

United Nations Development Programme



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REQUEST FOR PROPOSAL

Conducting a Study “Accessibility of Electronic Governance and Electronic Service Instruments for Citizens in Ukraine: Inclusivity and Human Rights at the Forefront”

RFP No.: 610-2020-UNDP-UKR-RFP-DIA Support

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Country: Ukraine

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Section 1. Letter of Invitation

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

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

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

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

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

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

Issued by:

Maryna Anokhina

Name: Maryna Anokhina
Title: Procurement associate
Date: **August 11, 2020**

Approved by:

Sukhrob Kakharov

Name: Sukhrob Kakharov
Title: Operations manager, UNDP
Date: **August 11, 2020**

Section 2. Instruction to Bidders

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

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

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

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

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

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

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

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

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

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

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at

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

Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	Application forms to be filled in any of the languages listed: English/Ukrainian/Russian, Ukrainian preferred; supporting documents such as local registration/licenses/certificates issued in local language may be provided without translation
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted To obtain comments and clarification please be so kind to send your requests to e-mail procurement.ua@undp.org , point out tender reference 610-2020-UNDP-UKR-RFP-DIA Support in subject, introducing the company, name and position of the representative, including contact details in the body of e-mail.
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required

10	18	Currency of Proposal	<p>United States Dollar</p> <p>Local currency (UAH) is also acceptable. The proposal will be fixed in the currency proposed. In case of proposal in local currency, the amount will be converted to USD based on actual UNORE currency rate for comparison.</p> <p><i>Must be exclusive of VAT and other applicable indirect taxes.</i></p>
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>E-mail address dedicated for this purpose: procurement.ua@undp.org</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 bidders.</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website http://procurement-notice.undp.org
14	23	Deadline for Submission	Till 25.08.2020, Tuesday, 23:59, Kyiv time
14	22	Allowable Manner of Submitting Proposals	<p>Submission by email tenders.ua@undp.org</p> <p>Please do not duplicate your submission to procurement.ua@undp.org. This address is used only for questions and answers.</p>
15	22	Proposal Submission Address	<p>tenders.ua@undp.org</p> <p><u>Please note that bids received through any other address/ by any other means will not be considered.</u></p>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files, ZIP archives only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP

			<ul style="list-style-type: none"> ▪ Time Zone to be Recognized: <i>[Kyiv +2]</i> ▪ Max. File Size per transmission: 5 MB <ul style="list-style-type: none"> ▪ Mandatory subject of email: 610-2020-UNDP-UKR-RFP-DIA Support – Accessibility study ▪ Other conditions: <i>Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70% of the obtainable score of 700 points, which is 490 points.</p>
18		Expected date for commencement of Contract	<i>September 14, 2020</i>
19		Maximum expected duration of contract	September, 2020 – 10 December, 2020
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p>https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf</p>
23		Other Information Related to the RFP	

Section 4. Evaluation Criteria

Required documents

- Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured;
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder;
- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- Company (organization, non-profit, academic institution) profile, which should not exceed ten (10) pages but should include links to previous reports of similar nature, preferably for international technical assistance projects in Ukraine. The profile shall explicitly note the information contained in the Evaluation Criteria section. In case of a consortium bid, please indicate this information for the consortium lead organization first and then for other bid members or subcontractors;
- Draft proposed methodology and approach that confirms full adherence to the TOR and has detailed information on the proposed way that the study will be carried out including but not limited to:
 - Proposed approach to selecting the electronic resources to be assessed;
 - Proposed approach to testing the resources for accessibility and adherence to principles of Universal Design (use of software, methods for observation, means of consultation with user groups to understand what aspects to look for, etc.);
 - Quality assurance plan, training for research staff and other aspects that allow to assess whether the research findings are relevant;
 - Composition and accompanying documents regarding the Study Review Board as noted above;
 - In-house capacity or ability to involve expertise on IT issues (IT, web-design, etc.) to work on technical aspects of the study.
- At least 2 (two) reference letters for the company (organization, non-profit, academic institution) from the previous customers/clients/partners regarding similar services past 2 years, reflecting the nature of projects implemented, their results and the role of the applicant. Letters from technical assistance projects that work in the social sphere in Ukraine are of special value;
- Description of the proposed team, including CVs of the team suggested and relevant reports/materials that allow to assess their experience (including reports to assess qualifications and, if available, certificates testifying to English language knowledge). For more details, see the section "Key requirements for the organization";
- Links to full texts (preferred) or excerpts (acceptable) of at least three similar nation-wide research reports completed;
- Should part of the work under this ToR be sub-contracted, the Proposer should provide documents and experience related information concerning the sub-contractor. Sub-contracting arrangements in this case must be clearly described in the Technical Proposal;
- CVs of responsible staff highlighting experiences in servicing similar contracts, including relevant certificates, accreditations and awards received as per Section 6;
- Latest Income Statement and Balance Sheet or Audited Financial Statement, including Auditor's Report, for the past 2 years;
- Duly signed Technical and financial proposals as per Forms A, B, F and G. **Financial proposal must be in a separate file and password protected.** A financial proposal in line with the instructions provided in the RFP. Special provisions due to the COVID pandemic, and vulnerable nature of some

