



## REQUEST FOR PROPOSAL (RFP)

<b>All interested</b>	<b>DATE: January 4, 2021</b>
	<b>REFERENCE: 829-2020-UNDP-UKR-RFP-RPP</b>

Dear Sir / Madam:

We kindly request you to submit your Proposal for services **of Representative household survey of 5,700 respondents in Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts.**

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 (midday, Kyiv time) Tuesday, January 19, 2021** 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: **“829-2020-UNDP-UKR-RFP-RPP”** and **Representative household survey of 5,700 respondents in Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts**

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

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

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

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

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

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

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

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

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

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

<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,

*Manal Fouani*

*Ms. Manal Fouani,  
Deputy Resident  
Representative  
UNDP Ukraine*

28-Dec-2020

*AD*

## Description of Requirements

Project name:	UN Recovery and Peacebuilding Programme
Brief Description of the Required Services	<p>The Programme aims to strengthen the conflict resolution and peacebuilding mechanisms at the national and local levels. It builds on the work done by the UN RPP to date in piloting early warning mechanisms at the local level and in collecting and analyzing various data to support the Programme and the authorities in formulating conflict prevention activities. To deepen understanding of public needs, the UN RPP conducted its first assessment of citizens' knowledge of, attitudes toward and experience with justice and security issues in the conflict-affected areas of eastern Ukraine in 2017, a second survey was conducted in 2018 and a third one in 2019-2020. The reports helped the international donor community, the Government and civil society not only to identify public needs, but also to align interventions accordingly and advocate for citizen-oriented policy changes and reforms.</p> <p>As a follow up, the UN RPP currently commissions a fourth wave of the study to observe the dynamics and key developments since the last assessment. Another focus of the survey will be on the impact of COVID-19 pandemic on different spheres of life – community development, human security, access to justice – especially for representatives of vulnerable groups. For this purpose, it seeks to hire a qualified company to conduct a representative household survey of 5,700 respondents in the government-controlled areas of Donetsk and Luhansk oblasts, and in Zaporizhzhia and Kherson oblasts.</p>
The overall objective	The Assessment will encompass a representative cross-section of the residents of the 4 oblasts, including both urban and rural communities, with a particular focus on women, youth, elderly, persons with disabilities, persons living in areas close to the “contact line”, minorities (religious, ethnic, or linguistic), IDPs, the LGBTIQ+ community, and other vulnerable population (victims of rape and domestic violence, people living with HIV, etc.). Separate focus will be put on certain perceptions of people living in non-government controlled areas (NGCA) of Ukraine through an online survey.
Person to Supervise the Work/Performance of the Service Provider	Community Security and Social Cohesion Specialist, 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	January 2021
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: <a href="http://treasury.un.org">http://treasury.un.org</a> <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 <b>12-Jan-2021 at 11:00 am via Skype</b>. Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail:</p> <p><a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a></p> <p>Attn: Procurement Unit</p> <p>Subject: <b>829-2020-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</b></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 preferred percentage of the total proposed value of the contract to the customer.</p> <p>Proposed payments schedule.</p>

	<p>UNDP will pay the negotiated amount in 3 tranches for the deliverables mentioned below:</p> <ul style="list-style-type: none"> <li>• 15% of the total payment upon completion of Deliverable №1</li> <li>• 35% of the total payment upon completion of Deliverables №2-3</li> <li>• 50% of the total payment upon completion of Deliverables №4-5</li> </ul> <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ol style="list-style-type: none"> <li>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs;</li> <li>b) Receipt of invoice from the Contractor.</li> </ol>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Community Security and Social Cohesion Specialist, UN RPP
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Goods and/or Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <u>This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 28.5% <input checked="" type="checkbox"/> Proposed work plan, methodology and approach 28.5% <input checked="" type="checkbox"/> Personnel and invited experts/consultants 43% <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Contractor <input type="checkbox"/> One or more Contractors, depending on the following factors:
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link: <a href="https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> <input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Contract for Goods and/or Services (Annex 4)

