



## REQUEST FOR PROPOSAL (RFP)

All interested	DATE: February 25, 2021
	REFERENCE: 5-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for : "Preparation of recommendations on optimization of the queue control at the entry-exit checkpoints in the East of Ukraine ".

Please be guided by the form attached hereto as Annex 3, in preparing your Proposal.

Proposals may be submitted on or before **Thursday, March 11, 2021** and via email, courier mail or fax to the address below:

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

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

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

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

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

Messages should **not exceed 8 MB in size**. Offers larger than 8 MB should be split into several messages and each message subject should indicate “part x of y” besides the marking mentioned in the announcement and the solicitation documents. Messages larger than 8 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **“5-2021-UNDP-UKR-RFP-RPP”** and : "Preparation of recommendations on optimization of the queue control at the entry-exit checkpoints in the East of Ukraine".

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.

A two-stage procedure is utilized in evaluating 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 technical proposals.

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.

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](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.

Sincerely yours,

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

February 25, 2021

*AD*

**Annex 1****Description of Requirements**

Context of the Requirement	Preparation of recommendations on optimization of the queue control at the entry-exit checkpoints in the East of Ukraine.
Brief Description of the Required Services	In 2021 one of the UN RPP priorities will be an improvement of the work of the entry-exit checkpoints (hereinafter - EECs) between government-controlled areas (hereinafter- GCA) and non-government-controlled areas (hereinafter- NGCA) in the east of Ukraine. In this regard UNDP is looking for a Contractor who will provide qualified expertise on streamlining the system of and increasing the comfort and client-orientation of passing the checkpoint, including using queue management techniques.
List and Description of Expected Outputs to be Delivered	The main goal of this assignment is to improve the situation with crossing EECs via increasing level of security, convenience and comfort of persons crossing contact line (hereinafter- CL), and optimization of the work of the EECs personnel. The objective of the assignment is to create recommendations on the organization of the system of crowd control and queue management.
Person to Supervise the Work/Performance of the Service Provider	Community Security and Social Cohesion Specialist
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 TOR attached
Target start date	April 2021
Latest completion date	December 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)	According to TOR attached

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"/> Local Currency
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days  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.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on 3 <sup>rd</sup> of March 2021 at 11 am via Skype Conference. 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 (for bidders willing to participating via Skype Conference) at the following e-mail: <a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a> Attn: Procurement Unit Subject: <b>5-2021-UNDP-UKR-RFP-RPP</b> – Pre-Bidding Conference Registration
Payment Terms	The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.

	<p>Upon completion of Deliverable 1 – 16% of the total payment</p> <p>Upon completion of Deliverable 2 – 16% of the total payment</p> <p>Upon completion of Deliverable 3 – 16% of the total payment</p> <p>Upon completion of Deliverable 4 – 16% of the total payment</p> <p>Upon completion of Deliverable 5 – 16% of the total payment</p> <p>Upon completion of Deliverable 6 – 20% of the total payment</p> <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <p>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs;</p> <p>b) Receipt of invoice from the Contractor.</p>
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Community Security and Social Cohesion Specialist
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). 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	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 30%</p> <p><input checked="" type="checkbox"/> Proposed work plan, methodology and approach 35%</p> <p><input checked="" type="checkbox"/> Personnel and invited experts/consultants 35%</p> <p><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 Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)

	<p>Applicable Terms and Conditions are available at:  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p> <p><b>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process</b></p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Technical Requirements (Annex 1)</p> <p><input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2)</p> <p><input type="checkbox"/> Others</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>UNDP procurement Unit</i>  <i>UNDP Ukraine</i>  procurement.rpp.ua@undp.org,</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Documents to be submitted in proposal	<p><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2);</p> <p><input checked="" type="checkbox"/> Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided;</p> <p><input checked="" type="checkbox"/> Copies of other licenses or certificates (if any);</p> <p><input checked="" type="checkbox"/> A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;</p> <p><input checked="" type="checkbox"/> Brief description of the assignment implementation with an indication approach to the performance of each stage. A work plan with the proposed work schedule indicating the persons responsible for each area of activity;</p> <p><input checked="" type="checkbox"/> Three examples of previous experience in preparation of recommendations in sphere of queue management techniques, evaluation the queues, easy navigation in spaces, creating modern, safe and efficient environments should be attached.;</p> <p><input checked="" type="checkbox"/> Personal CVs of the Project Team, including information about experience in similar projects / assignments (references should be provided);</p> <p><input checked="" type="checkbox"/> Minimum 2 references on similar projects from previous clients;</p> <p><input checked="" type="checkbox"/> Link to scientific papers of authorship from the team leader on queue management, systems for managing the flow of people at the state border of Ukraine, entry-exit checkpoints or in any other related areas (if any).</p> <p><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>

