <p><i>procurement.rpp.ua@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

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

<p><b>Documents to be submitted in proposal</b></p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2);</li> <li><input checked="" type="checkbox"/> Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided;</li> <li><input checked="" type="checkbox"/> Copy of the Statute/Charter of the applicant;</li> <li><input checked="" type="checkbox"/> Copies of other licenses or certificates (if any);</li> <li><input checked="" type="checkbox"/> Brief description of the assignment's implementation methodology;</li> <li><input checked="" type="checkbox"/> Organization's profile / portfolio (date of creation, size, number of staff/consultants, description of key staff/consultants);</li> <li><input checked="" type="checkbox"/> A work plan with the proposed work schedule indicating the persons responsible for each area of activity;</li> <li><input checked="" type="checkbox"/> A list and short summary of previous experience in provision of consulting services and/or advisory support to MSMEs in the legal, accounting, marketing and business development areas;</li> <li><input checked="" type="checkbox"/> A list and short summary of previous experience in delivery of simultaneously consultations;</li> <li><input checked="" type="checkbox"/> A list and short summary of previous experience in providing consulting services under the support of international technical assistance organizations (at least 1 reference letter for the company from the international technical assistance organisation reflecting the nature of projects implemented, their results and the role of the applicant);</li> <li><input checked="" type="checkbox"/> CVs of the project team members (team of at least 6 professionals).</li> <li><input checked="" type="checkbox"/> At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant.</li> </ul> <p><input checked="" type="checkbox"/> <b><u>Financial proposal (must be password protected and provided in separate archive.</u></b></p> <p><b>!!! Don't provide password unless requested and don't include password to letter with technical proposal part)</b>  <b>!!!</b></p>
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<p><b>Other Information Related to the RFP</b></p>	<p><b><u>Administrative Requirements:</u></b></p> <p>Submitted offers will be reviewed on “Pass” or “Fail” basis to determine compliance with the below formal criteria/requirement/s:</p> <ul style="list-style-type: none"> <li>✓ Offers must be submitted within the stipulated deadline</li> <li>✓ Offers must meet required Offer Validity</li> <li>✓ Offers have been signed by the proper authority</li> <li>✓ Offers include requested company/organization documentation, including documentation regarding the company/organization’s legal status and registration</li> <li>✓ Offers must comply with general administrative requirements:</li> </ul> <p><b><i>An organization submitting a proposal is:</i></b></p> <ul style="list-style-type: none"> <li>✓ Organization/company officially registered in Ukraine for at least 3 years;</li> <li>✓ Experience in provision of consulting services and/or advisory support to MSMEs in the legal, accounting, marketing and business development areas (at least 3 years);</li> <li>✓ Experience in delivery of consultations to at least 50 people simultaneously (reference to at least 2 projects should be provided);</li> <li>✓ Experience in providing consulting services under the support of international technical assistance organizations (references to at least 1 similar project should be provided).</li> <li>✓ <b>Be able to create an implementation team with at least following requirements:</b></li> </ul> <p><b>Team Leader/Project Manager:</b></p> <ul style="list-style-type: none"> <li>- At least Master’s degree in Business Administration, Economics, Law, Management, Entrepreneurship, Accounting and Audit or related field;</li> <li>- Minimum 3 years of professional experience in project management and/or team management;</li> <li>- At least, 3 years of experience in business consulting;</li> <li>- Excellent reporting skills (a list of publications and examples of at least 2 developed materials shall be provided);</li> <li>- At least 2 positive references from previous employers;</li> <li>- Fluency in Ukrainian and Russian. Knowledge of English would be considered as an asset.</li> </ul> <p><b>Project Assistant:</b></p> <ul style="list-style-type: none"> <li>- At least Bachelor’s degree in Economics, Finance or related field;</li> </ul>
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	<ul style="list-style-type: none"> <li>- Minimum 3 years of professional experience in administrative support of advisory, consulting, training and/or educational projects;</li> <li>- Experience on the hotline or in multi-crowded projects;</li> <li>- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.</li> </ul> <p><b>Consultant/ advisor in the legal area:</b></p> <ul style="list-style-type: none"> <li>- At least Master's degree in Law or related field;</li> <li>- Minimum 3 years of professional experience in legal advice for micro, small and medium business entities in Ukraine related but not limited to registration, re-registration, obtaining permits, certificates, hiring employees, etc.;</li> <li>- At least 2 positive references from previous employers/customers;</li> <li>- Fluency in Ukrainian and Russian.</li> </ul> <p><b>Consultant/ advisor in the accounting and taxation areas:</b></p> <ul style="list-style-type: none"> <li>- At least Master's degree in Accounting and Audit, Economics or related field;</li> <li>- Minimum 3 years of professional experience in consulting for micro, small and medium business entities in Ukraine in the area of accounting and taxation;</li> <li>- At least 2 positive references from previous employers/customers;</li> <li>- Fluency in Ukrainian and Russian.</li> </ul> <p><b>Consultant/ advisor in the marketing and branding areas:</b></p> <ul style="list-style-type: none"> <li>- At least Master's degree in Marketing, Business Administration or related field;</li> <li>- Minimum 3 years of professional experience in consulting support of MSMEs in Ukraine in the marketing and branding areas;</li> <li>- At least 2 positive references from previous employers/customers;</li> <li>- Fluency in Ukrainian and Russian.</li> </ul> <p><b>Consultant/ advisor in the business development area:</b></p> <ul style="list-style-type: none"> <li>- At least Master's degree in Management, Business Administration, Economics or related field;</li> <li>- Minimum 3 years of professional experience in business development advisory support to MSMEs in Ukraine;</li> <li>- At least 2 positive references from previous employers/customers;</li> <li>- Fluency in Ukrainian and Russian.</li> </ul>
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**Annex 2****FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>2</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>3</sup>)***

