



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: October 12, 2020
	REFERENCE: 297-2020-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **“Upgrade of e-commerce and business information online platform for micro, small and medium enterprises (MSMEs)”**.

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

Proposals may be submitted on or before **11:59 AM (Kyiv time) Monday, October 26, 2020** and via email to the address below:

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

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

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

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

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

Messages should **not exceed 20 MB in size**. Offers larger than 20 MB should be split into several messages and each message subject should indicate “part x of y” besides the marking mentioned in the announcement

and the solicitation documents. Messages larger than 20 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **“297-2020-UNDP-UKR-RFP-RPP”** and **“Upgrade of e-commerce and business information online platform for micro, small and medium enterprises (MSMEs)”**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



**Mr. Sergei Mostovoy,
a.i. Operations Manager**

**UNDP Ukraine
October 12, 2020**



Description of Requirements

Project name:	“Upgrade of e-commerce and business information online platform for micro, small and medium enterprises (MSMEs)”
Brief Description of the Required Services	UN RPP is seeking a Contractor to update the existing local online marketplace “Svoi.market” (https://svoi.market) by improving its’ functionality, design and promotion, and integrating it into UN RPP business information platform http://startbusiness.com.ua .
The overall objective	The overall objective of this assignment is to develop an innovative and effective information exchange, communication and e-commerce mechanisms based on the existing business information online platform, to strengthen the capacity and enhance the overall entrepreneurial activity of IDPs and members of host communities, especially those affected by the conflict in eastern Ukraine. For this purpose, the Contractor shall upgrade the existing local online marketplace Svoi.market ensuring user-friendly and easy-to-use design, develop an efficient internal communication network for entrepreneurs within the marketplace and integrate the product into the existing UN RPP business information platform startbusiness.com.ua .
Person to Supervise the Work/Performance of the Service Provider	The Contractor will work under the direct coordination the Specialist on Entrepreneurship Promotion and overall supervision of Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, UN RPP.
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to the proposed timeframe specified in the attached TOR
Target start date	October 2020
Target completion date	March 2021
Travels Expected	According to TOR attached
Special Security Requirements	n/a
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The Program does not provide premises, equipment, supporting personnel, services or logistic support
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: http://treasury.un.org <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH

Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	<p>Pre-Bidding Conference will be held on Monday, October 16, 2020 at 11:00 (Kyiv time) via Skype.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: procurement.rpp.ua@undp.org</p> <p>Attn: Procurement Unit Subject: 297-2020-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<p>The contractor is invited to assess the complexity of work on the implementation by each of these Deliverables, and to offer the customer the preferred percentage of the total proposed value of the contract.</p> <p>Proposed by UNDP payment schedule:</p> <ul style="list-style-type: none"> • After achieving deliverable 1 and submitting Inception Report – 20%; • After achieving deliverable 2 and submitting Interim – 60%; • After achieving deliverable 3 and submitting final report – 20% <p>The payment is made by UNDP within 30 (thirty) calendar days from the date of respective deliverable acceptance by UNDP and submission of originals of invoice, act of acceptance and tax invoice (if applicable).</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Specialist on Entrepreneurship Promotion
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <u>This is a mandatory criterion and cannot be deleted regardless</u>

	<u>of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of Firm/Organization 27%</p> <p><input checked="" type="checkbox"/> Proposed Concept and Portfolio of works and timeline 23 %</p> <p><input checked="" type="checkbox"/> Personnel 50%</p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Contractor</p> <p><input type="checkbox"/> One or more Contractors.</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Description of Requirements (Annex 1)</p> <p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3)</p> <p><input checked="" type="checkbox"/> Contract for professional services template (Annex 4)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link:</p> <p>https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Contact Person for Inquiries (Written inquiries only)¹	<p><i>Procurement Unit</i> <i>UNDP Ukraine</i> <i>procurement.rpp.ua@undp</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