<p>Contact Person for Inquiries (Written inquiries only)<sup>1</sup></p>	<p><i>Procurement Unit</i> <i>UNDP Ukraine</i> <b>procurement.rpp.ua@undp.org</b> 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>
<p>Documents to be submitted in proposal</p>	<p><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2)  <input checked="" type="checkbox"/> Copy of registration documents;  <input checked="" type="checkbox"/> Organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants);  <input checked="" type="checkbox"/> A list and short summary of previous experience in conducting quantitative household surveys;  <input checked="" type="checkbox"/> CVs of the intended team leader and supervisors which clearly indicate their experience, language skills and residency, as well as confirmation of their availability if selected for this project;  <input checked="" type="checkbox"/> Matrix of the experience, language skills, residency and gender of the proposed enumerators;  <input checked="" type="checkbox"/> A timeline detailing how the indicated number of surveys will be completed within the required timeline, including start date, travel time, expected non-responses, number of supervisors and enumerators to be deployed per location. The company should provide the list of cities, towns and villages of Donetsk, Luhansk, Kherson and Zaporizhzhia oblasts where it plans to work. UN RPP then will select those where the survey would take place;  <input checked="" type="checkbox"/> A detailed description of COVID-19 prevention and mitigation measures that will be applied by the Contractor during the data collection phase;  <input checked="" type="checkbox"/> 2 recommendation letters from previous customers on survey conducting;  <input checked="" type="checkbox"/> <b>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).</b></p>

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

Other Information Related to the RFP	<p><b><u>Administrative Requirements:</u></b></p> <p>Submitted offers will be reviewed on “Pass” or “Fail” basis to determine compliance with the below formal criteria/ requirement/s:</p> <ul style="list-style-type: none"> <li>✓ Offers must be submitted within the stipulated deadline</li> <li>✓ Offers must meet required Offer Validity</li> <li>✓ Offers have been signed by the proper authority</li> <li>✓ Offers include requested company/organization documentation, including documentation regarding the company/organization’s legal status and registration</li> </ul> <p>Offers must comply with general administrative requirements: (The companies/organizations that are compliant with minimum evaluation criteria will be passed to technical evaluation)</p> <ol style="list-style-type: none"> <li>1) Officially registered organization (commercial or non-profit) for at least 3 years; for Ukrainian bidders – company/organization should be registered on the government-controlled area of Ukraine;</li> <li>2) Experience in implementing large-scale quantitative household surveys in Ukraine during the last three years (minimum 3 surveys)</li> <li>3) Experience working in Donetsk and/or Luhansk oblasts</li> <li>4) Experience working in different types of urban and rural settlements</li> <li>5) Experience working in the 20km zone from the “contact line.</li> </ol> <p><b><i>An organization submitting a proposal:</i></b></p> <ol style="list-style-type: none"> <li>1. Officially registered (commercial or non-profit) for at least 3 years; for Ukrainian bidders – company/organization should be registered on the government controlled area of Ukraine;</li> <li>2. Experience in implementing large-scale quantitative household surveys in Ukraine during the last three years (minimum 3 surveys);</li> <li>3. Equal gender distribution of the proposed team of supervisors and enumerators is an asset;</li> <li>4. Experience working in Donetsk and/or Luhansk oblasts;</li> <li>5. Experience working in different types of urban and rural settlements;</li> <li>6. Experience working in the 20km zone from the “contact line”</li> </ol> <p><b>The Contractor must have a survey team with the following roles and required qualifications:</b></p> <p><b>Team Leader:</b></p> <ol style="list-style-type: none"> <li>1. Master’s/Specialist degree or equivalent in statistics, research methods, social science, or other relevant qualification;</li> <li>2. Language Skills: Working level of English, fluent Russian and Ukrainian</li> <li>3. Proven experience overseeing or supervising prior at least three household surveys of at least 1,000 respondents</li> </ol> <p><b>Supervisors:</b></p> <ol style="list-style-type: none"> <li>1. Have enumerated or supervised at least 3 prior quantitative household surveys;</li> <li>2. Working level of English, Russian, and Ukrainian;</li> </ol>
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	<p>3. At least 90% of candidates are residents of Donetsk, Dnipropetrovsk, Kharkiv, Luhansk, Zaporizhzhia and Kherson oblasts.</p> <p><b>Enumerators (number to be determined by bidder, but a minimum of 50):</b></p> <ol style="list-style-type: none"><li>1. Have enumerated at least 3 surveys prior quantitative household surveys;</li><li>2. Professional proficiency in Russian and Ukrainian;</li><li>3. At least 90% of candidates are residents of Donetsk, Dnipropetrovsk, Kharkiv, Luhansk, Zaporizhzhia and Kherson oblasts.</li></ol> <p>Other information is available on <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>;</p> <p>For the information, please contact <a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a></p>
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**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>2</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>3</sup>)***

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the **829-2020-UNDP-UKR-RFP-RPP** dated **1/4/2021**, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**A. Qualifications of the Service Provider**

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

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

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

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
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
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.*

**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/Supervisors, Enumerators);*
- b) CVs demonstrating qualifications, experience and language skills of Team Leader and Supervisors;*
- c) Written confirmation from team members (Team Leader, Supervisors) 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. All costs associated with the implementation of services should be included in the financial proposal (for example, travel expenses, business trips, staff salaries, accommodation, etc.).