of the focus group members would need to be put in place and depicted in the budget. SRB work may be shaped as remunerated expert work with the only condition of SRB members holding arm's length in terms of research quality they are reviewing and critiquing.

Preliminary Examination Criteria

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

Offers must be submitted within the stipulated deadline

Offers must meet required Offer Validity

Offers have been signed by the proper authority

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

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

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

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

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	At least 2 (two) years of professional experience in research and analytics including the area of qualitative social research. If the bid comes from a consortium, all consortium members have to satisfy this criterion;	Form D: Qualification Form
Financial Standing	Financial stability demonstrated by copies of balance sheets or audit reports past 2 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

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 awarded to the bidder that submitted the winning proposal.

Technical evaluation criteria

Summary of Technical Proposal Evaluation Form		Score weight	Max points obtainable	Company (organization, non-profit, academic institution) profile			
1	Expertise and standing of the organization submitting the proposal	36%	250				
2	Proposed work approach, including the proposed composition of the SRB	28%	200				
3	Personnel	36%	250				
Total		100%	700				
Remarks							

Evaluation forms for technical proposals follow. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

The Technical Evaluation Forms are:

Form 1. Expertise and standing of the organization submitting the proposal

Form 2. Proposed work approach, including the proposed composition of the SRB

Form 3. Personnel

Technical Proposal Evaluation Form 1	Points obtainable	Company / Other Entity		
		A	B	C
Expertise and standing of the organization submitting the proposal				

1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing / Organisation /Company profile. Excellent reputation & proven experience in the sphere of social studies <ul style="list-style-type: none"> • Excellent – 50 points • Strong – 40 points • Satisfactory – 30 points • Below average – 20 points • Weak – 10 points 	100			
1.2	Length of professional experience in research and analytics including in the area of qualitative social research <ul style="list-style-type: none"> • Over 10 years – 50 points • From 7 to 10 years – 40 points • From 5 to 7 years – 30 points • From 3 to 5 years - 20 points • 3 years – 10 points 	50			
1.3	Quality and relevance of three full text (preferred) or excerpts (acceptable) of at least three similar nation-wide research reports <ul style="list-style-type: none"> • Excellent – 100 points • Strong – 80 points • Satisfactory – 60 points • Below average – 40 points • Weak – 20 points 	100			
Total for Form 1		250			

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity		
			A	B	C
Proposed work approach, including the proposed composition of the SRB					
2.1	Appropriateness of the approach for the task at hand and correspondence to the TOR	Up to 50			
2.2	A detailed description of important aspects of the research flow (including research instruments) as part of the methodology and logical sequence of research steps	Up to 50			
2.3	Proposed methods for quality assurance and relevance of the research	Up to 50			
2.4	Quality of the proposed Study Review Board (SRB)	Up to 50			
Total for Form 2		200			

Technical Proposal Evaluation Form 3	Points Obtainable	Company / Other Entity		
		A	B	C