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

Documents to be submitted in proposal	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2 to the Request for Proposal). <input checked="" type="checkbox"/> Copy of Latest Business Registration Certificate and Tax Registration certificate (not mandatory on submission stage but will be required if Offeror is selected for contract award). <input checked="" type="checkbox"/> Copies of other licenses or certificates (if any). <input checked="" type="checkbox"/> Organization's profile (date of creation, place of registration, principal place of business, description and qualification, size, number of staff/consultants, relevant certifications). <input checked="" type="checkbox"/> A letter of interest/offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company <input checked="" type="checkbox"/> A work plan with a proposed work schedule indicating the persons responsible for each area of activity. <input checked="" type="checkbox"/> The proposed Concept note which describes the vision and examples/options (links or screenshots) of the Information System design and improvements <input checked="" type="checkbox"/> The company's portfolio of the previous projects (at least three links). <input checked="" type="checkbox"/> Personal CVs of the Project Team, including information about past experience in similar projects / assignments. <input checked="" type="checkbox"/> Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).
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Other Information Related to the RFP

Administrative Requirements:

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

- ✓ Offers must be submitted within the stipulated deadline
- ✓ Offers must meet required Offer Validity
- ✓ Offers have been signed by the proper authority
- ✓ Offers include requested company/organization documentation, including documentation regarding the company/organization’s legal status and registration
- ✓ Offers must comply with general administrative requirements:

An organization submitting a proposal is:

- ✓ A company with a valid registration for at least 2 (two) years (for Ukrainian companies – company should be registered in the territory controlled by the government of Ukraine).
- ✓ Experience in the creation of at least 1 (one) multimedia web-platform focused on information exchange and e-commerce (with at least 5,000 visitors in total).
- ✓ Experience in the creation of at least 2 (two) online stores.

Team Leader:

- ✓ At least a Bachelor’s (or equivalent) degree in Economics, Social sciences, Management, Psychology, PR, Communications or another relevant related field;
- ✓ Minimum 2 (two) years of experience in project management and team management;
- ✓ Minimum 2 (two) years of experience in implementing projects/programmes on web products and multimedia content production;
- ✓ Excellent knowledge of Ukrainian and Russian. At least working knowledge of English would be considered as an asset.

Project Assistant/Copywriter:

- ✓ At least Bachelor’s (or higher) degree in Economics, Social Sciences, Management, PR, Communications, Linguistics or another relevant related field.
- ✓ Minimum of 2 (two) years of professional experience in administrative support in event management, video production, organization of training courses, copywriting, etc.
- ✓ Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset.

Web-developer:

- ✓ Bachelor’s (or higher) degree in Economics, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Linguistics or another relevant related field.
- ✓ At least 2 (two) years of relevant experience in web development and design.
- ✓ Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset.

	<p>Graphic designer:</p> <ul style="list-style-type: none">✓ Bachelor's (or higher) degree in Economics, Social Sciences, Management, PR, Computer Studies, Communications, Linguistics, Fine Arts or another relevant related field;✓ At least two years of relevant experience in graphic design production/publishing;✓ Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset. <p>Other information is available on http://procurement-notice.undp.org;</p> <p>For the information, please contact procurement.rpp.ua@undp.org</p>
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 297-2020-UNDP-UKR-RFP-RPP dated October 12, 2020, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

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

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

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

Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

B. Proposed Methodology for the Completion of Services

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

Must include:

- 1. A letter of interest/offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company**
- 2. A work plan with a proposed work schedule indicating the persons responsible for each area of activity.**
- 3. A timeline detailing how the required results will be achieved/completed within the required timeline.**
- 4. The proposed Concept note which describes the vision and examples/options (links or screenshots) of the Information System design and improvements;**

C. Qualifications of Key Personnel

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

- a) Names and qualifications of the key personnel that will perform the services; description of roles of key personnel (Team Leader/Project Manager, Project Assistant/Copywriter, Web-developer, Graphic designer) .***
- b) CVs for all operational staff (Team Leader/Project Manager, Project Assistant/Copywriter, Web-developer, Graphic designer) which indicate their education, qualification, experience, language skills and residency, as well as confirmation.***
- c) Written confirmation from each team member that they are available for the entire duration of the contract.***

Financial Proposal

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

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

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

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

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

A. Cost Breakdown per Deliverables*

Bidders should submit their proposals in the following format that indicates the all-inclusive fixed total contract price (lump sum) for all breakdown according to stage, types of services and schedule of their provision. All costs associated with the implementation of services should be included in the financial proposal (such as development of video, adaptation, advertising, travel, living allowances, salary of staff, stationary, etc.).