**Taking into account that purchase of services will be carried out within the project of international technical assistance Your price offers / invoices for payment must be presented without VAT.**

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.

No.	Deliverables	Percentage of the total price (weight for payment)	Amount, currency excl. VAT
1	Upon completion of Deliverable №1		
2	Upon completion of Deliverables №2-3		
3	Upon completion of Deliverables №4-5		
	<b>Total (to indicate currency), excl.VAT</b>	<b>100%</b>	

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

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

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

<b>No.</b>	<b>Activity/Costs</b>	<b>Unit</b>	<b>Number</b>	<b>Cost per unit, currency</b>	<b>The amount, currency excl. VAT</b>
<b>1</b>	<b>Staff</b>				
1.1					
1.2					
1.3					
<b>2</b>	<b>Costs of Implementation</b>				
2.1					
2.2					
2.3					
2.4					
2.5					
2.6					
2.7					
2.8					
2.9					
2.10					
2.11					
<b>3</b>	<b>Administration Costs (if any)</b>				
<b>4</b>	<b>Logistical Costs</b>				
4.1					
4.2					
4.3	.....				
<b>5</b>	<b>Other (if any)</b>				
	<b>Total (currency), excluding VAT</b>				

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

*[Designation]*

*[Date]*

## TERMS OF REFERENCE

**Project Title:** The United Nations Recovery and Peacebuilding Programme (UN RPP)

**Description of the assignment:** Representative household survey of 5,700 respondents in Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts

**Country/place of implementation:** Ukraine, Government-controlled areas of Donetsk and Luhansk oblasts, Zaporizhzhia and Kherson oblasts

**Expected starting date of the assignment:** January 2021

**Duration of the assignment:** 10 weeks

**Direct supervisor:** Community Security and Social Cohesion Specialist

### I. Context

The ongoing conflict in eastern Ukraine has had a direct and highly negative impact on 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 (UNFP). 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, in particular SDG 16 (Peace, Justice and Strong institutions).

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. With the current

project, it is a unifying interventions framework for 12 projects funded by 13 international partners (2019-2022).

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

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 assisting 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.

The Programme aims to strengthen the conflict resolution and peacebuilding mechanisms at the national and local levels. It builds on the work done by the UN RPP to date in piloting early warning mechanisms at the local level and in collecting and analyzing various data to support the Programme and the authorities in formulating conflict prevention activities. To deepen understanding of public needs, the UN RPP conducted its first assessment of citizens' knowledge of, attitudes toward and experience with justice and security issues in the conflict-affected areas of eastern Ukraine in 2017, a second survey was conducted in 2018 and a third one in 2019-2020. The reports helped the international donor community, the Government and civil society not only to identify public needs, but also to align interventions accordingly and advocate for citizen-oriented policy changes and reforms.

As a follow up, the UN RPP currently commissions a fourth wave of the study to observe the dynamics and key developments since the last assessment. Another focus of the survey will be on the impact of COVID-19 pandemic on different spheres of life – community development, human security, access to justice – especially for representatives of vulnerable groups. For this purpose, it seeks to hire a qualified company to conduct a representative household survey of 5,700 respondents in the government-controlled areas of Donetsk and Luhansk oblasts, and in Zaporizhzhia and Kherson oblasts.

## **II. MAIN GOALS AND OBJECTIVES**

The Assessment will encompass a representative cross-section of the residents of the 4 oblasts, including both urban and rural communities, with a particular focus on women, youth, elderly, persons with disabilities, persons living in areas close to the “contact line”, minorities (religious, ethnic, or linguistic), IDPs, the LGBTIQ+ community, and other vulnerable population (victims of rape and domestic violence, people living with HIV, etc.). Separate focus will be put on certain perceptions of people living in non-government controlled areas (NGCA) of Ukraine through an online survey.