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 477-2020-UNDP-UKR-RFP-RPP dated 6/8/2020, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**A. Qualifications of the Service Provider**

<b>BRIEF COMPANY PROFILE</b>	
The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:	
Full registration name	
Year of foundation	
Legal status	If Consortium, please provide written confirmation from each member
Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached

<sup>2</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

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

**B. Proposed Methodology for the Completion of Services**

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

***Must include:***

- 1. Letter of interest/letter of proposal, which briefly describes the organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants) and approach to the performance of work (Provision of consulting and advisory support to newly-created MSMEs) with indication approach to the performance of each Stage) (up to 4 pages);***
- 2. Description of previous experience in area corresponds to the assignment, with achievements;***
- 3. Technical proposal detailing the proposed work plan;***
- 4. A timeline of the activities.***

**C. Qualifications of Key Personnel**

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

- a) Names and qualifications, description of roles of the key personnel (at least 6 professionals) that will perform the services;***
- b) CVs demonstrating qualifications, experience and language skills of key personnel (at least 6 professionals, as well as contact details for referees;***
- e) Written confirmation from each team member that they are available for the entire duration of the contract.***

## Financial Proposal

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

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

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

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

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

### A. Cost Breakdown per Deliverables\*

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

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

<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price (Weight for payment)</b>	<b>Amount, currency, excl. VAT</b>
Deliverable 1 (After achieving the output 1 and submission of an Inception Report –20%)		
Deliverable 2 (After achieving 80% of the output 2 (at least 6656 hours of consultations) and submission of an Interim Report #1 – 50%)		
Deliverable 3 (After achieving 20% of the output 2 (at least 1664 hours of consultations) and submission of an Interim Report #2 – 10%)		
Deliverable 4 (After achieving the output 3 and submission of an Interim Report #3 – 10%)		
Deliverable 5 (After complete achievement of all the results and submission of the Final Report – 10%)		
<b>Total</b> (please indicate currency)	100%	

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

**B. Cost Breakdown by Cost Component:**

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

<b>Nº</b>	<b>Activity/Costs</b>	<b>Unit</b>	<b>Number</b>	<b>Cost per unit, currency</b>	<b>The amount, currency excl. VAT</b>
<b>1</b>	<b>Personnel</b>				
1.1	Team Leader/Project Manager	1 month			
1.2	Project Assistant	1 month			
1.3	Consultant/ advisor in the legal area	1 month			
1.4	Consultant/ advisor in the accounting and taxation areas	1 month			
1.5	Consultant/ advisor in the marketing and branding areas	1 month			
1.6	Consultant/ advisor in the business development area	1 month			
...	...				
<b>2</b>	<b>Products</b>				
2.3	Monthly digest	Item			
...	...				
<b>3</b>	<b>Communication Costs</b>				
3.1	...				
...	...				
<b>4</b>	<b>Travel and Lodging</b>				
4.1	Travel costs (tickets)	Travel for 1 person			
4.2	Accommodation	Day			
4.3	Daily Allowance	Day			
4.4	...				
<b>5</b>	<b>Other costs (if any - to define activities/costs)</b>				
5.1		Item			
5.2	...				
	<b>Total</b> (please indicate currency)				

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

*[Designation]*

*[Date]*

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**\*\* 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.

**\*\* Уважаемые партнеры!**

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере 477-2020-UNDP-UKR-RFQ-RPP производится в рамках выполнения проекта международной технической помощи.