#	Activity	Percentage of Price (Weight for payment)	Price, without VAT (indicate currency)
1	Deliverable 1	20%	
2	Deliverable 2	60%	
4	Deliverable 3	20%	
TOTAL without VAT, (indicate currency)			

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

B. Cost Breakdown by Cost Component:

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

Nº	Activity/Costs	Unit	Number	Price per unit without VAT, (indicate currency)	Cost without VAT, (indicate currency)
1	Personnel				
1.1	Team Leader / Project Manager	month of work			
1.2	Web-developer	month of work			
1.3	Graphic designer	month of work			
...	...				
2	Administration Costs (if necessary)				
2.1	Communications (telephone/Internet)				
2.2	Other (if any - to define clearly activities/costs)				
...	...				
3	Travel and Lodging				
3.1	Daily Allowance	Day			
...	...				
4	Other costs (if any - to define clearly activities/costs)				
4.1	Branding and design				
...	...				
	Total without VAT, (indicate currency)				

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

[Designation]

[Date]

TERMS OF REFERENCE

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

Description of assignment: Upgrade of e-commerce and business information online platform for micro, small and medium enterprises (MSMEs)

Country/Duty Station: Ukraine, Home-based

Starting date of the assignment: October 2020

Duration of Assignment: 5 months

Expected places of travel (if applicable): n/a

Supervisor's name and functional post: Volodymyr Lyashchenko, Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, UN RPP

I. BACKGROUND

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

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

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

also fully adjusted to the humanitarian-development nexus. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the SDGs.

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

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

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

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

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

UN RPP business training programme was launched in eastern Ukraine in 2015 as a part of efforts to promote economic recovery of the eight conflict-affected oblasts with the greatest influx of IDPs and located close to the contact line, to motivate IDPs and local population for self-employment, increase their entrepreneurial knowledge and skills and create income-generation opportunities for the conflict-affected population. Overall, 8,900 people were trained by the programme during 2015-2020. Over 2019-2022 UNDP, under the financial support of EU, the Governments of Denmark, Poland and Japan plans to continue training for those who are willing to launch, renew or expand

their Micro, Small and Medium Enterprises (hereinafter – MSMEs) in the government-controlled areas of Donetsk and Luhansk oblasts and the selected areas of Zaporizhzhia oblast (namely: Berdiansk, Prymorsk, Pryazovia, Orikhiv, Guliaipole, Yakymivka, Bilmak) - hereinafter – the "target areas"- in order to establish or restore business activity and ensure overall economic revitalization, decrease tension on the labor market and ensure development of the priority value chains that are critically important for further economic development of the target region.

A sustainable entrepreneurship requires constant access to quality information on best practices in the business development sphere. Taking into account the global trend of digitalization of commercial activities and the economic downturn caused by COVID-19, it's necessary to support regional MSMEs with access to online trade and effective information exchange and communication networks to facilitate post-crisis recovery and make them more resilient to similar shocks in the future.

For this purpose, UN RPP is seeking a Contractor to update the existing local online marketplace "Svoi.market" (<https://svoi.market>) by improving its' functionality, design and promotion, and integrating it into UN RPP business information platform <http://startbusiness.com.ua>. "Svoi.market" was launched by UN RPP partner NGO in late May 2020 as a response to the growing needs among MSMEs to shift their commercial activity online due to COVID-19 lockdown. It is the only local online marketplace in government-controlled areas of Donetsk and Luhansk oblasts which has over 60 registered businesses who sell their products to the customers within the region and beyond. Over twenty of them are former UN RPP grantees and participants of Programme's business exhibitions. The marketplace is free-of-charge for its' vendors and is aimed at uniting all local micro, small and medium-sized producers on a single platform. Upgrading the functionality, design and improving promotion of this marketplace will allow local MSMEs to have a permanent free-of-charge access to online markets, as well as enhancing the overall business environment in the conflict-affected region.

II. MAIN OBJECTIVES OF THE ASSIGNMENT

The overall objective of this assignment is to develop an innovative and effective information exchange, communication and e-commerce mechanisms based on the existing business information online platform, to strengthen the capacity and enhance the overall entrepreneurial activity of IDPs and members of host communities, especially those affected by the conflict in eastern Ukraine. For this purpose, **the Contractor shall upgrade the existing local online marketplace Svoi.market ensuring user-friendly and easy-to-use design, develop an efficient internal communication network for entrepreneurs within the marketplace and integrate the product into the existing UN RPP business information platform startbusiness.com.ua.**

The information exchange, e-commerce and communication system (i.e. online marketplace and internal communication network) shall contribute to achieving the following targets:

Objective 1. At least 70 (seventy) entrepreneurs, including UN RPP business grantees, placed their goods (up to 20 different types of products) on the online marketplace;

Objective 2. At least 70 (seventy) entrepreneurs, including UN RPP business grantees, are active on the internal communication network within the online marketplace.