In order to achieve the above objectives Contractor will:



1. **Appoint a team leader** who will be responsible for coordinating the logistics of the survey, communicating with the UN RPP and the Methodological Expert (hired by UNDP), and ensuring that all deliverables are completed on-time and are of the highest quality. The team leader should also participate in the survey pre-test (pilot), and attend the enumerator training.
2. **Provide a team of experienced supervisors** (no more than 1 per 12 enumerators – at least half of whom should be women), who will:
  - a. Pilot the survey, which will include attending the enumerator training, pre-testing (piloting) the survey (at least 30 interviews), and providing feedback on the survey;
  - b. Participate and assist in the enumerator training, which will include classroom learning and field practice;
  - c. Travel to the field and supervise a team of enumerators which requires:
    - i. Ensuring
      - i. enumerators are in the precise location identified by the Programme for conducting the survey each day;
      - ii. compliance with the methodology;
      - iii. maps of household visited are accurate;
      - iv. the designated number of surveys are conducted as per plan with the highest standards of ethics and professionalism;
    - ii. Conducting
      - i. two spot-checks each day;
      - ii. two back-checks (the supervisor conducts the survey with the respondent after the enumerator finished to check for any problems with how the survey was coded) each day and recording the degree of accuracy;
    - iii. Answer questions asked by the enumerators, and direct questions to the UN RPP as appropriate;
    - iv. Notifying the Programme immediately if any changes to the agreed plan are necessary;
    - v. Providing
      - i. a weekly plan before the start of each week which clearly specifies for each day the specific area in which each supervisor/enumerator will be working and the routes that will be followed;
      - ii. a weekly summary of the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, and any issues that were encountered;
      - iii. an end of survey report which consists of the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, the enumerator maps, and any issues that were encountered.
3. **Provide a team of experienced enumerators** (exact number to be determined by bidder, but a minimum of 50)<sup>4</sup>, at least half of whom are women, preferably, who are residents of the above-mentioned oblasts and who will:
  - a. Participate in the enumerator training, which will include classroom learning and field practice
  - b. Travel to the field and conduct a survey which requires:
    - i. Compliance with the methodology

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<sup>4</sup> UN RPP reserves the right to remove any enumerator who, in its opinion, does not meet Programme's standards for integrity and professionalism, including but not limited to, failing to follow the methodology or professional/ethical standards. UN RPP also reserves the right to send its own monitors to supervise the enumeration process.

- ii. Conducting a total of 5,100 interviews<sup>5</sup> as per plan with the highest standards of ethics and professionalism
  - iii. Conducting a total of 600 (300 per each Donetsk and Luhansk oblasts) online/phone interviews<sup>6</sup> with residents of non-government-controlled areas of Ukraine as per plan with the highest standards of ethics and professionalism. The data collected in the non-government-controlled areas is expected to be based on a representative sampling by sex, age and type of settlement (urban/rural) and will be discussed separately with the Contractor.
  - iv. Entering the responses accurately and legibly
  - v. Collecting contact details of respondents for further verification
  - vi. Following all instructions provided by the supervisor
4. **Provide all necessary logistical support**, conducting survey using the tablet devices with GPS localization<sup>7</sup>, travel, and ensuring the necessary facilities for enumerator training;
  5. **Provide weekly updates** on the progress of the survey (including raw datasets in CSV and SPSS formats);
  6. **Provide final datasets** (in CSV and SPSS formats)
  7. **Provide a final fieldwork report** (following template agreed with the UN RPP) of maximum twenty (20) pages, detailing the number of surveys conducted per data collector and per location (planned and realized), survey design and methodology, pilot and quality control results, response rate, basic descriptive statistics, as well as any issues that were encountered during the data collection phase.
  8. **Be available** to start in January 2021.

**The UN RPP and the Methodological Expert will provide necessary guidance throughout the assignment. Survey methodology is presented in Annex A.**

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

The output deliverables by the contractor will follow the four stages of the survey process as outlined below:

- **Stage 1:** Pre-test (pilot) to be conducted by the team leader and survey supervisors with feedback provided to the UN RPP.
- **Stage 2:** Provide logistical support<sup>8</sup> for 4 (four) one-day training sessions on survey tool and methodology for supervisors and enumerators, which will include classroom learning, field practice and certification (done by the UN RPP Trainer and Field Supervisor). In coordination with UN RPP consultants, the contractor will be responsible for developing a training programme and related activities, as well as for all necessary COVID-19 prevention and mitigation measures. The training is obligatory for all enumerators and supervisors.
- **Stage 3:** Collection of data in the government-controlled areas of Donetsk and Luhansk oblasts, Zaporizhzhia and Kherson oblasts, as well as conducting 600 (300 per each oblast) online/phone

<sup>5</sup> The contractor will still be expected to complete the agreed number of surveys: any non-response must be replaced with another respondent according to the research methodology. The contractor can assume a survey will take no more than 45 minutes when preparing its timeline.

<sup>6</sup> The contractor will still be expected to complete the agreed number of online interviews: any non-response must be replaced with another respondent according to the research methodology. The contractor can assume an interview will take no more than 20 minutes when preparing its timeline.