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

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

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

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

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

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

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

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





## Terms of Reference

**Project name:** UN Recovery and Peacebuilding Programme, Economic Recovery and Restoration of Critical Infrastructure Component

**Project description:** Provision of consulting and advisory support to newly-created MSMEs in Luhansk, Donetsk and Zaporizhzhia oblasts

**Country/place of implementation:** Government Controlled Areas (GCA) of Luhansk and Donetsk oblasts, and selected rayons of Zaporizhzhia oblast, Ukraine

**Possible business trips (if applicable):** Travel within Ukraine (up to 10 trips to GCA of Donetsk, Luhansk and Zaporizhzhia oblasts)

**Starting date of the assignment:** July 2020

**Duration of the assignment or end date (if applicable):** 10 months

**Name and position of project manager:** Volodymyr Lyashchenko, Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, UN RPP

## I. BACKGROUND

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

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

The RPP was designed to respond to, and mitigate, the causes and effects of the conflict. It is based on findings of the Recovery and Peacebuilding Assessment (RPA) and is aligned to the State Target Programme for Recovery as well as to the two oblast development strategies up to 2020. It takes into account the opportunities that have arisen from the Minsk Protocol of September 2014 and the renewal of its cease-fire provisions (the latest cease-fire having been agreed in March 2018) and is also fully adjusted to the humanitarian-development nexus. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership

Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the SDGs.

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. It is a unifying interventions framework for 12 projects funded by 12 international partners and is worth over 80 million USD.

In October 2018, four UN agencies (UNDP, UN Women, FAO and the UNFPA) have countersigned a new joint project document, funded by the EU. The overall objective of the project is to restore effective governance, support economic recovery and promote reconciliation in the crisis-affected communities of Donetsk, Luhansk and Zaporizhzhia oblasts in Ukraine, thereby enhancing the credibility and legitimacy of local governments in the government-controlled areas of the regions. It will contribute to peace build and prevent further escalation of conflict in Ukraine through effective and accountable decentralization, gender-responsive recovery planning and equal access to services, as well as enhanced economic recovery and development.

This endeavor will be achieved through the pursuit of the following specific objectives:

1. Enhancing local capacity for gender-responsive decentralization and administrative reforms to improve governance, local development and the delivery of services.
2. Stimulating employment and economic growth by providing assistance to Micro, Small and Medium Enterprise (MSME) development through demand-driven business development services and professional skills training.
3. Enhancing social cohesion and reconciliation through promotion of civic initiatives.
4. Supporting sector reforms and structural adjustments in health, education and critical public infrastructure to mitigate direct impacts of the conflict and enhance the capacity of governmental authorities for national the coordination of actions to cope with emergencies arising from the conflict zone.
5. Supporting the implementation of the European Investment Bank's Early Recovery Programme.

The ongoing COVID-19 crisis is challenging people, households and businesses in unprecedented ways. While containing the pandemic and protecting people is the top priority, disrupted supply chains, containment measures that are limiting economic and social interactions and falling demand put people's jobs and income-generation opportunities at risk. According to ILO, the economic and labour crisis created by the COVID-19 pandemic could increase global unemployment by almost 25 million people (7.4 million people in middle-income countries) and the overall losses in labour income might reach USD 3.4 trillion (USD 14.8 billion in middle-income countries). According to Ukraine's leading investment bank, national GDP will decline by 4% if the countrywide lockdown lasts up to three months and by 9% if it lasts longer. The crisis especially affects MSMEs that have significantly lower reserves and resilience than large business. Ukrainian Chamber of Commerce and Industry reported that up to 700 000 enterprises, which give employment to 3,5 – 4 million people, have already stopped their business activity due to the lockdown. These figures constitute some 25% of all businesses and labour workers active in Ukraine. An immediate employment and business support are needed, which includes increasing ability of newly created micro, small and medium entrepreneurs to resist the challenging market conditions at the start of their operations.

Under Objective 1, a small business grants programme was launched in eastern Ukraine in 2015 to promote economic recovery of the conflict-affected oblasts, to enhance employment and to create income-generation opportunities for internally displaced persons (IDPs) and the local population. Overall, 932 business projects were supported and over 2,500 jobs created within the programme in 2015-2020. In 2020 UN RPP, under the financial support of the Government of Japan and the Government of Denmark plans to provide grants for launch, renewal or expansion of Micro, Small and Medium Enterprises (hereinafter – MSMEs) on a competitive basis in the government-controlled areas (GCAs) of Luhansk and Donetsk oblasts, and in selected rayons of Zaporizhzhia oblasts (hereinafter – the "targeted areas") in order to establish or restore business activity and ensure overall economic revitalization, decrease tension on the labor market and ensure the development of the priority value chains in the region.

