



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: June 15, 2020
	REFERENCE: 497-2020-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **“Providing a series of remote training sessions on online product promotion and sales for 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: **“497-2020-UNDP-UKR-RFP-RPP”** and **“Providing a series of remote training sessions on online product promotion and sales for 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 Kahharov

**Mr. Sukhrob Kahharov,
Operations Manager
UNDP Ukraine**

June 15, 2020

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A.D.

Description of Requirements

Project name	“Recovery and Peacebuilding Program”
Brief Description of the Required Services	UN RPP is seeking a legal entity that will provide a series of remote training sessions on online product promotion and sales (for immediate employment and business support is needed, which includes increasing ability of local micro, small and medium entrepreneurs to move their activity and sales online).
The overall objective	UN RPP is looking for Contractor to boost the capacity of MSMEs from Luhansk, Donetsk and selected rayons of Zaporizhzhia oblasts in their efforts to cope with COVID-19-related changes in the market environment, and to enhance their ability to promote and distribute their products using online channels and to limit disruption to essential commerce during the pandemic. For this purpose, the Contractor shall develop and deliver 5 remote training sessions on online product promotion and sales.
Person to Supervise the Work/Performance of the Service Provider	Business Development Specialist, Economic Recovery and Restoration of Critical Infrastructure, UN RPP
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to the proposed timeframe specified in the attached TOR
Target start date	July 2020
Target completion date	August 2020
Travels Expected	According to TOR attached
Special Security Requirements	n/a
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The Program does not provide premises, equipment, supporting personnel, services or logistic support
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

involved in completing the services	
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: http://treasury.un.org <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on	<p>Pre-Bidding Conference will be held on 18th of June 2020 at 3 pm (Kyiv time) via Skype.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: procurement.rpp.ua@undp.org Attn: Procurement Unit</p> <p>Subject: 497-2020-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<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 Interim and Completion reports. A preliminary schedule is provided below.</p> <ul style="list-style-type: none"> • After achieving of the output 1 and submission of the Inception Report – 10%; • After achieving of the output 2 and submission of the Interim Report No. 1 – 20%;

	<ul style="list-style-type: none"> • After achieving of the output 3 and submission of the Interim Report No. 2 – 40%; • After complete achievement of all the results and submission of the Final report – 30%. <p>The payments will be processed upon full completion and acceptance of corresponding contractual obligations whereupon UN RPP Specialist signs the certification of acceptance.</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, UN RPP
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <u>This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 30%</p> <p><input checked="" type="checkbox"/> Proposed work plan, methodology and approach 35%</p> <p><input checked="" type="checkbox"/> Personnel and invited experts/consultants 35%</p> <p><u>Financial Proposal (30%)</u></p> <p>To be calculated as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to	<input checked="" type="checkbox"/> <u>One and only one Contractor</u> <input type="checkbox"/> One or more Contractors, depending on the following factors

Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link: https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html <input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Contract for professional services template (Annex 4)
Contact Person for Inquiries (Written inquiries only)¹	<p>Procurement Unit UNDP Ukraine <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>