<sup>7</sup> The contractor should be able to enumerate the survey via tablets, and should have the capacity to upload the data at least on a daily basis. Software that is used by the offeror must have the capability to record grid-type responses (in contrast to single questions per tablet page).

<sup>8</sup> The contractor will be responsible for all logistical arrangements, including transportation, accommodation, catering and other related services.

interviews with residents of non-government-controlled areas of Donetsk and Luhansk oblasts according to methodology and reporting on progress and providing access to the database on a weekly basis.

**9. Stage 4:** Prepare and submit final datasets (in CSV and SPSS formats) and the fieldwork report.

Based on the outlined stages, the contractor will perform the following tasks under the ToR:

1. Provide a team of supervisors to test the questionnaire in the field and provide feedback;
2. All enumerators and supervisors participate in training on the survey and are able to pass an evaluation developed by UN RPP consultants, and understand how to conduct the survey according to the methodology and international ethical standards. All needed equipment and software should be available by the beginning of the training for the enumerators;
3. Complete a total of 5,700 interviews according to the following sampling:
  - a. 900 interviews in Luhansk Oblast, government-controlled areas<sup>9</sup>;
  - b. 1,200 interviews in Donetsk Oblast, government-controlled areas;
  - c. 1,000 interviews in Zaporizhzhia Oblast, including a representative sample of the selected districts along the Sea of Azov coastline;
  - d. 1,000 interviews in Kherson Oblast, including a representative sample of the selected districts in the southern part of the oblast;
  - e. 300 interviews in areas along the “contact line” (0-20 km zone) in Luhansk Oblast;
  - f. 300 interviews in areas along the “contact line” (0-20 km zone) in Donetsk Oblast;
  - g. 400 interviews of court users, with at least 100 in each oblast;
  - h. 600 online/phone interviews of residents of non-government-controlled areas of Donetsk and Luhansk oblasts
4. Provide final datasets (in CSV and SPSS formats).
5. Provide the fieldwork report - a summary of the fieldwork phase, including information about survey design and methodology, pilot and quality control results, non-response rate, back-check accuracy rate, number of surveys per location (planned and realized), mapping of households visited by enumerators, and any problems encountered in the field.

**Deliverables:**

1. Pilot survey and collect relevant feedback (oral and one-page written summary of feedback shall be provided to the UN RPP);
2. Organize four one-day training sessions: one in each oblast;
3. Provide an interim progress report and four weekly progress reports;
4. Conduct a survey and provide weekly field status updates with raw data in CSV and SPSS formats to the UN RPP;
5. Submit a final report and final datasets in CSV and SPSS formats to the UN RPP, including frequency tables of all questions cross-tabulated by age, gender, and oblast.

**PROJECT IMPLEMENTATION SCHEDULE**

The contractor shall submit the deliverables described above in accordance with the following schedule:

#	Deliverable	Anticipated Date of Completion
1	Pilot survey and collect relevant feedback	1 week after the start of the assignment
2	Organize 4 training sessions for supervisors and enumerators	2 weeks after the start of the assignment

<sup>9</sup> UN RPP will provide a full list of locations in Donetsk, Luhansk and Zaporizhzhia oblasts where it operates.

3	Provide an interim progress report and four weekly progress reports	5 weeks after the start of the assignment
4	Conduct a survey and provide weekly field status updates with raw data in CSV and SPSS formats to the UN RPP	9 weeks after the start of the assignment
5	Submit a final report and final datasets in CSV and SPSS formats to the UN RPP, including frequency tables of all questions cross-tabulated by age, gender, and oblast	10 weeks after the start of the assignment

UNDP will pay the negotiated amount in 3 tranches as per delivery of the outputs outlined above:

- 15% of the total payment upon completion of Deliverable №1
- 35% of the total payment upon completion of Deliverables №2-3
- 50% of the total payment upon completion of Deliverables №4-5

The payments will be processed upon the full completion and acceptance of deliverables in accordance with certificate of payments provided by the Community Security and Social Cohesion Specialist.

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

The contractor will report directly to the Community Security and Social Cohesion Specialist and Monitoring, Evaluation and Innovation Specialist. The payment will be arranged in stages according to the proposed payment schedule above and upon acceptance of the deliverables based on quality control and recommendations of the Community Security and Social Cohesion Specialist.

The contractor shall comply with the system of monitoring, evaluation and quality control, implemented by the UN RPP, and provide the necessary information, reports and statistics according to a preliminary determined schedule.