Personnel					
	Team Leader and Project Manager (one person)				
3.1	Education: advanced University degree (Master's/ Specialist) or equivalent in Sociology, Economics, Finance, Public Administration, Management or related field. <ul style="list-style-type: none"> • PhD or post-doctoral degree – 20 points • Master's/ Specialist degree – 10 points 	20			
3.2	Experience: at least 7 (seven) years of professional experience in research and analytics including managing and controlling the quality of nation-wide qualitative social science research (desirably, directly related to the theme of the study). <ul style="list-style-type: none"> • Over 10 years – 20 points • From 7 to 10 years - 15 points • 7 years – 10 points 	20			
3.3	Experience: excellent reporting skills. Quality of at least two open source reports <ul style="list-style-type: none"> • Excellent – 30 points • Strong – 25 points • Satisfactory – 20 points • Below average – 15 points • Weak – 10 points 	30			
3.4	Experience of working on issues of electronic governance and work with vulnerable groups	Up to 10			
	Subtotal	Up to 80			
	Key Research Expert 1				
3.5	Education: advanced University degree (Master's/ Specialist) or equivalent in Sociology, Economics, Finance, Public Administration, Management or related field <ul style="list-style-type: none"> • PhD or post-doctoral degree – 20 points • Master's/ Specialist degree – 10 points 	20			
3.6	Experience: at least 5 (five) years of professional experience in research and analytics including providing and controlling the quality of nation-wide qualitative research exercises with a focus on the social sphere <ul style="list-style-type: none"> • Over 10 years – 20 points • From 7 to 10 years – 15 points • From 5 to 7 years - 10 points • 5 years – 5 points 	20			

3.7	Experience: Excellent reporting skills. Quality of at least two open source reports <ul style="list-style-type: none"> • Excellent – 35 points • Strong – 30 points • Satisfactory – 25 points • Below average – 20 points • Weak – 15 points 	35			
3.8	Experience of working on issues of electronic governance and work with vulnerable groups	Up to 10			
	Subtotal	Up to 85			
	Key Research Expert 2				
3.5	Education: advanced University degree (Master's/ Specialist) or equivalent in Sociology, Economics, Finance, Public Administration, Management or related field <ul style="list-style-type: none"> • PhD or post-doctoral degree – 20 points • Master's/ Specialist degree – 10 points 	20			
3.6	Experience: at least 5 (five) years of professional experience in research and analytics including providing and controlling the quality of nation-wide qualitative research exercises with a focus on the social sphere <ul style="list-style-type: none"> • Over 10 years – 20 points • From 7 to 10 years – 15 points • From 5 to 7 years - 10 points • 5 years – 5 points 	20			
3.7	Experience: Excellent reporting skills. Quality of at least two open source reports <ul style="list-style-type: none"> • Excellent – 35 points • Strong – 30 points • Satisfactory – 25 points • Below average – 20 points • Weak – 15 points 	35			
3.8	Experience of working on issues of electronic governance and work with vulnerable groups	Up to 10			
	Subtotal	Up to 85			
Total for Form 3		250			

Section 5. Terms of Reference

Terms of Reference for Conducting a Study “Accessibility of Electronic Governance and Electronic Service Instruments for Citizens in Ukraine: Inclusivity and Human Rights at the Forefront”

Project name: UNDP Inception phase: Digital, Inclusive, Accessible: Support to Digitalisation of State Services in Ukraine (DIA Support) Project

Starting date of assignment: 31 August 2020

End date (if applicable): On or before 4 December 2020. Report presentation may be held on 10 December 2020

Management arrangements: Reporting to the Democratic Governance Team Lead

Selection method: Two-step procedure with the highest number of points in a combined assessment of both technical qualifications and the price proposal

Payment arrangements: Lump Sum (payments linked to deliverables)

1.BACKGROUND

Ukraine has been moving towards rapid digitalization throughout the last several years, alongside other countries of the world. One of the positive trends is that political declarations and priority-setting have been accompanied with practical steps that, oftentimes in an expedited manner, tried to deliver on promises of “Your State in Your Smartphone”. Such actions are extremely welcome and should be continued with the champion agency, the Ministry of Digital Transformation (MDT), at its helm.