To ensure an efficient start and further sustainable development of the newly created businesses, funded by the programme, UN RPP is seeking a company that will provide consulting support in legal, accounting and business development areas to the grant recipients.

## **II. MAIN OBJECTIVES OF THE ASSIGNMENT**

The overall objective of this assignment is provision of the consulting services to representatives of the local population and IDPs who reside in the government-controlled areas of Luhansk and Donetsk oblasts and in selected rayons of Zaporizhzhia oblast (Berdiansk, Prymorsk, Pryazovia, Orikhiv, Guliaipole, Yakymivka, Bilmak rayons) who receive funding under the UN RPP small business grants programme to start, renew or expand their businesses in 2020 (hereinafter referred to as the 'target group') and to other newly-created and existing MSMEs supported under the Programme activities.

Consulting should be provided based on a voucher system in the following areas including consultations within the sectors of activity of supported grantees: (1) legal advice in such issues as registration, re-registration, obtaining permits, certificates, hiring employees, national tax and legal regulations, etc.; (2) accounting advice in bookkeeping, auditing, reporting etc.; (3) marketing and sales advice in such issues as product and services promotion, basics of e-commerce, etc.; (4) business development and expansion advice. In addition, in-person consulting sessions are to be delivered in the targeted areas.

The UN Recovery and Peacebuilding Programme plans to allocate at least 260 grants for business start-up, renewal or expansion to the local population, including IDPs, in Donetsk and Luhansk oblasts and selected rayons of Zaporizhzhia oblast. These grant recipients will require support through consulting services. Additionally, up to 60 entities who had received UN RPP small business grants during 2015-2020 might be granted access to the consulting services. It is also expected that at least 30 additional MSMEs supported under the non-grant UN RPP activities will participate in the in-person consulting sessions.

## **III. SCOPE OF WORK AND EXPECTED OUTPUTS**

The contractor will provide advisory support via remote channels available for grantees and approved by UN RPP (by phone, Skype, Zoom, email, social networks, platforms for webinars, etc.) and at least 4 in-person consulting sessions in the legal, accounting, marketing and business development areas to the target group during the period of assignment. The overall number of recipients of the consulting services will be about 350 people during the period of the contract. The number of people who may receive consulting services simultaneously (during the same period of implementation of a grant) will be about 260 people. One voucher should be awarded to each recipient of the advisory services. Each voucher should grant rights to receive at least 32 hours of remote consultations in total during 6 months since the start of the grant implementation in any or all areas of advisory support stipulated by the programme (legal, accounting, marketing and business development) distributed in the recipient's discretion. A list of recipients shall be provided by UN RPP at the beginning of each implementation stage. In addition, four in-person consulting sessions shall be conducted for least 80 participants.

**It is expected that consultants involved by the Contractor will have sufficient knowledge of MSME activity in the following prioritized sectors of economy:**

- Industry and Engineering Services;
- Ceramics;
- Textiles and Clothing;
- Hospitality;
- Food Processing;
- Grain and Oilseed;
- Dairy and Beef;
- Poultry and Eggs;
- Fruit and Vegetables.

## **1. Inception stage:**

- Develop a detailed work plan, methodology and overview of the tools (including the description of a voucher system) to be used under this assignment and approve by the Programme;
- Design and set-up online channels (multi-channel phone line, Skype channel, social network pages, unified email, Zoom account, account at commonly used webinar platform, etc.) for provision of the consulting services and approve them by UN RPP. Expenses related to purchasing of paid accounts and communication channels should be included in the financial proposal;
- Determine standard operational time for all channels used to provide consultations (multi-channel phone line, Skype channel, Zoom, social network pages, unified email, webinar platform etc.). These operational times should be approved by UN RPP, and should be used as recommended but under no circumstances should become compulsory either for the consultants or for the recipients;
- Develop a registration tool (based on MS Excel spreadsheet) of awarded vouchers and hours of delivered consultations and approve it by UN RPP. The status of delivered hours of consultations divided by four areas (legal, accounting, marketing and business development) should be made available online for UN RPP (extended mode) and the recipients (view mode) and updated on a daily basis. Requirements to the protection of personal data of recipients should be taken into consideration;
- Design format for monthly digests on typical questions, issues, changes and solutions in the area of MSME activity covering all four areas of provided advisory support (legal, accounting, marketing and business development) with designated channels for dissemination (social networks, email). The format should include UN RPP logo and logo of donors and should be approved by UN RPP prior to digest development and publishing.