<p>Other Information <i>[pls. specify]</i></p>	<p>Administrative Requirements:</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> <li>☑ Offers must comply with general administrative requirements:             <ol style="list-style-type: none"> <li>1. Organization/company officially registered (for Ukrainian companies, registration must be obtained in the territory controlled by the Government of Ukraine).</li> <li>2. Confirmed experience in organisation and streamlining of queues/customers flow management (at least 5 years);</li> <li>3. Confirmed experience in implementation of projects aimed in streamlining of queues in places of large moves and flows of people, such as various checkpoints (at least 3 projects);</li> <li>4. Confirmed experience in preparing recommendations in sphere of queue management techniques, evaluating the queues, easy navigation in spaces, creating modern, safe and efficient environments (at least 3 projects).</li> </ol> </li> </ul> <p>Other information is available on  <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>;            For the information, please contact <a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a></p>
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## Annex 2



### Terms of References

**Project Title:** United Nations Recovery and Peacebuilding Programme

**Description of the assignment:** Preparation of recommendations on optimization of the queue control at the entry-exit checkpoints in the East of Ukraine

**Country/ place of work:** Ukraine/ Donetsk oblast – Hnytove, Novotroitske, Mariinka, Mayorske entry-exit checkpoints; Luhansk oblast/ Stanytsia Luhanska, Zolote, Schastia entry-exit checkpoints

**Starting Date of Assignment:** April 2021

**Duration of initial contract:** up to 6 months

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

#### I. Context

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 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 in the east of Ukraine. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF).

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

Component III of RPP “Community Security and Social Cohesion” aims at strengthening community security via enhancing capacity of security services providers, such as police, state emergency service, local authorities etc., implement their functions and react properly on security challenges.

In 2021 one of the UN RPP priorities will be an improvement of the work of the entry-exit checkpoints (hereinafter - EECs) between government-controlled areas (hereinafter- GCA) and non-government-

controlled areas (hereinafter- NGCA) in the east of Ukraine. In this regard UNDP is looking for a Contractor who will provide qualified expertise on streamlining the system of and increasing the comfort and client-orientation of passing the checkpoint, including using queue management techniques.

### **I. Main objectives of the assignment**

The main goal of this assignment is to improve the situation with crossing EECs via increasing level of security, convenience and comfort of persons crossing contact line (hereinafter- CL), and optimization of the work of the EECs personnel. The objective of the assignment is to create recommendations on the organization of the system of crowd control and queue management.

More specifically, the objective is divided into the following tasks, which shall be accomplished by the Contractor:

1. Desk review of the best global practices of organisation and streamlining of crowd control and queues in places of large moves and flows of people, such as various similar checkpoints.
2. Assessment of current state of the EECs in the Eastern Ukraine.
3. Preparation of the initial report on general features and specifics of each of the EECs' location and infrastructure that should be considered in developing the concept of crowd control and improvement of queue management
4. Preparation of the final recommendations on EECs' crowd control and improvement of queue management, taking into account identified best practices applicable in Ukraine. Where possible, recommendations should be consolidated and grouped according to the general characteristics of the EECs (such as pedestrian / car crossing, availability of transport to the zero checkpoint, location outside or inside the settlement, required software solutions dedicated to the security band, the safety of sensitive sites etc.). In case if the assessment reveals critical differences in the organization of work at EECs, making it impossible to develop general recommendations, specific recommendations should be developed for each of the 7 EECs.

### **II. Scope of work and expected outcomes**

The Contractor will be responsible for preparation and execution of the following activities (under the supervision and day-to-day coordination with designated representatives of the UNDP, Ministry of Reintegration of the Temporarily Occupied Territories of Ukraine and/or State Enterprise "Reintegration and Recovery"):

1. Preparation of a detailed implementation workplan with timetable and methodology (the plan and methodology must be approved by UNDP).