At the same time, there is a growing body of both academic research and practical experience in Europe suggesting that even well-considered web-resources, electronic services and applications for citizen use are not immune to blind spots of neglecting rights of people with disabilities or those belonging to vulnerable groups. Based on years of research and practical implementation, the EU adopted its **2016 Directive on the accessibility of the websites and mobile applications of public sector bodies** followed by the **2018 Harmonized European Standard EN 301 549 V2.1.2 “Accessibility requirements for ICT products and services”**. Yet, even despite this, in 2019 the European Ombudsman took up and investigated a strategic case where a person with a visual impairment was prevented from making a complaint through the OLAF (European Anti-Fraud Office) web portal due to a faulty logic in the portal design. To avoid such cases, and

Despite adopting regulations that guide development and design of government web-resources, including their accessibility, in June 2019², Ukraine has never undertaken a massive assessment of the state in which its electronic resources of the public domain are with a focus towards government or local authority websites, platforms, or electronic service user interfaces (both those accessible online through the internet and those that are offered as self-service solutions in government institutions, service centers or Centers for Administrative Service Provision). Yet, as Ukraine is expediting the rollout of its ambitious Diia-Agenda led by MDT, there is a pressing need to incorporate smart practices and avoid mistakes or carelessness in terms of inclusivity. While in its activity plans and policy documents MDT allots attention to issues of inclusivity and accessible design, the Ministry seems to have no solid baseline of data to root its indicators in for this area.

As such, UNDP Ukraine intends to undertake a review of Ukraine's practices in this area to date, engage in multiple consultations and offer recommendations in anticipation of the potential project that would support the creation of two comprehensive electronic services in partnership with the Ministry of Digital Transformation in 2020 – 2023.

2. MAIN OBJECTIVE OF THE ASSIGNMENT

The selected contractor shall undertake the first of its kind combined assessment of Ukraine's accessibility features and adherence to principles of universal design, alongside brief analysis of Europe's recent regulations and standards in this area, and as peer-reviewed by a diverse group of Ukrainians who represent / can speak for different user-groups for this study. The research is called to be *more practical than theoretic* and shall conclude in applied recommendations, feedback and views that should be internalized while designing public services at the national and sub-national levels.

The review will not approach considerations of electronic instrument accessibility and inclusivity *only* from the point of view of adherence to standards for use by people with disabilities but will also screen these instruments against the seven principles of Universal Design (<https://bit.ly/2EEdzDv>). UNDP recognizes that universal design is also a principle and philosophy for the design process that brings about a product and that certain aspects will be impossible to reconstruct in cases of an already existing product, yet the study and its methodology have to clearly demonstrate attempts to assess the given resources through the noted prism. Examples of previous initiatives in the area of Universal Design in Ukraine may be reviewed at <http://ud.org.ua/> an expert hub on the topic previously supported by the United Nations.

While methodologies proposed for the research will vary with each of the bidders, the general expectations are outlined below, alongside a draft structure of the report.

3. SCOPE OF WORK AND EXPECTED OUTPUTS

The research should not limit itself to merely noting how many (if at all) websites or government electronic tools have the required accessibility and inclusivity features or align with Universal Design principles. Instead, it is expected that the analytical product will use a wide spectrum of approaches and paint a comprehensive picture of "accessibility and government electronic resources" with practical and realistic advice on improving the situation in the future.

As such, the scope should include the **following themes** (and relevant sources of data):

- 1) A brief overview of the noted **European regulations and standards** or other relevant standard-setting documents of the EU and their comparison with **Ukrainian regulations**. Suggestions for

² Please see Cabinet of Ministers Decree "On amending regulations for operation of official web-sites of executive branch government bodies" as of 12 June 2019: <https://www.kmu.gov.ua/npas/pro-vnesennya-zmin-do-deyakih-postanov-kabinetu-ministriv-ukrayini-shchodo-funkcionuvannya-oficijnih-veb-sajtiv-organiv-vikonavchoyi-vladi-i120619?fbclid=IwARoFWbSkUCqZl292AVvndohGh9ZOIwk5l43tHZdzkT5AsqsFP5NhkoOjx8o>

regulatory changes and outline of the themes that need to be addressed to make sure that Ukraine's government electronic public resources, tools and instruments are accessible and inclusive;