## **Output 1:**

- A detailed work plan, methodology and overview of the tools developed and approved by UN RPP;
- Online channels to provide consultations designed, set-up and approved by UN RPP;
- Standard operational times for all channels used to provide consultations determined and approved by UN RPP;
- A registration tool and an online database on awarded vouchers and delivered hours of consultations developed and approved by UN RPP;
- Formats of monthly digests on typical questions, issues, changes and solutions in the area of MSME activity covering all four areas of provided advisory support (legal, accounting, marketing and business development) with channels for their dissemination designed and approved by UN RPP;
- Inception report prepared and approved by UN RPP.

*Expected execution timeframe – up to 30 calendar days after the Contract start date.*

## **2. Provision of remote consultations and advisory support:**

- Deliver remote consultations (Monday-Friday from 9 a.m. to 6 p.m.) to the first wave of the target group (up to 60 people simultaneously during the first month of the stage, up to 260 people simultaneously during the

months 2-5 of the stage, up to 200 people simultaneously during the fifth month of the stage, the total number of people receive remote consultations is 260) based on the previously approved voucher system;

- Prepare six monthly two-page digests on typical questions, issues, changes and solutions in the area of MSME activity covering all frequently asked questions raised during the period in the four areas of provided advisory support (legal, accounting, marketing and business development). Distribute the digests through the previously approved channels. The text of digests should be approved by UN RPP prior to their dissemination.

#### **Output 2:**

- Up to 260 people received up to 8320 hours of remote consultations based on the voucher system;
- At least 6 digests on typical questions, issues, changes and solutions in the area of MSME activity prepared and published through the previously approved online channels;
- Interim reports #1 and #2 prepared and approved by UN RPP.

*Expected execution timeframe – up to 8 months after the Contract start date.*

### **3. Delivery of 1-day in-person consulting sessions:**

- Deliver four in-person consulting sessions for the target group in Kramatorsk, Severodonetsk, Mariupol and Berdiansk for at least 20 people each. Grant recipients who have benefited from remote consultations should be invited and duly registered for in-person consulting sessions. Additional list of up to 30 participants will be provided by UN RPP. **Expenses related to the rent of premises, the arrangement of coffee breaks and reimbursement of travel costs of the participants shall be covered by UN RPP. Such expenses should NOT be included in the financial proposal.** The Contractor will be responsible for the consultants' expenditures related to the implementation of in-person sessions. Such expensed should be included to the financial proposal;
- Prepare two monthly digests on typical questions, issues, changes and solutions in the area of MSME activity covering all frequently asked questions raised during the period in the four areas of provided advisory support (legal, accounting, marketing and business development). Distribute the digests through the previously approved channels. The text of digests should be approved by UN RPP prior to their dissemination.

#### **Output 3:**

- 4 in-person consulting sessions delivered in Kramatorsk, Severodonetsk, Mariupol and Berdiansk for at least 20 people each;
- At least 2 digests on typical questions, issues, changes and solutions in the area of MSME activity prepared and published through the previously approved online channels;
- Interim report #3 prepared and approved by UN RPP.

*Expected execution timeframe – up to 10 months after the Contract start date.*

## **IV. MONITORING/REPORTING REQUIREMENTS**

The Contractor shall submit the following reports according to UN RPP format and guidelines. The format of reports shall be agreed at the first stage of the contract implementation programme, but UN RPP reserves the right to make further changes and clarifications in the report form.

#### **Types of reports:**

- 1) An Inception report at the initial stage of the project, Ukrainian language;
- 2) Interim reports, including reports on the work accomplished, results, monitoring, and financial indicators in Ukrainian language;
- 3) Weekly operational email reports on current results, implementation and issues;

- 4) Brief reports periodically submitted upon request of designated UN RPP personnel in cases where it is required to get information on the progress of the programme in between reporting periods;
- 5) A Final narrative report including a summary of activities and results, lessons learned, recommendations for further development of the programme and conclusions (up to 100 pages, single spacing, Myriad Pro font, size 11) should be submitted in Ukrainian language with a summary (up to 20 pages, single spacing, Myriad Pro or Arial font, size 11) in English language. Data should be disaggregated by the donor, gender, age groups and other categories as required by UN RPP, Ukrainian language.

The Contractor shall comply with the system of monitoring, evaluation and quality control introduced by UN RPP, and also provide the necessary information, reports and statistical data according to the predetermined schedule or as soon as possible (within a reasonable time).

As a quality assurance measure, UN RPP reserves the right to initiate spot-checks or conduct interviews and receive feedback on the quality of the Contractor's work. The Contractor Responsible Party shall facilitate the process by presenting UN RPP with all necessary contacts and data on the recipients of the consulting services and shall refrain from influencing the impartiality of the assessment procedures.

The Contractor shall comply with UNDP Code of Ethics to ensure that all the project activities delivered with honesty, integrity and professionalism.