The Contractor must develop an adequate methodology for the assignment implementation, including a description of the method and mechanism for analysis of EECs' needs for improvement. The methodology should include (but should not be limited to) the following areas:

- study and analysis:
  - normative documents on the legal status and rules of crossing EECs.
  - conditions of crossing EECs, plans, drawings and other documents regarding temporary buildings and infrastructure of EECs;
  - human flow, the "customer journey" of people crossing CL, and the needs for improvement of the existing situation, including the need and possibility of sharing the information about CL crossing via broadcasting of information to screens located at

certain sites. The sample should be representative, include men and women of different ages, as well as representatives of vulnerable groups (including people with disabilities etc.), the calculation should be based on the number of crossing the checkpoint corresponding in 2019.

- types of innovative systems for EECs:
  - existing system of information transmission and communication at bus stations placed near EECs'.
  - service routing, including needs of simplification of CL crossing procedures.
  - management of travellers with underlying health conditions at points of EEC including in the context of COVID -19.
  - assessment of the current procedure for providing emergency medical care to travellers on the spot in each EECs, availability of defibrillators and first aid kits, capacities EECs personnel to provide first medical aid (whether some of them are holders of state medical certificate "First at the scene").
  - management of vulnerable groups of people crossing EEC.
  - visiting EECs and interviewing travellers and representatives of state authorities involved in service provision.
  - meetings with the representatives of Donetsk and Luhansk State Administrations, the Ministry for the Reintegration of Temporary occupied territories, State Border Service, State Emergency Service and other stakeholders who can provide details on current state of organization of work of EECs and its crossing, and changes that need to be done.
2. Based on agreed methodology, conduct required activities and prepare an initial report on general features and specifics of each of the EECs' location and infrastructure that should be considered in developing the concept of improvement of the queue management.
3. Prepare final recommendations on improvement of EECs' queue management which should contain but not be limited to:
- A. Queue management techniques applicable to different stages of passing the CL such as:
- arrival at nearest bus station, EEC / departure from the EEC towards zero checkpoint:
    - the possibility of introducing a system for evaluating the queue and the required time for its service / waiting time, including the use of video analytics systems;
    - creating an information board about the waiting time and warning if current queue could not be served till EEC closure for cars stationed next to the EECs, as well as at bus stations, from where buses departs to the EECs;
  - passport and customs control:
    - the use of single or multiple line approach;
    - creation of special queues/corridors for certain categories of persons (persons in need of special attention) crossing the line of contact;
    - simplification of baggage inspection procedure with a possible use of X-ray television Introscope, and other technical means of inspection of personal belongings;

- possibility of introduction of electronic queue technology;
- optimization of use of space and prevention of crowds;
- system for calculating the optimal number of operators at each stage of passing the checks and controls;
- any other applicable techniques aimed at making the queueing process more organized, efficient and streamlined;

B. Wayfinding optimization techniques such as:

- clear signage and markers to ease navigation inside EECs (as indication of the direction of movement, marking on the road, electronic board, indication of objects of infrastructure of the EEC etc.);
- development of a communication algorithm for informing about EEC work, changes made in its schedule, potential dangers, etc. to be used by representatives of all authorities and institutions present at the checkpoints;
- installation of information boards , containing information about the sequence of actions on the territory of the checkpoint for pedestrians and car drivers, crossing the CL;
- development of a common brand book and the contents of public information conveyed in the service and security areas, through an innovative type of information transmission, such as led screens etc.
- posting of a bus schedule;

C. Convenience, comfort and security of users:

- determining of the optimal number and location of toilets, mother and child rooms, drinking and technical water;
- preparation of recommendations to standards of arrangement of bus stops / stations near EEC;
- development of an algorithm for rapid closure of EECs and evacuation of people to a safe place in case of security threats, including introduction of a warning system;

Developed recommendations should be context-sensitive and practical and could be used both by UNDP and government institutions, when planning and implementing further actions aimed at a simpler and more human-centered procedure for passing EECs. All recommendations should be gender-oriented and illustrated by photos, done by the Contractor during carrying out of assessment. Photos should be of high quality, that allows them to be published in print.

Official documents or any information with restricted public access held by the aforementioned law enforcement agencies are not part of the subject matter of this assessment and cannot be requested and used for this assignment.