III. SCOPE OF WORK AND EXPECTED OUTPUTS

Common requirements

The Contractor should upgrade the existing local online marketplace⁴“Svoi.market” and as a result make it convenient for vendors and buyers and allowing them to administer their pages, fulfil orders, and communicate with each other. The Contractor will get a permission and access to the marketplace to introduce required upgrades.

Specific requirements for the local online marketplace upgraded, namely information exchange, e-commerce and communication system (further, “Information System”):

- Detailed work plan and approach to the development of the Information System (project implementation timeline, general structure and design of the marketplace);
- The **Information System** must run in the most commonly used web browsers (Google Chrome, Internet Explorer, Safari, Mozilla Firefox) and should work across most operating system platforms (iOS, Android, Windows, MacOS) and mobile devices (laptops, tablets, smartphones);
- The Information System should initially be created in Ukrainian, with the ability to support other languages if required. Users with disabilities should also be able to use the online platform. It should run correctly when the user cannot use the cursor (i.e. be operable with the keyboard alone), and support auxiliary software, such as a screen reader;
- The design should be aligned with the one used on startbusiness.com.ua and be in line with UN visibility guidelines (to be provided by UN RPP after assignment). All of the elements should serve the purpose of communicating information to the user in the clearest and best-structured way;
- The **Information System** should be integrated into the existing business information platform startbusiness.com.ua as a separate module on dedicated platform’s subpage and should be duplicated on the platform’s homepage as well. This module should redirect users to the **Information System** website, located at existing online marketplace Svoi.market website;
- The content should be structured clearly and conveniently and broken down into sections, categories and subcategories. All of the elements should serve the purpose of communicating information to the user in the clearest and best-structured way;
- The **Information System** should provide for automatic regular backup of the EIA Registry data. In case of a software failure or an emergency, the system should ensure the restoration of work from the last fixed stable status. Emergency means crash or “freezing” of the processes, system errors that were not detected when setting up and testing the system, failures in software or in electrical supply;
- The **Information System** must be capable to allow activity of at least 5,000 concurrent users simultaneously;
- Ensure the usage of carousels of goods to reduce the amount of page scrolling, and increase the speed of website loading by decreasing the size of images for mobile devices;

⁴ Marketplace – a multi-vendor e-commerce web portal where various micro-, small and medium enterprises sell their products to the customers.

- Changes to the product and category pages should be made in accordance with the instructions for people who rate websites using Search Quality Rating Guidelines – indicators of main content quality:
 - add a guarantee, features, ratings, pre-order buttons, and other elements;
 - create and add a recommendation algorithm of similar goods from the same vendor and other marketplace shops, and offers to buy sets (for example, a dress and accessories that go with it);
 - apart from the picture, price and name of a product, also display the main characteristics in the form of a small table or a list on category pages (display only when people rollover), while also displaying the rating, the number of reviews and so on.
- Introduce filters of goods in commodity categories according to various characteristics (such as colour, composition, special offers, and so on), and create links to each filter for promotion in search engines.
- Search engines take download speed into account. The online platform should load in five seconds or less (time to interactive). To that end, the following methods should be used:
 - page cache;
 - image optimization;
 - gzip;
 - media content lazy-load.
- URL pages should transliterate names, be understandable for the user, and contain no numbers or incomprehensible symbols;
- Create a technical support chat for vendors and customers which will be managed by the current staff of the Information System;
- Enable the exchange of private messages between vendors and customers to enable them to resolve all issues;
- Allow the exchange of private messages between all registered vendors to enable them to cooperate with each other and create thematic group chats;
- Establish seller ratings;
- Provide the opportunity to rate a commodity, product;
- Develop a triggered email module which reminds users about special offers, makes calls to action, and supports the purchase cycle, e.g. by reminding a customer that they have a product in their basket and requesting that they complete the purchase;
- Customers' accounts should enable buyers to:
 - view all of their reviews, questions, and exchanges of messages;
 - view their orders and to track the status of their orders;
 - manage the electronic newsletters they receive.