## **V. EXPERIENCE AND QUALIFICATION REQUIREMENTS**

- Organization/company officially registered in Ukraine for at least 3 years;
- Experience in provision of consulting services and/or advisory support to MSMEs in the legal, accounting, marketing and business development areas (at least 3 years);
- Experience in delivery of consultations to at least 50 people simultaneously (reference to at least 2 projects should be provided);
- Experience in providing consulting services under the support of international technical assistance organizations (references to at least 1 similar project should be provided).

### **The Contractor must have a team of at least 6 professionals with following roles and required qualifications:**

#### **Team Leader/Project Manager:**

- At least Master's degree in Business Administration, Economics, Law, Management, Entrepreneurship, Accounting and Audit or related field;
- Minimum 3 years of professional experience in project management and/or team management;
- At least, 3 years of experience in business consulting;
- Excellent reporting skills (a list of publications and examples of at least 2 developed materials shall be provided);
- At least 2 positive references from previous employers;
- Fluency in Ukrainian and Russian. Knowledge of English would be considered as an asset.

#### **Project Assistant:**

- At least Bachelor's degree in Economics, Finance or related field;
- Minimum 3 years of professional experience in administrative support of advisory, consulting, training and/or educational projects;
- Experience on the hotline or in multi-crowded projects;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.

#### **Consultant/ advisor in the legal area:**

- At least Master's degree in Law or related field;

- Minimum 3 years of professional experience in legal advice for micro, small and medium business entities in Ukraine related but not limited to registration, re-registration, obtaining permits, certificates, hiring employees, etc.;
- At least 2 positive references from previous employers/customers;
- Fluency in Ukrainian and Russian.

**Consultant/ advisor in the accounting and taxation areas:**

- At least Master's degree in Accounting and Audit, Economics or related field;
- Minimum 3 years of professional experience in consulting for micro, small and medium business entities in Ukraine in the area of accounting and taxation;
- At least 2 positive references from previous employers/customers;
- Fluency in Ukrainian and Russian.

**Consultant/ advisor in the marketing and branding areas:**

- At least Master's degree in Marketing, Business Administration or related field;
- Minimum 3 years of professional experience in consulting support of MSMEs in Ukraine in the marketing and branding areas;
- At least 2 positive references from previous employers/customers;
- Fluency in Ukrainian and Russian.

**Consultant/ advisor in the business development area:**

- At least Master's degree in Management, Business Administration, Economics or related field;
- Minimum 3 years of professional experience in business development advisory support to MSMEs in Ukraine;
- At least 2 positive references from previous employers/customers;
- Fluency in Ukrainian and Russian.

**VI. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL:**

- ☒ Organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants);
- ☒ A letter of interest / letter of offer, which outlines list and brief description of previously implemented projects and competitive advantages of the applicant company;
- ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
- ☒ Overview of communication tools available for interaction with recipients of consulting services;
- ☒ Brief description of registration tool to be used to track hours of consultations;
- ☒ Compilation of frequently asked questions (with short answers in the legal, accounting, marketing and business development areas of MSME activity, based on previous consulting / support experience;
- ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments, as well as confirmation of their availability if selected for this project;
- ☒ **At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant;**
- ☒ **At least 1 reference letter for the company from the international technical assistance organisation reflecting the nature of projects implemented, their results and the role of the applicant;**
- ☒ **At least 2 reference letters for each consultant/advisor from the previous customers and employers;**
- ☒ Financial proposal.

## **VII. PROPOSED PAYMENT SCHEDULE:**

The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and executed upon submission of Inception, Interim and Final reports. A preliminary schedule is provided below.

After achieving the output 1 and submission of an Inception Report –20%;

After achieving 80% of the output 2 (at least 6656 hours of consultations) and submission of an Interim Report #1 – 50%;

After achieving 20% of the output 2 (at least 1664 hours of consultations) and submission of an Interim Report #2 – 10%;

After achieving the output 3 and submission of an Interim Report #3 – 10%;

After complete achievement of all the results and submission of the Final Report – 10%.

## **VIII. EVALUATION CRITERIA**

### **Evaluation and comparison of proposals**

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the minimum technical score of 70% (or 490 points) of the obtainable score of 700 points in the evaluation of the technical proposals.

In the First Stage, the technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria.

In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed.

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

**The winning proposal will be the one with the highest number of points after the points obtained in both technical and financial evaluations, respectively, are added up. The contract will be devoted to the bidder that submitted the winning proposal.**



**Minimum evaluation criteria**

*(The companies/organizations that are compliant with minimum evaluation criteria will be passed to technical evaluation)*

1. Organization/company officially registered in Ukraine for at least 3 years;
2. Experience in provision of consulting services and/or advisory support to MSMEs in the legal, accounting, marketing and business development areas (at least 3 years);
3. Experience in delivery of consultations to at least 50 people simultaneously (reference to at least 2 projects should be provided);
4. Experience in providing consulting services under the support of international technical assistance organizations (references to at least 1 similar project should be provided).