№	Deliverable	Date of submission
1.	Agree and obtain UNDP approval of implementation plan and detailed assessment methodology. Carrying out desk review of best global practices of organization and streamlining of queues in places of large moves and flows of people. Submission of interim report on work done, containing short description	By the end of the 4th week after the start of the assignment

	of identified best practices and their application in the context of the EECs, and its approval by UNDP.	
2.	Carrying out desk research on current stage of EECs. Meetings with stakeholders. Submission of interim report and its approval by UNDP.	By the end of the 8th week after the start of the assignment
3.	Start of the field assessment, visiting at least two checkpoints, interviewing people and representatives of the state authorities. Submission of interim report and its approval by UNDP.	By the end of the 12th week after the start of the assignment
4.	Continuation of the field assessment, visiting at least two checkpoints, interviewing people and representatives of state authorities.	By the end of the 16th week after the start of the assignment
5.	Completion of the field assessment, visiting remaining checkpoints, interviewing people and state body representatives.	By the end of the 20th week after the start of the assignment
6.	Preparation of the final report (recommendations) and its approval by UNDP	By the end of the 24th week after the start of the assignment

The proposed schedule of services and payments:

The following is a description of the percentage (%) of the total budget that will be paid upon receipt of the following results

UNDP will pay the negotiated amount in 6 tranches as per delivery of tasks outlined above. In the below there are % of the total budget (tranches) which shall be paid after the deliverables:

Upon completion of Deliverable 1 – 16% of the total payment

Upon completion of Deliverable 2 – 16% of the total payment

Upon completion of Deliverable 3 – 16% of the total payment

Upon completion of Deliverable 4 – 16% of the total payment

Upon completion of Deliverable 5 – 16% of the total payment

Upon completion of Deliverable 6 – 20% of the total payment

UNDP shall pay the negotiated contract fees for the services within 30 days after the services have been delivered and approved in parts according with the above payments schedule. The payments will be processed upon the full completion and acceptance of contractual obligations whereupon the UNDP representative signs the certification of acceptance.

### **III. Recommendations to methodology of service provision:**

## General recommendations

The Contractor is responsible for ensuring proper security of project team members. It is recommended to consult with UNDP on security in the region, especially before the field phase of the assignment.

## Recommendations on the Contractor's team composition

To optimize the time of the assignment, the composition of the project team should include, in addition to the Team Leader, a group of experts that will implement the field part of the assessment. CV of Team leader and members of expert group (at least 2 experts) should be provided together with the proposal. Expert group could include both experts from applicant's organization, as well as external experts.

It is expected that team leader's responsibilities will include but will not be limited to: general coordination of activities under the assignment, communication with UNDP, the Ministry for the Reintegration of Temporarily Occupied Territories, State Enterprise "Reintegration and Recovery" and other stakeholders etc. Team Leader takes overall responsibility for timely submission of qualitative results under this ToR.

It is expected that experts' responsibilities will include but not be limited to: contribution to methodology and workplan development, including preparation of questionnaires for survey and key informant interviews, carrying out desk reviews, carrying out the survey and interviews, preparation of minutes of the meetings, preparations of recommendations of applicable on EECs' queue management improvement etc.

## **IV. Requirements for Monitoring / Reporting**

The Contractor will work under overall guidance of the Community Security and Social Cohesion Specialist, who accepts and approves above listed deliverables.

The Contractor is obliged to adhere to the monitoring, evaluation and quality control system implemented by UNDP and to provide the necessary information, reports and tools in accordance with the approved schedule or as soon as possible (within a reasonable time).

All reports shall be submitted to UNDP electronically (formats: \* .docx, \* .xlsx, \* .pptx, \* .pdf). Reports shall be written in Ukrainian.

## **V. Experience and Qualification Requirements**

Officially registered organization (commercial or non-profit) in Ukraine or other countries (for Ukrainian companies, registration must be obtained in the territory controlled by the Government of Ukraine).

- Confirmed experience in organisation and streamlining of queues/customers flow management (at least 4 years).
- Confirmed experience in implementation of projects aimed in streamlining of queues in places of large moves and flows of people, such as various checkpoints (at least 3 projects).
- Confirmed experience in preparing recommendations in sphere of queue management techniques, evaluating the queues, easy navigation in spaces, creating modern, safe and efficient environments (at least 3 projects)

- Provision of 2 references from previous clients regarding performance of similar tasks. At least one product, prepared by the Applicant on assignment of client, providing reference, during last two years (2019-2020), should be attached to recommendation letter or link to such product should be included in reference letter.

