



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

UNDP Ukraine, Kyiv	DATE: January 25, 2021
	REFERENCE: 103-2021-UNDP-UKR-RFP-CO

Dear Sir / Madam:

We kindly request you to submit your Proposal for ***Leased printing and paperless services on the basis of a Long Term Agreement.***

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

Proposals may be submitted on or before **Monday, February 08, 2021, 23:59 Kyiv time** and via email the address below:

United Nations Development Programme

tenders.ua@undp.org

Your Proposal must be expressed in **English**, and valid for a minimum period of **60 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.

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

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

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

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

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

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

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

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

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Manal Fouani

Sincerely yours,

Ms. Manal Fouani
Deputy Resident Representative, UNDP
in Ukraine

1/25/2021

AD

Annex 1

Description of Requirements

Context of the Requirement	<i>UNDP Ukraine Country Office is looking for professional partner to outsource its printing and scanning services.</i>
Implementing Partner of UNDP	Management project
Brief Description of the Required Services ¹	UNDP Ukraine Country Office has administrative offices in Kyiv and project office in Kramatorsk. UNDP is looking for professional partner, to outsource its printing and scanning services at these locations. As part of the service, the service provider will provide printing/scanning equipment including full equipment servicing, consumables (toners, cartridges, etc.).
List and Description of Expected Outputs to be Delivered	Ongoing outsourced printing and scanning services on the basis of <i>a Long Term Agreement</i>
Person to Supervise the Work/Performance of the Service Provider	<i>Ms. Iryna Sharaievska, UNDP Administrative Analyst / Mr. Sergiy Misan, ICT Associate</i>
Frequency of Reporting	<i>monthly</i>
Progress Reporting Requirements	N/A
Location of work	<input checked="" type="checkbox"/> Exact Address/es printing services will be provided in the following three UNDP offices: <ol style="list-style-type: none"> 1. Main office - Kyiv, Klovskyi Uzviz, 1; 2. Operations Office - Kyiv, Instytutaska, 29A; 3. Project Office - Kramatorsk, Sakhalinska, 4 <input type="checkbox"/> At Contractor's Location
Expected duration of work	1 year with possibility of extension for 2 consequent years subject to positive performance evaluation.
Target start date	1 st March, 2021
Latest completion date	1 st March, 2022 with possible extension for 2 consequent years.
Travels Expected	N/A
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>
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 <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency <p>The proposal will be fixed in the currency proposed. In case of proposal in local currency, the amount will be converted to USD based on actual UNORE currency rate for comparison.</p> <p>https://treasury.un.org/operationalrates/OperationalRates.php</p> <p>In case the price of the contract is fixed in USD, local suppliers are paid in UAH, based on the UNORE currency rate for the day of the invoice. Other currency rates are not applicable.</p>
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days <input 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</p>

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

	Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms ³	On monthly basis, in accordance with the package terms. Within thirty (30) days from the date of meeting the following conditions: UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Ms. Iryna Sharaievskaya, UNDP Administrative Analyst / Mr. Sergiy Misan, ICT Associate
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services <input checked="" type="checkbox"/> Long-Term Agreement ⁴ (POs, monthly invoices) <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). 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.
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm <i>[indicate percentage]</i> <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan <i>[indicate percentage]</i>

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel <i>[indicate percentage]</i> <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Contract General Terms and Conditions ⁵	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input type="checkbox"/> Others ⁷ <i>[pls. specify]</i>
Contact Person for Inquiries (Written inquiries only) ⁸	<i>Maryna Anokhina</i> <i>Procurement Associate</i> <i>procurement.ua@undp.org</i> 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.

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Other Information <i>[pls. specify]</i></p>	<p>Submit your proposal to tenders.ua@undp.org only.</p> <p>Please note that bids received through any other address/ by any other means will not be considered.</p> <p>Please do not duplicate your submission to procurement.ua@undp.org. This address is used only for questions and answers.</p> <ul style="list-style-type: none"> ▪ Format: PDF files, ZIP archives only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Time Zone to be Recognized: <i>[Kyiv +2]</i> ▪ Max. File Size per transmission: 5 MB <ul style="list-style-type: none"> ▪ Mandatory subject of email: 103-2021-UNDP-UKR-RFP-CO <p>Other conditions: <i>Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i></p>
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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 RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

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 :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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 will be appropriate to the local conditions and context of the work.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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 indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

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

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

Terms of References For LEASED PRINTING SERVICES

Project Title: UNDP Ukraine, Country Office

Works/Services Required: Provision of leased printing services

Country/place of implementation: Ukraine, Kyiv and Kramatorsk

The term of the assignment/or end date (if applicable): 1 year with possibility of extension for 2 more consequent years subject to positive performance evaluation

Contractual arrangements: Long Term Agreement

Management arrangements: Provision of services to be managed by the ICT Associate in collaboration with the Administrative Analyst

Payment arrangements: Monthly payments after services provided in accordance with the package conditions.