- 2) Results of the review of **100 government websites**, electronic portals, service interfaces accessible online to seek out accessibility features on a number of criteria that may include but will not be limited to:
 - Accessibility for the visually-impaired (not only font size or contrast but also page suitability for screen-readers, availability of the "text instead of a photo" features, etc. – including actual testing by relevant software tools);
 - Accessibility for deaf or hard of hearing (for instance, availability of captions / subtitles on instruction videos);
 - Accessibility for persons with cognitive impairments (so-called "easy to read" standard);
 - Accessibility for users with other needs (dyslexic, autistic, etc. – please see the [Gov.UK guidelines](#) on this as well as relevant [guidelines in graphic format for what is expected to be tested](#));
 - Level of adherence to the [7 principles of universal design](#).

Note: the list of web resources will be reviewed and approved by UNDP prior to commencing the research in this aspect. UNDP will also suggest for review an existing methodology that will have to be significantly enhanced and built upon to make sure that all aspects of accessibility testing are taken into account (for instance, actual testing through screen reading applications).

- 3) Results of the review of up to **20 service platforms** that offer electronic services or a part thereof in Centers for Administrative Service Provision (so-called CNAPs), at service points or at ministry and agency buildings in Kyiv or in neighboring cities and villages. The review will likely be concentrated mostly on the so-called "terminals" (self-service machines, akin to payment terminals for financial services or bank terminals of one of the largest banks in the country) but may include other non-internet-available electronic instruments that are available at service points (feedback gatherers, electronic line formation machines and others).
 - Accessibility for the visually-impaired (presence of an earphone jack and actual usable /working text to speech function);
 - Accessibility for deaf or hard of hearing (if relevant);
 - Accessibility for persons with cognitive impairments;
 - Accessibility for users with other needs (dyslexic, autistic, etc. – please see the [Gov.UK guidelines](#) on this as well as [guidelines in graphic format](#));
 - Accessibility of the terminals/service points for low mobility groups (for instance, the height of the screen and angle at which the contents is still readable due to anti-glare coating);
 - Level of adherence to the [7 principles of universal design](#).

Note: the list of service platforms will be reviewed and approved by UNDP prior to commencing the research.

- 4) Overview of **software instruments** that exist in the Ukrainian (priority) and worldwide market to address those issues. Requirements for these tools to function well (for instance elements of backend web design that are essential for making such instruments work). A brief review of what these instruments do, whether they are in demand. Special attention should be given to the description of the **formats and standards** that exist in this area – for instance, if there are metadata standards that enable wide use of assistive software and are internationally-accepted.
- 5) If at all found, **case-studies in Ukraine** where a service, portal, interface was successfully developed with inputs from citizen groups that are oftentimes left behind (people with disabilities, low-income groups with intensive user-testing) and is currently used.
If no good cases are found, gather up to **5 cases in Eastern European countries** (to avoid the argument that only the affluent nations can engage in such activities) where inclusivity considerations were addressed with the involvement of the target groups. The target countries for

such search could include Belarus, Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Moldova, Poland, Romania, Serbia, Slovakia.

Cases from Sweden and Denmark could also be sought out to present a mix of experiences from Eastern Europe and the Nordic countries.

- 6) **Recommendations** for stakeholders, first and foremost the government institutions (first and foremost the Ministry of Digital Transformation but also other entities) and the Office of the Ombudsperson.

In conducting the study, the contractor is expected to perform tasks that lead to production of the **following deliverables**:

Deliverable #	Task description	Deadline
Deliverable 1	A finalized list of members of the Study Review Board (SRB) (up to 5) who will screen the research methodology and provide their comments and corrections thereto prior to research rollout approved by UNDP	Within 10 working days after signing the Contract (approximately 21 September)
	Detailed methodology for the research that lists the methods (visual observation, testing through various software and physical tools, measurement) and instruments (the type of software to be used for determining accessibility) as well as the weekly schedule of works and responsible parties approved by UNDP and proposed structure of the report with relevant volume	
	A list of suggested 100 web-resources that contain elements of electronic service (various user-cabinets and online self-service points or application forms for a physical service) at the national (70%) and regional (30%) level screened by the SRB and approved by UNDP	
	A list of suggested 20 service platforms that offer electronic services or a part thereof in Centers for Administrative Service Provision (CNAPs), at service points or at ministry and agency buildings in Kyiv or in its immediate proximity to be tested physically, <i>in vivo</i> , screened by the SRB and approved by UNDP	
Deliverable 2	<p>First draft version of the full report, including but not limited to:</p> <ul style="list-style-type: none"> All core textual sections of the report in their draft form with comments from the SRB members submitted for UNDP comments and feedback in *.docx format as per agreed report structure; Tables, statistics, graphs and other elements of the report with comments from the SRB members submitted for UNDP comments and feedback in relevant *.docx, *.xlsx or other suitable formats; Screenshots, photographs and other materials illustrating that the research team intends to use to illustrate the study in *.jpeg or other common graphic format; 	Within 30 working days of completing Deliverable 1 (approximately 30 October)
Deliverable 3	<p>Finalized version of the full report, including but not limited to:</p> <ul style="list-style-type: none"> All textual sections of the report (this time including the executive summary and other elements such as bibliography 	Within 15 working days of completing Deliverable 2

	and annexes) with comments from SRB members and UNDP fully addressed in *.docx format; <ul style="list-style-type: none"> • Tables, statistics, graphs, raw data (Excel) and other elements of the report with comments from SRB members and UNDP fully addressed in *.docx, *.xlsx or other suitable formats; • Screenshots, photographs and other materials illustrating that the research team intends to use to illustrate the study in *.jpeg or another common graphic format; • Peer review statements from the SRB members to be included in the report (рецензія); 	(approximately 23 November)
	Finalized presentation in *.pptx or another relevant format for presenting the study to the public and presentation of the study throughout an online or offline event.	

The proposed structure of the research is presented below (note: the structure may be altered based on feedback from the SRB, UNDP and in the course of the research, responding to the findings made; yet, core research questions listed above are supposed to be depicted in the report regardless of the final structure):

- Report's **executive summary** highlighting the contents, main findings, explaining the research limitations and presenting the report structure for ease of navigation (up to 2 pages);
- Consolidated or individual **peer-review texts** from the SRB members reflecting on the process of the study, its findings or on the recommendations given (up to 2 pages);
- Description of the methodology used to complete the research (up to 5 pages);
- A dedicated section on analysing the EU **regulations** for accessibility, relevant **standards** and norms as contrasted with the Ukrainian situation (up to 10 pages);
- The main body of the research with **findings on accessibility and alignment with the principles of Universal Design** vis-à-vis the 100 web-resources and 20 service platforms as tested by the research team (up to 50 pages);
- Description of the main **accessibility instruments** that are widely used in the world and, possibly, in Ukraine, and their features (data standards, data exchange protocols) that should be taken into account when designing accessible electronic resources in Ukraine (up to 10 pages);
- **Case-studies** from Ukraine or, in case of absence, from the Eastern European and Nordic countries where electronic services (including their interfaces and other design elements) were created with genuine inclusion of user-groups that contained people with disabilities, users with varying education levels, of different economic status, etc. (up to 15 pages);
- **Recommendations and conclusions** (up to 15 pages);
- Annexed tables, illustrations, schemes and other graphic elements as necessary;
- **Annotated bibliography** for the study – including only those resources that are essential reads for the core Digital, Inclusive, Accessible: Support to Digitalisation of State Services in Ukraine (DIA Support) Project team as it comes on-board (up to 5 pages).

While UNDP shall retain ultimate discretion and approval power over the study, opinions of the Study Review Board (SRB) need to be consulted frequently, amongst other things to ensure that the report has traction with the community of users with special needs. Requirements for the SRB members are set forth below.

4. MONITORING / REPORTING REQUIREMENTS:

The Contractor shall report to the Democratic Governance Team Lead. Day-to-day supervision will be delegated to the UNDP Digital Governance and Policy Development Consultant. The payment shall be arranged in stages in accordance with the proposed payment scheme below and upon acceptance of the

deliverables based on quality control and recommendations. The final report shall be submitted to UNDP no later than 4 December 2020 or as indicated in the relevant contract.

All reports should be transmitted to UNDP electronically (formats of *.docx, *.xlsx, *.pptx, *.pdf or others specified in the Deliverables section above) on the electronic source or in the form of electronic communication with the attached final product in the Ukrainian language. UNDP will provide payments upon provision of deliverables duly certified by UNDP per the table above.