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

Documents to be submitted in proposal	<ul style="list-style-type: none"> ☒ Dully filled in and Signed Form for Submission of Proposal (Annex 2); ☒ Copies of a certificate on State Registration and Statute/Charter; ☒ Copies of other licenses or certificates (if any); ☒ A letter of interest/offer outlining previous experience in implementing similar programmes and competitive advantages of the applicant company; ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity; ☒ Communication strategy and plan for dissemination of information about the training programme via different media channels; ☒ Description of communication tools available for interaction with applicants; ☒ Brief description of the application and selection process ☒ Procedure for evaluation of the training programme including reporting process and quality control measures; ☒ 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 each trainer from the previous customers and former employers. ☒ A list and short summary of experience in the organization and management of remote business training programmes; ☒ A list and short summary of experience in the implementation or training programmes with a total number of trainees over 200 people; ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments; ☒ Financial proposal (<u>must be password protected and provided in separate archive.!!! Don't provide password unless requested and don't include password to letter with technical proposal part</u>) !!!
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<p>Other Information Related to the RFP</p>	<p><u>Administrative Requirements:</u></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"> ✓ Offers must be submitted within the stipulated deadline ✓ Offers must meet required Offer Validity ✓ ✓ Offers have been signed by the proper authority ✓ Offers include requested company/organization documentation, including documentation regarding the company/organization’s legal status and registration ✓ Offers must comply with general administrative requirements: <p><i>An organization / legal entity submitting a proposal:</i></p> <ul style="list-style-type: none"> ✓ Organization/company officially registered in Ukraine for at least 3 years; ✓ Experience in the organization and management of remote business training programmes (at least two remote programmes); ✓ Experience in the implementation or training programmes with a total number of trainees over 200 people. ✓ Availability of human resources ensuring proper quality and timely performance of the contract: <p>Team Leader/Project Manager:</p> <ul style="list-style-type: none"> - Master’s (or equivalent) degree in Economy, Finance, Public Administration, Management, Entrepreneurship or related field; - Minimum 3 years of professional experience in project management and/ team management, - Minimum 3 years of experience and implementation of at least 3 projects/programmes/provision of business training services; - Excellent reporting skills (reference to at least 1 open source report should be provided); - Excellent knowledge of Ukrainian and Russian. At least working knowledge of English would be considered as an asset. <p>Project Assistant:</p> <ul style="list-style-type: none"> - Bachelor’s (or higher) degree in Economy, Finance, Public Administration, Management, Entrepreneurship or related field; - Minimum 2 years of professional experience in administrative support of training and educational projects;
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	<ul style="list-style-type: none">- Experience on the hotline or in multi-crowded projects would be considered as an asset;- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset. <p>Trainer (1 person):</p> <ul style="list-style-type: none">- Bachelor's (or higher) degree followed by at least 5 years of relevant experience in the field of business and entrepreneurship training development and delivery;- Sound knowledge and proven experience in training online business and product promotion and online sales - at least 10 training sessions conducted;- Proven experience in delivery of remote training sessions using various platforms (list of trainings with number of participants and the platforms used should be indicated in the CV);- Excellent knowledge of Ukrainian and Russian. <p>Other information is available on http://procurement-notice.undp.org; For the information, please contact procurement.rpp.ua@undp.org</p>
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 497-2020-UNDP-UKR-RFP-RPP dated 6/15/2020, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

BRIEF COMPANY PROFILE	
The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:	
Full registration name	
Year of foundation	
Legal status	If Consortium, please provide written confirmation from each member
Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	

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

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

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
Latest Audited Financial Statement or Financial results (2018 -2019)	Copies of income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation
Track Record performed within the last 2 years	Please indicate here the List of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; Brief description of previous products developed by the company (list);
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

B. Proposed Methodology for the Completion of Services

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

Must include:

- 1. 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 requested (up to 4 pages), previous experience in implementing similar programmes and competitive advantages of the applicant company;**
- 2. Brief description of the assignment implementation with an indication approach to the performance of each stage. A work plan with the proposed work schedule indicating the persons responsible for each area of activity.**

C. Qualifications of Key Personnel

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

a) Names and qualifications of the key personnel that will perform the services; description of roles of key personnel (Team Leader / Project Manager, Project Assistant, Trainer);

b) CVs demonstrating qualifications, experience and language skills of Team Leader / Project Manager, Project Assistant, Trainer as well as contact details for references;

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.

Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Amount, currency, excl. VAT
Deliverable 1	10%	
Deliverable 2	20%	
Deliverable 3	40%	
Deliverable 4	35%	
Total (please indicate currency)	100%	

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

B. Cost Breakdown by Cost Component:

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

№	Activity/Costs	Unit	Number	Cost per unit, currency	The amount, currency excl. VAT
1	Personnel				
1.1	Project Manager / Team Leader	1 month of work			
1.2	Project Assistant	1 month of work			
1.3	Trainer	1 month of work			
1.4	Other (if any – define persons/activities/costs)				
2	Implementation Costs				
2.1	design of the training toolkit	1 toolkit			
2.2	Other (if any - define activities/costs)				
4	Communication costs				
4.1	cost of platform for online training/webinars				
4.2	Other (if any - define activities/costs)				
5	Other costs (if any)				
5.1	...				
	Total, all-inclusive (please indicate currency)				

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

**** Dear partners!**

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

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

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

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

Based on the above stated, we request that you prepare your bid proposals / invoices for payment without VAT taking into account the provisions of the Ukrainian legislation stated in the abovementioned 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 497-2020-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 НДС-ной 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 графа 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.