Background information

UNDP Ukraine Country Office has administrative offices in Kyiv and project office in Kramatorsk. UNDP is looking for professional partner, to outsource its printing and scanning services at these locations. As part of the service, the service provider will provide printing/scanning equipment including full equipment servicing, consumables (toners, cartridges, etc.).

Service scope

UNDP is looking for fully outsourced printing and scanning services for its 3 offices service components as follows:

1. Provision of printing scanning equipment, software and licenses
2. Full technical support and maintenance of devices. Including Hot spare printing machine replacement if device is broken
3. Continuous supply of consumables (toners, staples, paper)
4. Initial installation and configuration of all devices.
5. Full information security.

Service location

Printing services will be provided in the following three UNDP offices:

1. Main office - Kyiv, Klovskyi Uzviz, 1
2. Operations Office - Kyiv, Instytutaska, 29A
3. Project Office - Kramatorsk, Sakhalinska, 4

Equipment and software

Equipment as follows is provided for lease:

1. Multifunctional office printer – 6 pcs. (Kyiv, 3 pcs. – Klovskyi Uzviz, 1; 2 pcs. – Instytutaska, 29; 1 pcs. - Kramatorsk, Sakhalinska, 4), with the following specifications:
 - Color/B&W printing speed - up to 30 ppm;
 - Color/B&W scanning – at least 60 originals per minute
 - At least one A4 and one A3 paper trays + bypass tray.
 - Fully automatic duplex for printing and scanning.
 - Fax option.

Deliverables

Full operational package

- BW print, 15000 A4 clicks
- Color print, 4000 A4 clicks
- FAX on one of the devices

Decreased operational package

- BW print, 10000 A4 clicks
- Color print, 2000 A4 clicks
- FAX on one of the devices

Requirements for consumables:

- Paper, in quantities required, included in the package:
Xerox (Business)
Double A
- Cartridges.

Requirements for the technical solution:

The system should, at a minimum, include the following features:

- Support all connection protocols the are needed to use Office 365 SMTP with SSL/TLS;
- Authentication – to identify and authenticate users, before using the MFD using a contactless card used by UNDP and by using corporate Office 365 credentials Provide the possibility of importing a database of cards (will be an advantage);
- Secure printing – allows users to print documents on any MFD in a printed environment;
- Reports generation – allows to get a clear and comprehensive information about the printing work and all other types of work. Reports in electronic format suitable for computer processing. Example of such is csv file format. Monthly reports;
- Possibility to adjust notifications from printers concerning the stats of a cartridge before it is empty to the service company and to the dedicated employee of UNDP;
- Ability to retrieve and customize reports;
- Mobile printing (option) – printing from mobile devices (tablets, mobile phones);
- Support for automatic recognition of structured, semistructured and unstructured scanned documents, such as bills, invoices, questionnaires, forms, etc. (option);
- Support for recognition of bar codes and QR codes (option);
- Fax option on the machines, if required.

The printing system should be based on software that will provide full control over all printed documents in the office. It is necessary to have an English-language interface.

Scanning

Scanning of the documents should be provided through the printing equipment installed for technical solution implementation with possibility to send the result either to the hard disc storage or to the e-mail address from the list.

Requirements for contractor

- The company is duly registered and have at least 3 years of experience in servicing centralized printing systems.
- The company is a certified manufacturer, or is the official representative of the manufacturer (local representative, distributor, dealer or partner).

- The company should provide examples of at least 3 (three) similar projects in the field of safe printing / organized printing system for the clients of similar scale.
- Engineers certificated by developer to operate with the software which is going to be used in the project.

Requirements to the implementing Team proposed

Team Leader (one person)

Education

- Advanced University degree (Master's/Specialist) or equivalent in Economy, Finance, Public Administration, Management or related field.