- Vendors' accounts should make it easy to administer shop and goods/commodity pages, while also providing access to metrics;
- The homepage of a vendor's account should reflect a collection of all shop metrics and performance indicators, as well as order, message, review, question and user rating notifications. It also should provide easy access to all administration sections;
- Ensure an easy process of adding goods to shop pages;
- Simplified settings for all shop components: delivery and payment methods, order administration, announcing special offers, adding product options (sizes, colours, and so on);
- Setting up the payment module – the ability to link cards and integrate the module with payment systems and to view and manage transactions, payment history, and payment cancellations;
- Importing/uploading the goods by uploading Excel spreadsheets and .csv files;
- Exporting/downloading financial reports on orders into an Excel table or a .csv file;
- Handling reviews on the marketplace – the possibility to request that a user change their review of the shop once a problem has been addressed;
- Setting up the automatic generation of shop page micro-layout, such as 'Local Business' type and 'Product' type for goods;
- Integrating the marketplace with Google Merchant Centre to display products in a carousel during searches, and to increase sales;
- Integrating Google Customer Reviews, which boosts the click-through-rate of search ads;
- Putting in place an internal interlinking system;
- The marketplace administrators should be able to:
 - moderate vendors and goods;
 - moderate reviews, questions and orders;
 - exchange messages with sellers and buyers in the website chat;
 - obtain the main metrics, such as the number of users, commodity views, orders, repeated purchases, and so on.
- Create a call centre for vendors and customers registered on the marketplace that will provide online consultations on promoting marketplace shops and products in search engines and social networks (customization, creative design, training people on how to work with Google Ads and the Facebook Ads Manager, and email marketing). The call centre will be managed by the current staff of the Information System;
- The **Information System's** subpage on startbusiness.com.ua should be advertised via online (contextual and banner advertisement on Google, Facebook and Instagram) to ensure the coverage of 100,000 users. The advertisement content should be approved by UN RPP.

IV. ACCEPTANCE OF WORK

The Information System is considered accepted after the Programme has checked and approved the Contractor's work completion report. The fact of acceptance must be confirmed by the signing of the relevant acts by authorized representatives of the Parties.

Works on implementation and adjustment of the Information System must be carried out by the Contractor in stages in line with the calendar plan agreed by the parties according to technical requirements. The fact of transfer-acceptance of the Works/Services at each stage will be considered the moment of signing of the bilateral act of the performed Works/provided Services between UNDP and the Contractor and transferring of the source program code related to the Works/Services. During the project, the Contractor must provide the Programme (for the benefit of the Beneficiaries) with comprehensive and relevant documentation/information, that the latter may need for efficient use and maintenance of the resource: Description of the program, instructions for users/system administrators etc.

V. REQUIREMENTS FOR WARRANTY SUPPORT OF THE SYSTEM

The Contractor undertakes to provide guarantees of the quality of services rendered in the form of warranty (technical) support within 24 (twenty-four) months from the date of signing of the final act of delivery-acceptance of rendered services, which includes technical support, elimination of errors, software malfunctions, consulting support, including when configuring software subsystems in customer units that open during the warranty period.

The warranty technical support does not imply additional financial costs of the Programme and the Beneficiary.

Guarantee term refers to the period that begins from the moment of completion of the provision of services under the Contract, during which the Contractor undertakes to provide the services for the elimination of the detected technical errors (defects), elimination of abnormal situations (failures and failures) on incidents with the implemented Customer software in the following extent:

- organization of a hotline by telephone and e-mail to receive and process information about incidents (technical errors, defects) and emergencies in the system during the working days from 9:00 to 18:00;
- analysis and classification of information about incidents (technical errors, defects) and emergency situations in the work of the system, development with the responsible employee of the object of introduction of software proposals on terms and ways of their elimination;
- if necessary, to make changes to the System to eliminate identified technical errors (defects) and to provide the Customer with updates of the System, designed following the requirements of this technical task;
- if necessary, replacement of the defective (including does not meet the requirements of this Terms of Reference) software supplied by the Contractor.