Annex 3



Terms of Reference

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

Project description: "Providing a series of remote training sessions on online product promotion and sales for 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 (remotely)

Possible business trips (if applicable): n/a

Starting date of the assignment: June 2020

Duration of the assignment or end date (if applicable): 2 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 and inability to operate in the changed market conditions. These figures constitute some 25% of all businesses and labour workers active in Ukraine. An immediate employment and business support is needed, which includes increasing ability of local micro, small and medium entrepreneurs to move their activity and sales online.

For this purpose, UN RPP is seeking a legal entity that will provide a series of remote training sessions on online product promotion and sales.

II. MAIN OBJECTIVES OF THE ASSIGNMENT

The overall objective of this assignment is to boost the capacity of MSMEs from Luhansk, Donetsk and selected rayons of Zaporizhzhia oblasts in their efforts to cope with COVID-19-related changes in the market environment, and to enhance their ability to promote and distribute their products using online channels and to limit disruption to essential commerce during the pandemic. For this purpose, the Contractor shall develop and deliver 5 remote training sessions on online product promotion and sales.

The training shall contribute to the achievement of the following learning objectives:

Objective 1. At least 250 participants from the government-controlled areas in Donetsk and Luhansk oblasts and from selected rayons of Zaporizhzhia oblast (Berdiansk, Prymorsk, Pryazovia, Orikhiv, Guliaipole, Yakymivka, Bilmak rayons) have increased their knowledge of how to digitalize a business, what are the potential online sales channels, how to use them properly and what the benefits and challenges of online product promotion are;

Objective 2. Participants of remote training sessions improved their skills to develop new sales channels using different social media and e-commerce platforms operating and popular in Ukraine.

SCOPE OF WORK AND EXPECTED OUTPUTS

The Contractor shall perform the following tasks:

1. Initial stage. Develop 3-day remote courses (up to 4 hours a day) on online product promotion and sales, taking into account listed objectives and minimum learning outputs.

Specifically, the Contractor shall implement the following:

- Develop and approve by UN RPP an Inception Report containing a work plan and a detailed methodology including an overview of the tools and online platform(s) to be used under this assignment;
- Develop training toolkit to be shared remotely among the participants prior to training sessions containing the following elements: agenda, handbook of theoretical learning materials with a step-by-step approach to e-commerce for MSMEs described (.pdf, up to 60 pages, single spacing, Noto Sans or Arial font, size 11), multimedia presentations, practical exercises, other multimedia, information and graphics to be used during the training sessions developed. Training agendas should be based on template provided by UN RPP. The format and contents of handouts are to be agreed with UN RPP. All materials should contain UN RPP and donor logos provided by UN RPP. The Programme should be granted full rights for the produced knowledge materials;
- Design training schedule and agree it with UN RPP. Training hours during the weekend should be avoided;
- Develop a text of announcement in Ukrainian language and agree it with UN RPP. The announcement should contain overall information on the training programme, its objectives, target areas, training company and other relevant information;
- Develop online registration form for training using any of the open-source platform and agree with UN RPP. Editor's access to the registration form should be provided to a person designated by UN RPP;
- Develop mechanism for selection of training participants and agree with UN RPP. The mechanism should provide a transparent scoring system for selection of participants and the waiting list;
- Develop evaluation criteria, online pre-training survey and post-training evaluation forms to assess the achievement of the learning objectives and participants' satisfaction.

Output 1:

- An Inception Report developed, submitted and approved by UN RPP;
- Training schedule designed and approved by UN RPP;
- A text of announcement in Ukrainian language developed and agreed with UN RPP;
- Online registration form for training developed and agreed with UN RPP. Editor's access to the registration form provided to a person designated by UN RPP;
- Training toolkit, including agendas and a handbook of theoretical learning materials on e-commerce developed and agreed with UN RPP;
- A mechanism for selection of training participants developed and approved by UN RPP;
- A list of evaluation indicators and online pre/post-training self-evaluation forms developed and agreed with UN RPP.