Experience

- At least five years of professional experience in project management and team supervision.
- Excellent reporting skills
- Experience in provision services to international organizations will be considered as a strong asset.

Languages

- Fluent Ukrainian, working English

Service engineer (one person per each location)

Education

- At least Bachelor degree in Information Technologies or related field.

Experience

- At least five years of professional experience in support, maintenance, installation including implementation and integration of MFU and server related parts
- Experience in at least 3 relevant projects in the role of service engineer;

Languages

- Fluent Ukrainian.

Documents to be submitted

- Company Profile, which should not exceed ten (10) pages;
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder;
- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- Draft of technical solution including specifications of the equipment proposed in order to render the ordered services in full and of the proper quality.
The proposal should demonstrate a clear understanding of the technical aspects of the service provision.
- At least 3 (three) reference letters for the company from the previous customers/clients/partners regarding similar services past 2 years, reflecting the nature of projects implemented, their results and the role of the applicant;

- Description of the proposed team, including CVs of the team suggested with clear indication of the role for each team member;
- examples of at least 3 (three) similar projects in the field of safe printing / organized printing system for the clients of similar scale (contract copies are not required, though reference letters from the listed clients are desirable);
- Should part of the work under this ToR be sub-contracted, the Proposer should provide documents and experience related information concerning the sub-contractor. Sub-contracting arrangements in this case must be clearly described in the Technical Proposal;
- Latest Income Statement and Balance Sheet or Audited Financial Statement, including Auditor's Report, for the past 2 years;
- Duly signed Technical and financial proposals as per Forms A, B, F and G. **Financial proposal must be in a separate file and password protected.** A financial proposal in line with the instructions provided in the RFP. Special provisions due to the COVID pandemic would need to be put in place and depicted in the budget.

Service level requirements

- 1) The availability of a personal manager (phone, e-mail) for work planning and coordinating, 12 hours a day (08-00-20-00) / 5 days a week;
- 2) Support (working hours of the Applicant) – 8 hours per day (09-00-18-00) / 5 days a week;
- 3) The period for which the Applicant will respond to the request:
 - 2 working hours for receiving notification from the Customer;
 - 4 working hours for arriving to the Customer;
 - 8 working hours from the moment of notification – the Applicant's reaction to the elimination of the malfunction;
- 4) In case that it is impossible to restore the efficiency of the equipment within 1 working day – the Applicant provides swap equipment for the duration of such recovery.
- 5) Availability of a service center (Applicant and/or Producer) for equipment in Kiev.

Monitoring and quality assurance

Monthly reports allow to get a clear and comprehensive information about the printing work and all other types of works. Reports should be provided in electronic format suitable for computer processing. Example of such report is csv file format.

The payment shall be arranged on the monthly basis upon acceptance of the services provided in quantity and quality, not later than in 30 days net from the mount of the invoice and acceptance act.

Special conditions

All employees who in the course of performing their duties will have access to the customer's office premises, can be checked by the customer's security service after their agreement, and must be prepared to provide a copy of the passport and a certificate of absence of criminal record at the request of UNDP.

The selected contractor appoints the team leader responsible for the uninterrupted provision of services in the premises of UNDP and other Agencies under the contract.

Sustainable procurement requirements

- Organizational Commitment to Sustainability

- Organization is compliant with ISO 14001 or equivalent
- Organization is a member of the UN Global Compact (please follow the link and register: <https://www.unglobalcompact.org/participation/join/application>)
- Organization demonstrates significant commitment to sustainability through some other means
- Evaluation procedure consists of two stages is used. First, the technical proposals are evaluated, then the financial proposals of different applicants are opened and compared. Only bids that receive at least 70% of 700 points – not less than 390 points - (the highest score) when evaluating a technical proposal are allowed to evaluate a financial offer.

Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the **minimum technical score of 70% (or 490 points)** of the obtainable score of **700 points** in the evaluation of the technical proposals. In the First Stage, the technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria.