The payment shall be arranged in stages in accordance with the proposed payment scheme below and upon acceptance of the deliverables based on quality control and acceptance of recommendations. UNDP will be the ultimate authority to control the quality of work results and assess the Contractor's performance during the assignment. The Contractor shall comply with the quality assurance system of UNDP, and provide the necessary information, reports and statistics according to a preliminary determined schedule or as soon as possible (within a reasonable period of time).

In particular, the payment schedule will be as follows:

- Deliverable 1 – 40%
- Deliverable 2 – 30%
- Deliverable 3 – 30%

5. REQUIREMENTS FOR CONTRACTOR (COMPANY/ORGANISATION/EXPERT GROUP)

The task foresees that the following minimum requirements are in place for the company / organization / expert group (minimum team composition included):

Key requirements for the organization:

- Properly registered company/organization (commercial, non-profit or academic). If the bid comes from a consortium, all consortium members have to be properly registered;
- At least 2 (two) years of professional experience in research and analytics including the area of qualitative social research. If the bid comes from a consortium, all consortium members have to satisfy this criterion;
- At least 3 (three) qualitative research exercises of similar scope and complexity conducted in the last 10 years or since the founding of the organization, whichever is the case (links or texts are to be provided for evaluation);
- A proposed list of participants for the research's Study Review Board (SRB) that shall contain no fewer than 5 (five) persons and their brief biographies to understand logic for their nomination. The list needs to be supplanted by a free-form confirmation from these individuals (as signed statements or electronic mails) stating that they have reviewed the TOR for the research, understand their function and are ready to perform it (i.e. review of the methodology, review of the draft report, production of a peer-review note).
 - The SRB participant profiles have to be aligned with the aim of the exercise and have **first-hand knowledge of accessibility issues** (for instance, if they do not experience these issues in their everyday life as having disabilities themselves, they have to demonstrate first-hand knowledge of problems that people with disability face as human rights defenders or leaders of relevant associations and CSOs). Apart from persons who have first-hand knowledge of accessibility issues as noted above, the SRB could include a representative of the IT community who has developed applications for better accessibility. Participation in the SRB may be remunerated as expert engagements.

- A research team that has the following minimum composition and qualifications:
 - **Team Leader and Project Manager (one person)**
 - **Education**
 - Education: advanced University degree (Master's/ Specialist) or equivalent in Sociology, Economics, Finance, Public Administration, Management or related field.
 - **Experience**
 - At least 7 (seven) years of professional experience in research and analytics including managing and controlling the quality of nation-wide qualitative social science research (desirably, directly related to the theme of the study);
 - Excellent reporting skills (a link to at least two open source reports where the team leader is a sole author, co-author or overall editor should be provided; alternatively, reports should be submitted for assessment by the selection team);
 - At least 3 methodologies for research initiatives similar in scope (social sciences qualitative research methods) developed;
 - Experience of working on issues of electronic governance and work with vulnerable groups considered as a strong asset.
 - **Languages**
 - Fluent Ukrainian, English knowledge at the level necessary to read EU regulations, acquis and standards.
 - **Key Research Experts (at least two persons and may be more)**
 - **Education**
 - Education: advanced University degree (Master's/ Specialist) or equivalent in Sociology, Economics, Finance, Public Administration, Management or related field.
 - **Experience**
 - At least 5 (five) years of professional experience in research and analytics including providing and controlling the quality of nation-wide qualitative research exercises with a focus on the social sphere;
 - Excellent reporting skills (a link to at least two open source reports where the expert is a sole author or co-author should be provided; alternatively, reports should be submitted for assessment by the selection team);
 - Experience of working on issues of electronic governance and work with vulnerable groups considered as a strong asset.
 - **Languages**
 - Fluent Ukrainian, English knowledge at the level necessary to read EU regulations, acquis and standards.