Guarantee support includes the following services:

a) Explanation regarding:

- general approaches to software launch;
- general approaches to software administration;
- general approaches to the work of software users.

b) Technical Support Consultations:

- general software setup recommendations;
- services for checking the correctness of filling in the software settings.

c) Individual consultations of the technical support analyst on filling the launched software with information:

- to set up the process of service provision;

- according to the description and content of the software directories and classifiers (general recommendations).

d) Remote administration of the software, in case of problems in its functioning, if these problems could not be solved by consulting a technical support engineer (remote access should be provided by the representative of the Programme responsible for solving this issue), while in the duties of the Contractor not includes system and third-party software administration tasks;

e) Individual consultations of the Programme's specialists on the refinement of the decision, which does not lead to the change of the mode of operation of the System as a whole.

Throughout the life of the technical support, the Contractor is obliged to consider the Programme's remarks to the System (within the requirements set out in this document) and to take measures to eliminate software errors or its settings made during the performance of the contract and which are the result of the poor performance of the Contractor's services.

In the event of software malfunction during the warranty period, the Contractor shall, within 10 calendar days, remove Programme's remarks about the System's functions and within 24 (twenty-four) hours, if technically feasible, from the time of system failure detection, shall be obliged to restore its efficiency.

VI. DELIVERABLES

#	Deliverables	Period of completion (as from the start of the assignment)
1.	Detailed work plan and approach to the development of the Information System (project implementation timeline, general structure and design of the the Information System) developed and submitted to UN RPP. A narrative inception report containing the description of the work done, all necessary links, screenshots, design layouts submitted to UN RPP.	1 month
2.	A beta version of the Information System (marketplace and internal communication network) developed and finalized according to UN RPP requirements. A narrative interim report containing the description of the work done, all necessary links, screenshots, design layouts and link to the beta version of the product is submitted to the programme.	4 months
3.	The information Information System is functional and integrated into startbusiness.com.ua in accordance with all of the provisions outlined in the 'Common requirements', 'Specific requirements for the information exchange, e-commerce and communication system. A project final report containing the description of the work done, all necessary links, screenshots, design layouts, link to the finalized Information System, data to access the product's administrator's page is submitted to UN RPP.	5 months

VII. MONITORING/REPORTING REQUIREMENTS

The Contractor will work under the direct coordination the Specialist on Entrepreneurship Promotion and shall submit the following reports according to the programme format and guidelines: A detailed

report on the progress of the development of the Information System, submitted every Friday after the contract is signed until the moment the product is approved by UN RPP. Completion of every deliverable should be accompanied by an inception/interim/final report which should be submitted to the programme. All reports are to be delivered in electronic form in Ukrainian language.

VIII. EXPERIENCE AND QUALIFICATION REQUIREMENTS

- A company with a valid registration for at least 2 (two) years (for Ukrainian companies – company should be registered in the territory controlled by the government of Ukraine);
- Experience in the creation of at least 1 (one) multimedia web-platform focused on information exchange and e-commerce (with at least 5,000 visitors in total);
- Experience in the creation of at least 2 (two) online stores.

The Contractor must have a team of at least 4 (four) professionals with the following roles and required qualifications:

Team Leader/Project Manager:

- At least a Bachelor's (or equivalent) degree in Economics, Social sciences, Management, Psychology, PR, Communications or another relevant related field;
- Minimum 2 (two) years of experience in project management and team management;
- Minimum 2 (two) years of experience in implementing projects/programmes on web products and multimedia content production;
- Excellent knowledge of Ukrainian and Russian. At least working knowledge of English would be considered as an asset.

Project Assistant/Copywriter:

- At least Bachelor's (or higher) degree in Economics, Social Sciences, Management, PR, Communications, Linguistics or another relevant related field;
- Minimum of 2 (two) years of professional experience in administrative support in event management, video production, organization of training courses, copywriting, etc;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset.

Web-developer:

- Bachelor's (or higher) degree in Economics, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Linguistics or another relevant related field;
- At least 2 (two) years of relevant experience in web development and design;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset.

Graphic designer

- Bachelor's (or higher) degree in Economics, Social Sciences, Management, PR, Computer Studies, Communications, Linguistics, Fine Arts or another relevant related field;
- At least two years of relevant experience in graphic design production/publishing;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered an asset.