In particular, the contractor shall prepare and submit the following reports to the UN RPP:

- Weekly progress reports during the data collection, which includes the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back checks, and any issues that were encountered;
- An interim progress report that will summarize the key progress results over the period of 4 weeks after the start of the assignment;
- A final report after the data collection process is finished which includes the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, the enumerator maps, and any issues that were encountered;
- The final datasets (both raw and clean) in CSV and SPSS formats.

All reports should be in Ukrainian, Times New Roman 12 font, in .docx, .xlsx and .pdf formats.

Each deliverable and the final report will be evaluated by the Community Security and Social Cohesion Specialist and Monitoring, Evaluation and Innovation Specialist.

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

**An organization submitting a proposal:**

- 1) Officially registered organization (commercial or non-profit) for at least 3 years; for Ukrainian bidders –

company/organization should be registered on the government controlled area of Ukraine;

- 2) Experience in implementing large-scale quantitative household surveys in Ukraine during the last three years (minimum 3 surveys)
- 3) Equal gender distribution of the proposed team of supervisors and enumerators is an asset
- 4) Experience working in Donetsk and/or Luhansk oblasts
- 5) Experience working in different types of urban and rural settlements
- 6) Experience working in the 20km zone from the “contact line”

**Survey team:**

- Team Leader
  1. Master’s/Specialist degree or equivalent in statistics, research methods, social science, or other relevant qualification:
  2. Language Skills: Working level of English, fluent Russian and Ukrainian
  3. Proven experience overseeing or supervising prior at least three household surveys of at least 1,000 respondents:
- Supervisors
  1. Have enumerated or supervised at least 3 prior quantitative household surveys;
  2. Working level of English, Russian, and Ukrainian;
  3. At least 90% of candidates are residents of Donetsk, Dnipropetrovsk, Kharkiv, Luhansk, Zaporizhzhia and Kherson oblasts.
- Enumerators (number to be determined by bidder, but a minimum of 50):
  1. Have enumerated at least 3 surveys prior quantitative household surveys;
  2. Professional proficiency in Russian and Ukrainian;
  3. At least 90% of candidates are residents of Donetsk, Dnipropetrovsk, Kharkiv, Luhansk, Zaporizhzhia and Kherson oblasts.

Documents to be included when submitting the Proposals:

<input checked="" type="checkbox"/>	Copy of registration documents.
<input checked="" type="checkbox"/>	Organization’s profile (date of creation, size, number of staff/consultants, description of key staff/consultants)

<input checked="" type="checkbox"/>	A list and short summary of previous experience in conducting quantitative household surveys
<input checked="" type="checkbox"/>	CVs of the intended team leader and supervisors which clearly indicate their experience, language skills and residency, as well as confirmation of their availability if selected for this project
<input checked="" type="checkbox"/>	Matrix of the experience, language skills, residency and gender of the proposed enumerators
<input checked="" type="checkbox"/>	A timeline detailing how the indicated number of surveys will be completed within the required timeline, including start date, travel time, expected non-responses, number of supervisors and enumerators to be deployed per location. The company should provide the list of cities, towns and villages of Donetsk, Luhansk, Kherson and Zaporizhzhia oblasts where it plans to work. UN RPP then will select those where the survey would take place.
<input checked="" type="checkbox"/>	A detailed description of COVID-19 prevention and mitigation measures that will be applied by the Contractor during the data collection phase.
<input checked="" type="checkbox"/>	2 recommendation letters from previous customers on survey conducting
<input checked="" type="checkbox"/>	Financial proposal

## VI. EVALUATION CRITERIA

### Evaluation and comparison of proposals

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

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

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

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

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

### Minimum evaluation criteria

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

- 1) Officially registered organization (commercial or non-profit) for at least 3 years; for Ukrainian bidders – company/organization should be registered on the government controlled area of Ukraine;
- 2) Experience in implementing large-scale quantitative household surveys in Ukraine during the last three years (minimum 3 surveys)
- 3) Experience working in Donetsk and/or Luhansk oblasts
- 4) Experience working in different types of urban and rural settlements
- 5) Experience working in the 20km zone from the “contact line”

#### Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Organization			
1	Experience of the firm/ organization submitting the proposal	28.5%	200				
2	Proposed workplan, methodology and approach	28.5%	200				
3	Experience of personnel and invited experts/ consultants	43%	300				
	<b>Total Score</b>	<b>100%</b>	<b>700</b>				
	<b>Notes</b>						

Technical evaluation forms are provided at the next pages. The maximal points obtainable as per each criterion indicate the relative importance or score weight in general evaluation process.