The training agenda should cover but not be limited to the following topics:

- Assessing business model and ability to adopt a multichannel sales strategy and switch to e-commerce (clients and types of shopping behavior, type of product(s), brand and its positioning in the market, customer service).
- How to promote products and services? (sales promotion, consumer promotion, trade promotion, direct marketing, event marketing).
- Common national and international online sales platforms for MSMEs, their strengths and weaknesses: general marketplace (Rozetka.ua, Prom.ua, Amazon.com, etc.), auction marketplace (newAuction.com.ua, SkyLots.org, eBay.com, etc.), social media (Facebook, Instagram, Pinterest, etc.), classified listings websites (OLX.ua, etc.), comparison shopping engines (Hotline.ua, etc.), individual online stores and other channels.
- Delivery systems operating in Ukraine (Ukrposhta, Novaposhta, MeestExpress, JustIn, etc.). How to use them to do business and what are the benefits?
- MSME's payment processing system. Digital payment solutions.
- Women in e-commerce (success stories).

The minimum learning outputs shall be:

- Inform participant on best practices of MSMEs' response to COVID-19 challenges;
- Enable participants launch online public profiles of a business in social media and/or profiles at commonly used e-commerce platforms, and/or web pages/sites of their business;
- Provide information on door to door delivery systems operating in Ukraine, their opportunities and limitations in COVID-19 pandemic environment;
- Share information on digital payment options to be utilized in participants' business activity;
- Strengthen participants' capacity to establish effective relations with media and local influencers to improve communication of their businesses.

Estimated implementation period: up to 10 calendar days after the Contract start date

2. Announcement for training on business startup and promotion, registration and selection of participants.

Output 2:

- Announcement of the training programme disseminated through at least 20 online media and information resources relevant for each of the targeted regions. A list of resources should be shared with UN RPP for approval prior to publishing. Rotation and re-publishing should be ensured on a daily basis during the whole registration process. A media report should be developed and submitted to UN RPP upon the closure of registration. UN RPP shall place the announcement and links to the online registration form at official UNDP resources;

- Registration launched for at least 7 calendar days for each training session;
- Continuous selection process launched in parallel with the online registration. Selection process for each separate training session should be finished no later than 3 days before the training session;
- At least 250 participants selected in total for five training sessions, and a waiting list of at least 50 people willing to participate (10 additional candidates for each training session) composed. List of participants and waiting list should be approved by UN RPP;
- A list of refused participants shared with UN RPP;
- Letters of invitation to selected participants, letters of inclusion to the waiting list and refusal letters to applicants who were not selected for participation sent off no later than 3 days before each training session. The contents of the letters should be agreed with UN RPP;
- Gender balance should be ensured;
- Interim report № 1 submitted and approved by UN RPP.

Eligibility criteria and requirements to applicants:

- Businesspersons (MSME owners) who reside in the GCAs of Donetsk and Luhansk oblasts. Residents of local communities, as well as IDPs who live in the target areas are invited to apply;
- Businesspersons (MSME owners) in following rayons of Zaporizhzhia oblast: Berdiansk, Prymorsk, Pryazovia, Orikhiv, Guliaipole, Yakymivka, Bilmak. Residents of local communities, as well as IDPs who live in the target areas are invited to apply;
- Applicants should briefly describe consequences of COVID-19 pandemic for their business and express their willingness to promote and sell products via different online channels and duly indicate this in their application forms;
- Applicants may submit only one application and participate only in one training;
- Equal participation of women and men should be promoted.

Estimated implementation period: up to 30 calendar days after the Contract start date

3. Training Delivery.

- Deliver five (5) 3-day remote training sessions to at least 250 selected citizens (up to 4 hours a day, about 50 participants for each session) of target communities and IDPs who reside in these communities using the widely-used interactive platforms for online training and webinars with good quality of sound and video recording free for participants and approved by UN RPP;
- Conduct a pre-training survey and post-training evaluation for 100% trainees using online forms approved by UN RPP. Electronic versions of all the forms should be provided to UN RPP;

Output 3:

- 5 (five) 3-day training (with at least 50 participants each) delivered remotely;
- At least 250 participants from targeted communities attended the training as per the participant list;
- Participant lists sent to UN RPP within 1-day period after the end of each training;
- Information and handout materials duly distributed among participants;
- Interim report № 2 submitted and approved by UN RPP.

Estimated implementation period: up to 55 calendar days after the Contract start date.

Requirements to the team of trainers and training conditions:

- A sufficient number of qualified trainers should be provided. It is expected that at least 1 training will be held simultaneously with no more than 2-day break between the training sessions;
- A team leader should be assigned to coordinate overall project performance and act as a single person in charge of all project-related issues and communications with UN RPP;
- A project assistant should be assigned to coordinate administrative aspects and communicate with trainees;
- Roles of the team leader and project assistant can be combined, though this should not influence neither the scope of works for each separate position, nor the execution timeframes;
- The information materials and presentations should address the needs of the target audience and include quality visualization, graphics, be clear and easy to perceive. All materials should contain proper visibility of UN RPP and donors provided by UN RPP;
- The number of participants of each training should not be less than 50 people.