IX. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL:

- ☒ A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and the competitive advantages of the applicant company;
- ☒ Company's profile (date of creation, size, number of staff/consultants, description of key staff) setting out previous experience in implementing similar projects.
- ☒ A work plan with a proposed work schedule indicating the persons responsible for each area of activity;
- ☒ The proposed Concept note which describes the vision and examples/options (links or screenshots) of the Information System design and improvements;
- ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments;
- ☒ The company's portfolio of the previous projects (at least three links).
- ☒ Financial proposal.

X. PROPOSED PAYMENT SCHEDULE:

Payments to the Contractor to cover management and operational costs will be linked to deliverables and executed upon submission of Interim and Completion reports. The payment schedule is provided below.

- After achieving deliverable 1 and submitting Inception Report – 20%;
- After achieving deliverable 2 and submitting Interim – 60%;
- After achieving deliverable 3 and submitting final report – 20%

XI. EVALUATION CRITERIA / EVALUATION METHOD

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 based on its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed. 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. 490). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 490 points x lowest price / quoted price.

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

Minimum evaluation criteria

(The companies/organizations that are compliant with minimum evaluation criteria will pass on to a technical evaluation)

Technical criteria:

Summary of Technical Proposal Evaluation Form	Score Weight	Max Points obtainable
Expertise of Firm/Organization	27%	190
Proposed Concept and Portfolio of works and timeline	23%	160
Personnel	50%	350
Total	100%	700

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

Assessment of technical proposal Form 1		Maximum score	Company / Other organization		
			A	B	C
Expertise of Firm/Organization					
1.1	Experience in the creation of online stores: - 2 stores – 50 points; - 3 stores and more – 60 points.	60			
1.2	Experience in the creation of at least one multimedia web-platform focused on information exchange and e-commerce: - 1 web-platform – 60 points; - 2 or more web-platforms – 70 points.	70			
1.3	How popular is previously created multimedia web-platform focused on information exchange and e-commerce? The multimedia web-platform has in total: - up to 5,000 visitors – 50 points; - over 5,000 visitors – 60 points;	60			
Overall score on Form 1		190			

Assessment of technical proposal Form 2		Maximum score	Company / Other organization		
			A	B	C
Proposed Concept, Portfolio of works and timeline					
2.1	The proposed Concept note provides a clear vision and examples/options (links or screenshots) of the Information System design and improvements to be introduced: - with one example/option of Information System design and improvement: 60 points; - with two examples/options of Information System design and improvement: 70 points; - with three examples of Information System design and improvement: 80 points.	80			
2.2	A work plan with a proposed work schedule: maximum allowed period for implementation of the project is 5 (five) months. For a proposed work schedule: - up to 5 months – 60 points; - up to 4 months – 70 points; - up to 3 months – 80 points.	80			
Overall score on Form 2		160			

Assessment of technical proposal Form 3		Maximum score	Company / Other organization		
			A	B	C
Personnel					
	Team Leader/Project Manager				
3.1	Experience in project management and team management (2 years – 30 points, 3 years and more – 35 points).	35			
3.2	Experience in implementing projects/programmes on web products and multimedia content production (2 years – 40 points, 3 years and more – 45 points).	45			
3.3	Higher education in Economics, Social Sciences, Management, Psychology, PR, Communications or another relevant related field (Bachelor's degree	20			

	or equivalent – 15 points, Master's or equivalent and higher – 20 points).				
3.4	Language command (Ukrainian, Russian) – 10 points, Ukrainian, Russian and English (working level) – 15 points.	15			
	Interim score according to criteria 3.1–3.4	115			
	Project Assistant/Copywriter:				
3.5	Professional experience in administrative support in event management, video production, organization of training courses, copywriting (2 years – 40 points, 3 years and more – 50 points).	50			
3.6	Education in Economics, Social Sciences, Management, PR, Communications, Linguistics or another relevant related field (Bachelor's degree or equivalent – 20 points, Master's or higher – 40 points).	40			
3.7	Language command (Ukrainian, Russian) – 5 points, English (working level) – 10 points.	10			
	Interim score according to criteria 3.6–3.7	100			
	Web-developer:				
3.8	Experience in web development and design (2 years – 15 points, 3 years – 30 years, 4 years and more – 50 points).	50			
3.9	Education in Economics, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Linguistics or another relevant related field (Bachelor's degree or equivalent – 10 points, Master's or higher – 20 points).	20			
3.10	Language command (Ukrainian, Russian) – 7 points, English (working level) – 15 points.	15			
	Interim score according to criteria 3.8–3.10	85			
	Graphic designer				
3.11	Experience in graphic design production/publishing (2 years – 12 points, 3 years – 20 points, 4 years and more – 30 points).	30			
3.12	Education in Economics, Social Sciences, Management, PR, Computer Studies, Communications, Linguistics, Fine Arts or another relevant related field (Bachelor's degree or equivalent – 3 points, Master's or equivalent and higher – 10 points).	10			
3.13	Language command (Ukrainian, Russian) – 3 points, English (working level) – 10 points.	10			
	Interim score according to criteria 3.11–3.13	50			