#### Technical Evaluation Forms:

Form 1. Experience of the company / organization submitting the proposal

Form 2. Proposed work plan, methodology and approach

Form 3. Experience of personnel and invited experts/consultants

#### Technical Evaluation Criteria

Evaluation of the Technical Proposal Form 1	Maximum score	Company/Other organization		
		A	B	C
The experience of the company / organization submitting the proposal				

1.1	Organization/company is officially registered (minimum 3 years – 50 points, 4-5 years – 60 points, 6 years or more – 70 points).	70			
1.2	Experience in implementing large-scale quantitative household surveys in Ukraine during the last three years (70 points max): minimum 3 surveys – 50 points, 4-6 surveys – 60 points, 7 surveys or more – 70 points.	70			
1.3	Asset - Equal gender distribution of the team (20 points max):  - Enumerators – 10 points;  - Supervisors – 10 points.	20			
1.4	Experience working in Donetsk and/or Luhansk oblasts (20 points max):  - Experience working in Donetsk and Luhansk oblasts – 20 points;  - No such experience – 0 points.	20			
1.5	Experience working in different types of urban and rural settlements (10 points max):  - Experience working in urban and rural settlements – 10 points;  - No such experience – 0 points.	10			
1.6	Experience working in the 20km zone from the “contact line” (10 points max):  - Experience working in the 20km zone from the “contact line” – 10 points;  - No such experience – 0 points.	10			
	<b>The total score on Form 1</b>	<b>200</b>			

Evaluation of the Technical Proposal Form 2		Maximum score	Company/Other organization		
			A	B	C
Proposed work plan, methodology and approach					
2.1	Does the proposal clearly explain, understand and respond to the objectives of the assignment?	Up to 70			
2.2	Does the proposed timing of the project meet UN RPP timing requirements?	Up to 70			
2.3	Does the proposal demonstrate the offeror’s knowledge related to conducting quantitative respondent surveys?	Up to 60			
	The total score on Form 2	200			



	Evaluation of the Technical Proposal Form 3	Maximum score	Company/Other organisation		
			A	B	C
Personnel					
	<b>Project Team Leader</b>				
3.1	Master’s/Specialist degree or equivalent in statistics, research methods, social science, or other relevant qualification: - PhD or equivalent – 30 points; - Specialist/Master’s degree – 20 points;	30			
3.2	Language Skills: - Fluent English, Russian, and Ukrainian – 30 points; - Fluent Ukrainian and Russian, working-level English – 20 points;	30			
3.3	Proven experience overseeing or supervising prior household surveys of at least 1,000 respondents: - 4 and more surveys – 40 points; - 3 surveys – 30 points.	40			
Interim score by criteria 3.1-3.3		<b>100</b>			
	<b>Supervisors</b>				
3.4	Experience enumerating or supervising prior household surveys of (at least 3 surveys): - Have enumerated or supervised more than 3 prior quantitative household surveys – up to 30 points; - Have enumerated or supervised at least 3 prior quantitative household surveys - 20 points.	30			
3.5	Language Skills: - All candidates have working level of Russian and Ukrainian and ability to speak English – up to 30 points; - All candidates have working level of Russian and Ukrainian – 20 points.	30			
3.6	Residency in the covered areas (Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts): - All candidates are residents of the above-mentioned oblasts – 40 points; - 90% of candidates are residents of the above-mentioned or neighboring oblasts (Dnipropetrovsk, Kharkiv) – 30 points;	40			
Interim score by criteria 3.4-3.6		<b>100</b>			
	<b>Enumerators</b>				
3.7	Experience in quantitative household surveys: - All candidates have prior experience enumerating more than 3 quantitative household survey – up to 30 points; - All candidates have prior experience enumerating at least 3 surveys – 20 points.	30			
3.8	Language Skills: - All candidates can work in Russian and Ukrainian – 30 points; - Anything less – 0 points.	30			
3.9	Residency in the covered areas (Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts):	40			

	- All candidates are residents of the above-mentioned oblasts – 40 points; - 90% of candidates are residents of the above-mentioned or neighboring oblasts (Dnipropetrovsk, Kharkiv) – 30 points;				
	Interim score by criteria 3.7-3.9	<b>100</b>			
	<b>Total score on Form 3</b>	<b>300</b>			

## VII. FINANCIAL PROPOSAL

Bidders must submit their proposals as follows: all costs related to the implementation of services must be included in the financial proposal (for example, travel expenses, business trips, staff salaries, accommodation, etc.).