**Technical criteria:**

Summary of Technical Proposal Evaluation Form	Score Weight	Max Points obtainable
Expertise of Firm/Organization	21.5%	150
Proposed Methodology, Approach and Implementation Plan	28.5%	200
Personnel	50%	350
<b>Total</b>	<b>100%</b>	<b>700</b>

Forms of assessment of technical proposals are given in the next two 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.

Assessment of technical proposal Form 1		Maximum score	Company / Other organization		
			A	B	C
Expertise of Firm/Organization					
1.1	Organization/company officially registered in Ukraine (minimum 3 years – 25 points, 4 years or more – 30 points).	30			
1.2	2. Experience in provision of consulting services and/or advisory support to MSMEs in the legal, accounting, marketing and business development areas (at least 3 years); 3 years – 40 points, 4 and more– 50 points).	50			
1.3	3. Experience in delivery of simultaneous consultations: - 50 – 70 people – 30 points; - 71 people and more – 40 points.	40			
1.4	4. 4. Experience in providing consulting services under the support of international technical assistance organizations: - 1 programme – 25 points; 2 programmes and more – 30 points.	30			
Overall score on Form 1		150			

<b>Assessment of technical proposal</b>	Company / Other organization
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<b>Form 2</b>		Maximum score	A	B	C
<b>Proposed Methodology, Approach and Implementation Plan</b>					
2.1	How well developed is a system of communication with recipients? The described approach stipulates a telephone hotline, exclusive pages in social networks and accounts in messengers, an e-mail box – a telephone hotline, an e-mail box, an account in at least one social network and at least one messenger channel stipulated by the proposed system of communication 30 points; – a telephone hotline, an e-mail box, account in 2 and more social networks and 2 or more messenger channels stipulated by the proposed system of communication - 50 points	50	-		
2.2	How well-developed is a proposed approach to registration of consultations? - The suggested approach is clear, transparent and realistic and contains a detailed description of the registration tool – up to 25 points; - The methodology for tracking hours of consultations allows recipients and UN RPP personnel to obtain full and up-to-date information online – up to 25 points	50			
2.3	How well-developed is the compilation of frequently asked questions (with short answers in the legal, accounting, marketing and business development areas of MSME activity, based on previous consulting / support experience? - The proposed questions are relevant and cover major up-to-date issues of MSME activity in Ukraine – up to 25 points; - The proposed short answers are accurate and correct – up to 25 points.	50			
2.4	How well-elaborated is the proposed plan of work and suggested timeline? - Weekly detailed elaboration of a work plan – 25 points - The schedule is realistic and meets the assignment timeframe – 25 points.	50			
Overall score on Form 2		200			



<b>Assessment of technical proposal Form 3</b>		Maximum score	Company / Other organization		
			A	B	C
<b>Personnel</b>					
	<b>Team Leader/Project Manager</b>				

3.1	Experience in project management and team management (3 years – 20 points, 4 years and more – 25 points).	25			
3.2	Experience in business consulting (3 years – 17 points, 4 years and more – 20 points).	20			
3.3	Higher education in Business Administration, Economics, Law, Management, Entrepreneurship, Accounting and Audit (Master's or equivalent – 3 points; PhD or higher – 5 points)	5			
3.4	Excellent reporting skills (reference to at least 2 open source reports – 3 points, 2 and more – 5 points)	5			
3.5	Language command: Ukrainian, Russian – 3 points; Ukrainian, Russian and English – 5 points	5			
Interim score according to criteria 3.1–3.5		60			
Other Experts – <b>Project Assistant:</b>					
3.6	Professional experience in administrative support of advisory, consulting, training and/or educational projects (3 years – 17 points, 4 or more – 20 points)	20			
3.7	Experience of work on the hotline or in multi-crowded projects (1 project – 17 points, 2 projects and more – 20 points).	20			
3.8	Education in Economics, Finance or related field (Bachelor's degree or equivalent – 3 points, Master's or higher – 5 points).	5			
3.9	Language command: Ukrainian, Russian – 3 points; Ukrainian, Russian and English – 5 points	5			
Interim score according to criteria 3.6–3.9		50			
<b>Consultant/ advisor in the legal area:</b>					
3.10	Higher education in Law or related field (Master's or equivalent – 15 points, PhD or higher – 25 points).	25			
3.11	Professional experience in legal advice for micro, small and medium business entities in Ukraine (3 years – 20 points, 4 years or more – 30 points)	30			
3.12	Language command (Ukrainian, Russian) – 5 points	5			
Interim score according to criteria 3.10–3.12		60			
<b>Consultant/ advisor in the accounting and taxation areas</b>					
3.13	Higher education in Accounting and Audit, Economics or related field (Master's or equivalent – 15 points, PhD or higher – 25 points).	25			
3.14	Professional experience in consulting for micro, small and medium business entities in Ukraine in the area of accounting and taxation (3 years – 20 points, 4 years or more – 30 points)	30			
3.15	Language command (Ukrainian, Russian) – 5 points	5			