6. DOCUMENTS TO BE SUBMITTED IN TECHNICAL PROPOSAL

Proposals should include:

- **Company (organization, non-profit, academic institution) profile**, which should not exceed ten (10) pages but should include links to previous reports of similar nature, preferably for international technical assistance projects in Ukraine. The profile shall explicitly note the information contained in the Evaluation Criteria section. In case of a consortium bid, please indicate this information for the consortium lead organization first and then for other bid members or subcontractors;
- **Draft proposed methodology and approach** that confirms full adherence to the TOR and has detailed information on the proposed way that the study will be carried out including but not limited to:
 - Proposed approach to selecting the electronic resources to be assessed;

- Proposed approach to testing the resources for accessibility and adherence to principles of Universal Design (use of software, methods for observation, means of consultation with user groups to understand what aspects to look for, etc.);
- Quality assurance plan, training for research staff and other aspects that allow to assess whether the research findings are relevant;
- Composition and accompanying documents regarding the **Study Review Board** as noted above;
- In-house capacity or ability to involve expertise on IT issues (IT, web-design, etc.) to work on technical aspects of the study.
- At least **two reference letters** for the company (organization, non-profit, academic institution) from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant. Letters from technical assistance projects that work in the social sphere in Ukraine are of special value;
- Description of the **proposed team**, including CVs of the team suggested and **relevant reports/materials** that allow to assess their experience (including reports to assess qualifications and, if available, certificates testifying to English language knowledge). For more details, see the section "Key requirements for the organization";
- Links to **full texts (preferred) or excerpts (acceptable) of at least three similar nation-wide research reports** completed;
- A **financial proposal** in line with the instructions provided in the RFP. Special provisions due to the COVID pandemic, and vulnerable nature of some of the focus group members would need to be put in place and depicted in the budget. SRB work may be shaped as remunerated expert work with the only condition of SRB members holding arm's length in terms of research quality they are reviewing and critiquing.

7. FINANCIAL PROPOSAL:

The financial proposal shall specify the cost of professional services for the assignment – the total amount and distribution in accordance with the above-mentioned proposed schedule of tranches, as well as line-item breakdown. Payments will be made in tranches as described in the section "Requirements for monitoring/reporting".

All travel arrangements will be handled by the Contractor. The travel costs of the team members, if necessary, for the assignment, should be included in the proposal. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the Team Members wish to travel on a higher class, he/she should do so using their own resources.

Section 6: Returnable Bidding Forms / Checklist

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

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

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>

▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

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

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

Form A: Technical Proposal Submission Form

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

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

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

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;

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

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

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

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

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

Form C: Joint Venture/Consortium/Association Information Form

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

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

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

Name of leading partner

(with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)

[Complete]

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

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

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

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Form D: Qualification Form

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

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

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

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

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

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

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

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

Financial Standing

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

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			

Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

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

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

Form E: Format of Technical Proposal

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

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

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

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

SECTION 2: Bidder's capability and expertise

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

- 2.1 Detailed organizational structure of the Company, including quantity of qualified personal available.
- 2.2 Information about sales volumes past 3 years.
- 2.3 Quality assurance and service support provision information.
- 2.4 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.5 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Draft proposed methodology and approach that confirms full adherence to the TOR and has detailed information on the proposed way that the study will be carried out including but not limited to:
 - Proposed approach to selecting the electronic resources to be assessed;
 - Proposed approach to testing the resources for accessibility and adherence to principles of Universal Design (use of software, methods for observation, means of consultation with user groups to understand what aspects to look for, etc.);
 - Quality assurance plan, training for research staff and other aspects that allow to assess whether the research findings are relevant;
 - Composition and accompanying documents regarding the Study Review Board as noted above;

- In-house capacity or ability to involve expertise on IT issues (IT, web-design, etc.) to work on technical aspects of the study.

SECTION 3: Management Structure and Key Personnel

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

Format for CV of Proposed Key Personnel

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

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

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

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

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

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

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

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

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

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

A. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

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

B. Cost Breakdown by Cost Component *[This is only an Example]:*

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				

3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

NB Amounts in both tables must be equal as they represent the same financial proposal from different aspects.

"Duly authorized to sign the proposal for and on behalf of" _____

(Name of Organisation): _____

Signature/Stamp of Entity/Date: _____

Name of representative: _____

Address: _____

Telephone/Fax: _____

Email: _____

* Dear partners!

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

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

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

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

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

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