### Cost breakdown by deliverables:

No.	Deliverables	Percentage of the total price (weight for payment)	Amount, currency excl. VAT
1	upon completion of Deliverable №1		
2	upon completion of Deliverables №2-3		
3	upon completion of Deliverables №4-5		
	<b>Total ( indicate currency), excl VAT</b>	<b>100%</b>	

### Cost breakdown by components:

The applicants are requested to provide a cost breakdown with prices for each product based on the template given below. UNDP shall use the cost breakdown for the price reasonability assessment purposes, as well as for the calculation of price if both parties have agreed to add new outputs to the scope of services.

No.	Activity/Costs	Unit	Number	Cost per unit, currency	The amount, currency excl. VAT
<b>1</b>	<b>Staff</b>				
1.1					
1.2					
1.3					
<b>2</b>	<b>Costs of Implementation</b>				
2.1					
2.2					
2.3					
2.4					
2.5					
2.6					
2.7					
2.8					
2.9					
2.10					

2.11					
3	Administration Costs (if any)				
4	Logistical Costs				
4.1					
4.2					
4.3	.....				
5	Other (if any)				
	Total (currency), excluding VAT				

## **Annex A. Survey Methodology**

The household survey methodology was designed to allow statistical comparisons between successive independent samples over the course of the three-year programme.

The sample consisted of 1,200 in-person household interviews in each Oblast, allowing for a margin of error of 2.8% with a confidence interval of 95% (4% when disaggregated by gender). Using a stratified, multistage cluster-sampling technique, respondents were drawn from at least one-third of the raions in each oblast and at least one-third of the settlements in each raion, chosen in proportion to the population based on 2017 data from the State Statistical Service. In Donetsk and Luhansk Oblasts, only areas controlled by the Government of Ukraine were included in the survey.



In addition, a survey of 100 court users (litigants, witnesses and observers) was conducted in each Oblast to ensure the inclusion of respondents with recent exposure to the formal justice system. The margin of error for the court user surveys is 9.8%, with a confidence interval of 95%. Court users were sampled through a quota sampling technique for all courts within the general survey sampling framework.

The survey tool was prepared in English, translated directly into both Russian and Ukrainian, and independently translated back into English. Both the Russian and Ukrainian versions of the survey tool were piloted between 20 February and 3 March 2018 in the three oblasts in all types of settlements (large cities, towns, villages). 32 pilot interviews were conducted overall.

The fieldwork was conducted between 6 March and 16 April 2018 by a sociological research firm and its team of 66 bilingual enumerators and seven supervisors, all of whom underwent training and passed a written and oral examination regarding ethics and the research methodology. Interviews were conducted in the respondent's choice of language (Russian or Ukrainian). A firm itself conducted a total of 536 back-checks.

All of the approved interviews had an error rate of less than 10%. The UN RPP also conducted independent verification of the data collection process. All respondents were at least eighteen years of age and gave informed consent. Data was collected through tablets and uploaded daily; analysis was conducted using STATA statistical software package.

## Model Contract

<b>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та»</b>		 <i>Empowered lives. Resilient nations.</i>		<b>Contract for Goods and/or Services Between the United Nations Development Programme and</b>		 <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) Підприємця:				12. Contractor's Name:							
13. Ім'я контактної особи Підприємця:  Посада: керівник Адреса: Номер телефону: Факс: Email:				13. Contractor's Contact Person's Name:  Title Address: Telephone number: Fax: Email:							
14. Ім'я контактної особи ПРООН:				14. UNDP Contact Person's Name:							

Посада: Адреса: Тел.: Email:	Title: Address: Telephone number Email:
<b>15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі:</b> Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	<b>15. Contractor's Bank Account to which payments will be transferred:</b> Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU
<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> <li>1. Дана лицьова сторінка («Лицьова сторінка»).</li> <li>2. Загальні умови ПРООН для договорів – Додаток 1</li> <li>3. Технічне завдання (ТЗ) - Додаток 2</li> <li>4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3.</li> <li>5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору.</li> </ol> <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до</p>	<p>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> <li>1. This face sheet ("Face Sheet").</li> <li>2. UNDP General Terms and Conditions for Contracts – Annex 1</li> <li>3. Terms of Reference (TOR) – Annex 2</li> <li>4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3</li> <li>5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract.</li> </ol> <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only</p>

<p>даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p><b>НА ПОСВІДЧЕННЯ ЧОГО</b>, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>		<p>by written agreement between the duly authorized representatives of the Parties.</p> <p><b>IN WITNESS WHEREOF</b>, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p>	
<b>Від імені Підрядника / For the Contractor</b>		<b>Від імені ПРООН / For UNDP</b>	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	