Overall score on Form 3

350**XII. ESTIMATED COST OF ASSIGNMENT**

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

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

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

A. Cost Breakdown per Deliverables

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

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

#	Activity	Percentage of Price (Weight for payment)	Price, without VAT (indicate currency)
1	Deliverable 1	20%	
2	Deliverable 2	60%	
4	Deliverable 3	20%	
TOTAL without VAT, (indicate currency)			

B. Cost Breakdown by Cost Component:



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

Nº	Activity/Costs	Unit	Number	Price per unit without VAT, (indicate currency)	Cost without VAT, (indicate currency)
1	Personnel				
1.1	Team Leader / Project Manager	month of work			

1.2	Web-developer	month of work			
1.3	Graphic designer	month of work			
...	...				
2	Administration Costs (if necessary)				
2.1	Communications (telephone/Internet)				
2.2	Other (if any - to define clearly activities/costs)				
...					
3	Travel and Lodging				
3.1	Daily Allowance	Day			
...	...				
4	Other costs (if any - to define clearly activities/costs)				
4.1	Branding and design				
...	...				
	Total without VAT, (indicate currency)				

Annex 4.

Model Contract

Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та		Contract for Goods and/or Services Between the United Nations Development Programme and	
			
<i>Empowered lives. Resilient nations.</i>		<i>Empowered lives. Resilient nations.</i>	
1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна		1. Country Where Goods Will be Delivered and/or Services Will be Provided: Ukraine	
2. ПРООН <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата:		2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> direct contracting Number and Date:	
3. Посилання на номер договору (напр., номер присудження договору):		3. Contract Reference (e.g. Contract Award Number):	
4. Довгострокова угода: Ні		4. Long Term Agreement: No	
5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари та послуги		5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods and services	
6. Тип Послуг:		6. Type of Services:	
7. Дата початку Договору:	8. Дата завершення Договору:	7. Contract Starting Date:	8. Contract Ending Date:
9. Загальна сума Договору: 9a. Передплата: Не застосовується		9. Total Contract Amount: 9a. Advance Payment: Not applicable	
10. Загальна вартість Товарів та/або Послуг: <input type="checkbox"/> менше 50 000 дол. США (лише Послуги) – застосовуються Загальні умови ПРООН для базових (незначних) договорів <input type="checkbox"/> менше 50 000 дол. США (Товари або Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари та/або Послуги) – застосовуються Загальні умови ПРООН для договорів		10. Total Value of Goods and/or Services: <input type="checkbox"/> below US\$50,000 (Services only) – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <input type="checkbox"/> below US\$50,000 (Goods or Goods and Services) – UNDP General Terms and Conditions for Contracts apply <input type="checkbox"/> equal to or above US\$50,000 (Goods and/or Services) – UNDP General Terms and Conditions for Contracts apply	
11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат		11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement	
12. Назва(ім'я) Підрядника:		12. Contractor's Name:	
13. Ім'я контактної особи Підрядника: Посада: керівник Адреса: Номер телефону: Факс: Email:		13. Contractor's Contact Person's Name: Title Address: Telephone number: Fax: Email:	
14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: Email:		14. UNDP Contact Person's Name: Title: Address: Telephone number Email:	
15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі: Отримувач:		15. Contractor's Bank Account to which payments will be transferred: Beneficiary:	

Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ		Account name: Account number: Bank name: Bank address: MFO EDRPOU	
Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:		This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:	
<ol style="list-style-type: none"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 		<ol style="list-style-type: none"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 	
Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу. Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.		All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract. This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.	
НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче		IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.	
Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	