5. Final stage.

Output 5:

Final report submitted and accepted by UN RPP, containing but not limited to following:

- training toolkit containing the following elements: handbook of theoretical learning materials with a step-by-step approach to e-commerce for MSMEs described (.pdf, up to 60 pages, single spacing, Noto Sans or Arial font, size 11), multimedia presentations, practical exercises;
- processed information on participants containing data disaggregated by gender, age and territory;
- summary and analysis of pre-training and post-training evaluation addressing participants' initial knowledge and end-of-training satisfaction with the training content;
- summary of participants' insights on the training;
- recommendations for further actions in the target regions;
- text summary of each 5 courses designed in pdf (with all relevant links and names of documents inserted);
- video record of each 5 courses with necessary editing (to cut any video or sound interruptions to ensure a good quality recorded material).

Estimated implementation period: up to 60 calendar days 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) Inception and interim reports submitted in Ukrainian, including reports on the work accomplished, results, monitoring, and financial indicators:

- Inception report – 15 calendar days after the Contract starting date;
- Interim report No. 1 – 30 calendar days after the Contract starting date;
- Interim report No. 2 – 55 calendar days after the Contract starting date;
- Interim report No. 3 – 60 calendar days after the Contract starting date.

- 2) Weekly operational email reports on current results, implementation and issues of the training programme;
- 3) Brief reports periodically submitted upon request of UN RPP in cases where it is required to get information on the progress of the programme in between reporting periods;
- 4) Final narrative report including a description of activities and results, lessons learned and conclusions reflecting the whole period of contract – no later than 60 calendar days after the Contract starting date. The report (up to 30 pages, single spacing, Noto Sans or Arial font, size 11) should be submitted in Ukrainian language with a summary (up to 10 pages, single spacing, Noto Sans or Arial font, size 11) in English language. Data should be disaggregated by, gender, age groups and other categories as required by UN RPP.

All reports and survey results UN RPP shall be transmitted electronically (Formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication with the attached final product, which is also accompanied by an official letter of the Contractor/Implementer about the data transmission of products to the UNDP.

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).

The inception report, interim reports and the final report shall follow the pre-set template agreed with UN RPP that includes both substantial and financial parts and shall be shared with the respective official.

As a quality assurance measure, UN RPP reserves the right to initiate online spot-checks at trainings, to conduct remote interviews with participants and receive feedback on the quality of the Contractor's work. The Contractor shall facilitate the process by presenting UN RPP with all necessary contacts of the trainees and shall refrain from influencing the impartiality of the assessment procedures.

V. EXPERIENCE AND QUALIFICATION REQUIREMENTS

- Organization/company officially registered in Ukraine for at least 3 years;
- Experience in the organization and management of remote business training programmes (at least two remote programmes);
- Experience in the implementation or training programmes with a total number of trainees over 200 people.

The team proposed by the Contractor for implementation of the current assignment should cover following roles and meet minimum requirements:

Team Leader/Project Manager:

- Master's (or equivalent) degree in Economy, Finance, Public Administration, Management, Entrepreneurship or related field;
- Minimum 3 years of professional experience in project management and/ team management,
- Minimum 3 years of experience and implementation of at least 3 projects/programmes/provision of business training services;
- Excellent reporting skills (reference to at least 1 open source report should be provided);
- Excellent knowledge of Ukrainian and Russian. At least working knowledge of English would be considered as an asset.

Project Assistant:

- Bachelor's (or higher) degree in Economy, Finance, Public Administration, Management, Entrepreneurship or related field;

- Minimum 2 years of professional experience in administrative support of training and educational projects;
- Experience on the hotline or in multi-crowded projects would be considered as an asset;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.

Trainer (1 person):

- Bachelor's (or higher) degree followed by at least 5 years of relevant experience in the field of business and entrepreneurship training development and delivery;
- Sound knowledge and proven experience in training online business and product promotion and online sales - at least 10 training sessions conducted;
- Proven experience in delivery of remote training sessions using various platforms (list of trainings with number of participants and the platforms used should be indicated in the CV);
- Excellent knowledge of Ukrainian and Russian.