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

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

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

Technical evaluation criteria

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

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

The Technical Evaluation Forms are:

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

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

Form 3. Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity		
			A	B	C
Expertise and standing of the organization submitting the proposal					
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing / Organisation /Company profile. Excellent reputation & proven experience in the sphere of servicing centralized printing systems <ul style="list-style-type: none">• Reputable organization, well established on the market, financially stable –100 points• New market player with good reputation and relevant capacity, financially stable – 80 points• Unknown organization with limited relevant experience, minimum financial stability – 50 points•	100			
1.2	Length of professional experience in servicing centralized printing systems <ul style="list-style-type: none">• Over 8 years – 40 points• From 5 to 7 years – 30 points• From 3 to 4 years – 20 points• Own network of interviewers and national poll is a strong asset + 10 points	50			
1.3	Quality and relevance of similar projects in the field of safe printing / organized printing system for the clients of similar scale <ul style="list-style-type: none">• Six (6) and more relevant projects of similar scale – 100 points• 4 to 5 relevant projects of similar scale – 80 points• At least 3 relevant projects of similar scale – 60 points• At least 3 relevant projects of smaller scale – 40 points• irrelevant – 20 points	100			
Total for Form 1		250			

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity		
			A	B	C
Proposed work approach, including the proposed composition of the SRB					
2.1	Correspondence of the technical solution to the requirements of TOR - Technical solution is described rather overall and needs clarification/additional elaboration – 25 points; - Technical solution covers necessary minimum of requirements of TOR – 50 points; - Technical solution fully corresponds to the requirements of TOR – 75 points;	Up to 75			
2.2	Specifications of the equipment proposed -clarifications required – 35 points; -Equipment proposed corresponds to minimum requirements, but the models proposed are functionally not up to date – 50 points; -Equipment proposed is relevant and modern, with possibility of additional functions, which may be considered for use – 75 points.	Up to 75			
2.3	Reference letters provided: - At least 3 (three) reference letters for the company from the previous customers/clients/partners regarding similar services past 2 years – 25 points; - 4 (four) and more reference letters regarding relevant projects implemented – 50 points.	Up to 50			
2.4	Demonstration of clear understanding the technical aspects of the service provision - The proposal is realistic and relevant, but the approach should be clarified – 25 points; - The proposal is well elaborated, relevant and detailed, demonstrating full understanding of the assignment – 50 points	Up to 50			
Total for Form 2		250			

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity		
			A	B	C
Personnel					
	Team Leader				
3.1	Education: Advanced University degree (Master’s/ Specialist) or equivalent in Economy, Finance, Public Administration, Management or related field. <ul style="list-style-type: none">Master’s/ Specialist degree - 20 pointsBachelor’s degree – 10 points	20			
3.2	Experience: At least five years of professional experience in project management and team supervision. <ul style="list-style-type: none">8 and more years – 20 pointsFrom 6 to 7 years - 15 points5 years – 10 points	20			
3.3	Experience in provision services to international organizations / business corporations Extensive experience, including UN Agencies – 30 poits Experience of cooperation with business corportions only – 15 points; No experience of the projects for international organizations – 0 points;	30			
3.4	Language knowledge: Fluent Ukrainian – 5 points Working knowledge of English -5 points	10			
	Subtotal	Up to 80			
	Service engineer, location 1				
3.5	Degree in Information Technoligies or related field At least Bachelor degree – 10 points; Master’s/Specialist degree – 15 points	15			

3.6	At least five years of professional experience in support, maintenance, installation including implementation and integration of MFU and server related parts <ul style="list-style-type: none"> • 11 and more years – 20 points • From 8 to 10 years – 15 points • From 6 to 7 years - 10 points • 5 years – 5 points 	20			
3.7	At least 3 three relevant projects in the role of service engineer; Languages At least 3 projects – 10 points; 4-5 projects – 15 points; 6 and more projects – 20 points.	20			
3.8	Fluent Ukrainian	5			
	Subtotal	Up to 60			
	Service engineer, location 2				
3.5	Degree in Information Technologies or related field At least Bachelor degree – 10 points; Master's/Specialist degree – 15 points	15			
3.6	At least five years of professional experience in support, maintenance, installation including implementation and integration of MFU and server related parts <ul style="list-style-type: none"> • 11 and more years – 20 points • From 8 to 10 years – 15 points • From 6 to 7 years - 10 points • 5 years – 5 points 	20			
3.7	At least 3 three relevant projects in the role of service engineer; Languages At least 3 projects – 10 points; 4-5 projects – 15 points; 6 and more projects – 20 points.	20			
3.8	Fluent Ukrainian	5			
	Subtotal	Up to 60			
Total for Form 3		200			