	Interim score according to criteria 3.13–3.15	60			
	<b>Consultant/ advisor in the marketing and branding areas</b>				
3.16	Higher education in Marketing, Business Administration or related field (Master's or equivalent – 15 points, PhD or higher – 25 points).	25			
3.17	Professional experience in consulting support of MSMEs in Ukraine in the marketing and branding areas (3 years – 20 points, 4 years or more – 30 points)	30			
3.18	Language command (Ukrainian, Russian) – 5 points	5			
	Interim score according to criteria 3.18–3.21	60			
	<b>Consultant/ advisors in the business development area:</b>				
3.19	Higher education in Management, Business Administration, Economics or related field (Master's or equivalent – 15 points, PhD or higher – 25 points).	25			
3.20	Professional experience in business development advisory support to MSMEs in Ukraine (3 years – 20 points, 4 years or more – 30 points)	30			
3.21	Language command (Ukrainian, Russian) – 5 points	5			
	Interim score according to criteria 3.19–3.21	60			
Overall score on Form 3		350			

## Annex 4

## Model Contract

<p><b>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та</b></p>  <p><i>Empowered lives. Resilient nations.</i></p>		<p><b>Contract for Goods and/or Services Between the United Nations Development Programme and</b></p>  <p><i>Empowered lives. Resilient nations.</i></p>	
1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна		1. Country Where Goods Will be Delivered and/or Services Will be Provided: Ukraine	
2. ПРООН <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата:		2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> direct contracting  Number and Date:	
3. Посилання на номер договору (напр., номер присудження договору):		3. Contract Reference (e.g. Contract Award Number):	
4. Довгострокова угода: Ні		4. Long Term Agreement: No	
5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари та послуги		5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods and services	
6. Тип Послуг:		6. Type of Services:	
7. Дата початку Договору:	8. Дата завершення Договору:	7. Contract Starting Date:	8. Contract Ending Date:
9. Загальна сума Договору: 9a. Передплата: Не застосовується		9. Total Contract Amount: 9a. Advance Payment: Not applicable	
10. Загальна вартість Товарів та/або Послуг: <input type="checkbox"/> менше 50 000 дол. США (лише Послуги) – застосовуються Загальні умови ПРООН для базових (незначних) договорів <input type="checkbox"/> менше 50 000 дол. США (Товари або Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари та/або Послуги) – застосовуються Загальні умови ПРООН для договорів		10. Total Value of Goods and/or Services: <input type="checkbox"/> below US\$50,000 (Services only) – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <input type="checkbox"/> below US\$50,000 (Goods or Goods and Services) – UNDP General Terms and Conditions for Contracts apply <input type="checkbox"/> equal to or above US\$50,000 (Goods and/or Services) – UNDP General Terms and Conditions for Contracts apply	
11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат		11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement	

12. Назва(Ім'я) Підрядника:	12. Contractor's Name:
13. Ім'я контактної особи Підрядника:  Посада: керівник Адреса: Номер телефону: Факс: Email:	13. Contractor's Contact Person's Name:  Title Address: Telephone number: Fax: Email:
14. Ім'я контактної особи ПРООН:  Посада: Адреса: Тел.: +380 508002879 Email:	14. UNDP Contact Person's Name:  Title: Address: Telephone number Email:
15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	15. Contractor's Bank Account to which payments will be transferred: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU
<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> <li>1. Дана лицьова сторінка («Лицьова сторінка»).</li> <li>2. Загальні умови ПРООН для договорів – Додаток 1</li> <li>3. Технічне завдання (ТЗ) - Додаток 2</li> <li>4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3.</li> <li>5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору.</li> <li>6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ.</li> </ol> <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p><b>НА ПОСВІДЧЕННЯ ЧОГО</b>, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>	<p>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> <li>1. This face sheet ("Face Sheet").</li> <li>2. UNDP General Terms and Conditions for Contracts – Annex 1</li> <li>3. Terms of Reference (TOR) – Annex 2</li> <li>4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3</li> <li>5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract.</li> <li>6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine.</li> </ol> <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p><b>IN WITNESS WHEREOF</b>, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p>

Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	