VI. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL:

- ☒ A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;
- ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
- ☒ Communication strategy and plan for dissemination of information about the training programme via different media channels;
- ☒ Description of communication tools available for interaction with applicants;
- ☒ Brief description of the application and selection process;
- ☒ Procedure for evaluation of the training programme including reporting process and quality control measures;
- ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments;
- ☒ 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 each trainer from the previous customers and former employers.

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 Interim and Completion reports. A preliminary schedule is provided below.

- After achieving of the output 1 and submission of the Inception Report – 10%;
- After achieving of the output 2 and submission of the Interim Report No. 1 – 20%;
- After achieving of the output 3 and submission of the Interim Report No. 2 – 40%;
- After complete achievement of all the results and submission of the Final report – 30%.

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 the organization and management of remote business training programmes (at least two remote programmes);
3. Experience in the implementation or training programmes with a total number of trainees over 200 people.

Technical criteria:

Summary of Technical Proposal Evaluation Form	Score Weight	Max Points obtainable
Expertise of Firm/Organization	30%	210
Proposed Methodology, Approach and Implementation Plan	35%	245
Personnel	35%	245
Total	100%	700

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 – 60 points, 4 years or more – 70 points).	70			
1.2	Experience in the organization and management of remote business training programmes: 2 remote training programmes – 60 points, 3 programmes and more – 70 points).	70			
1.3	Experience in the implementation or training programmes with: - 200 – 349 trainees – 60 points; - 350 or more – 70 points.	70			
Overall score on Form 1		210			

Assessment of technical proposal Form 2		Maximum score	Company / Other organization		
			A	B	C
Proposed Methodology, Approach and Implementation Plan					
2.1	How well-elaborated is the communication strategy to disseminate information on the training programme? - The proposed communication channels include at least 10 different online resources relevant for the target areas – up to 25 points.	25			
2.2	How well developed is a system of feedback and communication with applicants? - The approach provides a telephone hotline and details its method, the schedule and features of its operation – up to 20 points; - The tool for registration of applications provides online format and prompt registration, identification	40			



	of repeated applications, granting the status of each application, the possibility of automatic responses to participants and creation of a database and mailing list – up to 20 points.				
2.3	How well-developed is a proposed approach to the process of selection of participants? <ul style="list-style-type: none"> - The suggested selection approach is clear and transparent and contains a detailed description of the methodology – up to 15 points; - The methodology for selection of participants is reasonable and realistic, complies with the programme objectives and allows to assess the application potential – up to 15 points. 	30			
2.4	How well-developed is approach for remote training delivery? <ul style="list-style-type: none"> - The suggested platform allows organizing meetings with over 60 simultaneous connections – up to 30 points; - The suggested platform ensures easy interaction between the trainer and participants using text chat, voice chat and video – up to 40 points; - The suggested platform allows identification and recording number and data of actual participants – up to 10 points. 	80			
2.5	How well-developed is the procedure for evaluation of the training programme including reporting process and quality control measures? <ul style="list-style-type: none"> - The proposed evaluation procedure contains detailed description of pre- and post-training activities to assess the trainees' level of knowledge and skills and the Contractor's capacity to provide detailed analysis of the training programme outputs – up to 30 points; - The proposed reporting schedule is realistic and meets the assignment timeframe – up to 10 points. 	40			
2.6	How well-elaborated is the proposed plan of work and suggested timeline? <ul style="list-style-type: none"> - Weekly detailed elaboration of a work plan – 15 points - The schedule is realistic and meets the assignment timeframe – 15 points. 	30			
Overall score on Form 2		245			

Assessment of technical proposal Form 3		Maximum score	Company / Other organization		
			A	B	C
Personnel					
	Team Leader/Project Manager				
3.1	Experience in project management and team management (3 years – 10 points, 4 years and more – 15 points).	15			
3.2	Implementation of projects / programmes / provision of business training services: <ul style="list-style-type: none">- total experience (3 years – 10 points, 4 years and more – 15 points);- number of business training projects/programmes implemented (3 projects/programmes – 10 points, 4 projects/programmes and more – 15 points).	30			
3.3	Higher education in Economy, Finance, Public Administration, Management, Entrepreneurship or related	10			

	field (Master's (or equivalent) – 5 points, PhD or higher – 10 points).				
3.4	Excellent reporting skills (reference to at least 1 open source report – 5 points, 2 and more – 10 points)	10			
3.5	Language command (Ukrainian, Russian) – 5 points, Ukrainian, Russian and English (working level) – 10 points).	10			
Interim score according to criteria 3.1–3.5		75			
	Other Experts – Project Assistant:				
3.6	Professional experience in administrative support of training and educational projects (2 years – 10 points, 3 or more – 15 points).	15			
3.7	Experience of work on the hotline or in multi-crowded projects (1 project – 10 points, 2 projects and more – 15 points).	15			
3.8	Education in Economy, Finance, Public Administration, Management, Entrepreneurship or related field (Bachelor's degree or equivalent – 5 points, Master's or higher – 10 points).	10			
3.9	Language command: <ul style="list-style-type: none"> - Ukrainian, Russian – 5 points; - English (working level) – 5 point. 	10			
	Interim score according to criteria 3.6–3.9	50			
	Other Experts – Trainer:				
3.10	Higher education followed by experience in the field of business and entrepreneurship training development and delivery (5 years – 10 points, 6 years and more – 15 points).	15			
3.11	Development and delivery of training on online business and product promotion and online sales: <ul style="list-style-type: none"> - Overall proven experience (3 years – 15 points, 4 years or more – 20 points); - Number of training sessions conducted (10 training sessions – 15 points, 11 training sessions and more – 20 points). 	40			
3.12	Proven experience in delivery of remote training sessions using various platforms <ul style="list-style-type: none"> - Overall proven experience (3 years – 15 points, 4 years or more – 20 points); - Number of different platforms used (1-2 platforms – 10 points, 3 and more platforms - 15 points); - Experience in delivering interactive remote trainings and seminars for 30 and more people simultaneously (30 people at one online event – 15 points, 31 and more people at one online event – 20 points) 	55			
3.13	Language command (Ukrainian, Russian) – 10 points	10			
	Interim score according to criteria 3.10–3.13	120			
Overall score on Form 3		245			

Annex 4

Model Contract

<p>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та</p>  <p><i>Empowered lives. Resilient nations.</i></p>	<p>Contract for Goods and/or Services Between the United Nations Development Programme and</p>  <p><i>Empowered lives. Resilient nations.</i></p>
1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна	1. Country Where Goods Will be Delivered and/or Services Will be Provided: Ukraine
2. ПРООН <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата:	2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> direct contracting Number and Date:
3. Посилання на номер договору (напр., номер присудження договору):	3. Contract Reference (e.g. Contract Award Number):
4. Довгострокова угода: Ні	4. Long Term Agreement: No
5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги	5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services
6. Тип Послуг:	6. Type of Services:
7. Дата початку Договору:	7. Contract Starting Date:
8. Дата завершення Договору:	8. Contract Ending Date:
9. Загальна сума Договору:	9. Total Contract Amount:
9a. Передплата: Не застосовується	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) Підприємця:	12. Contractor's Name:
13. Ім'я контактної особи Підприємця: Посада: керівник Адреса: Номер телефону: Факс: Email:	13. Contractor's Contact Person's Name: Title Address: Telephone number: Fax: Email:
14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: +380 508002879 Email:	14. UNDP Contact Person's Name: Title: Address: Telephone number Email:
15. Банківський рахунок Підприємця, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	15. Contractor's Bank Account to which payments will be transferred: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU
Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку: 1. Дана лицьова сторінка («Лицьова сторінка»).	This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order: 1. This face sheet ("Face Sheet").

<p>2. Загальні умови ПРООН для договорів – Додаток 1</p> <p>3. Технічне завдання (ТЗ) - Додаток 2</p> <p>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.</p> <p>5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору.</p> <p>6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ.</p> <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>	<p>2. UNDP General Terms and Conditions for Contracts – Annex 1</p> <p>3. Terms of Reference (TOR) – Annex 2</p> <p>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</p> <p>5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract.</p> <p>6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine.</p> <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the “Contract”), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p>IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p>
<p>Від імені Підрядника / For the Contractor</p>	<p>Від імені ПРООН / For UNDP</p>
<p>Підпис / Signature:</p>	<p>Підпис / Signature:</p>
<p>Ім'я / Name:</p>	<p>Ім'я / Name:</p>
<p>Посада / Title:</p>	<p>Посада / Title:</p>
<p>Дата / Date:</p>	<p>Дата / Date:</p>