Availability of human resources that will ensure the proper quality and timely performance of the contract:

- Team Leader:
  - ✓ At least 5 years in managerial positions in projects aimed in organisation and streamlining of queues/customers flow management.
  - ✓ Engagement in at least 3 projects aimed in streamlining of queues in places of large moves and flows of people.
  - ✓ Engagement in at least 3 projects aimed in preparing recommendations in sphere of queue management techniques, evaluating the queues, easy navigation in spaces, creating modern, safe and efficient environments.
  - ✓ Fluency in Ukrainian and Russian; working level of English.
  - ✓ Authorship of scientific papers on queue management, systems for managing the flow of people at the state border of Ukraine, entry-exit checkpoints or in any other related areas will be an asset.
- Experts:
  - ✓ Educational and qualification level - Bachelor's degree (or higher) in the fields: "Sociology", "Law", "Marketing" or other relevant field".
  - ✓ At least 3 years of experience in consulting, customers journey studying and improvement, queue or crowd management or other related field.
  - ✓ Engagement in at least 3 projects aimed in streamlining of queues in places of large moves and flows of people.
  - ✓ Fluency in Ukrainian and Russian.
  - ✓ Previous experience of work in eastern Ukraine in the field of EECs monitoring/ preparation of recommendations on improvement of EEC operation or any other related field will be an asset.

## VI. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSAL

Applicants shall submit the following documents:

Required	
<input checked="" type="checkbox"/>	A letter of interest/offer, which outlines previous experience in implementing similar projects and competitive advantages of the applicant company.
<input checked="" type="checkbox"/>	Brief description of the assignment implementation with an indication approach to the performance of each stage. A work plan with the proposed work schedule and timeframe.
<input checked="" type="checkbox"/>	Financial proposal with the description of activities within the workplace
<input checked="" type="checkbox"/>	Three examples of previous experience in preparation of recommendations in sphere of queue management techniques, evaluation the queues, easy navigation in spaces, creating modern, safe and efficient environments should be attached.

<input checked="" type="checkbox"/>	CVs of the project team members, including information about the experience of implementing similar projects/objectives (references should be provided).
<input checked="" type="checkbox"/>	Minimum 2 references on similar projects from previous clients.
<input checked="" type="checkbox"/>	Link to scientific papers of authorship from the team leader on queue management, systems for managing the flow of people at the state border of Ukraine, entry-exit checkpoints or in any other related areas (if any).

## VII. 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 based on its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for financial part (i.e. 490). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 490 points x lowest price / quoted price.

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

### Evaluation and comparison of proposals

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum score	Company / Organization			
1	Experience of the firm / organization submitting the proposal	30%	210				
2	Proposed work plan, methodology and approach <sup>1</sup>	35%	245				
3	Personnel	35%	245				
	Total Score	100%	700				
	Notes						

<sup>1</sup> The proposal has a proposed methodology and work plan, which can be further modified as required by UNDP.

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 firm / organization submitting the proposal

Form 2. Proposed work plan, methodology and approach

Form 3. Personnel

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	Confirmed experience in organisation and streamline of queues/customers flow management (70 points – more than 8 years, 60 points – 5-8 years, 50 points – 4 years)	70			
1.2	Confirmed experience in implementation of projects aimed in streamlining of queues in places of large moves and flows of people, such as checkpoints across the state border, airports, railway stations, big festivals etc. (70 points–more than 6 and more projects implemented; 60 points -4-5 projects, 50 points –3 projects)	70			
1.3	Confirmed experience in preparing recommendations in sphere of queue management techniques, evaluating the queues, easy navigation in spaces, creating modern, safe and efficient environments (70 points – company implemented 6 and more projects on preparation of recommendations, 60 points – 4-5 projects, 50 points – 3 projects).	70			
	Total score on Form 1	210			

Evaluation of the Technical Proposal Form 2		Maximum score	Company/other organization		
			A	B	C
The proposed work plan, methodology and approach					
2.1	Does the submitted technical offer sufficiently meet the objective and scope of work? The Technical Proposal generally meets the objectives and scope of work - 55 points; The Technical Proposal corresponds well to the task, but workload overstated / understated – 70 points; The Technical Proposal is logical and details the algorithm of the task which is corresponding to the volume of work - 80 points	80			

2.2	How well developed, reasonable and reliable is the methodology of implementation of Services? The methodology was developed with an incomplete understanding of current realities and compliance with the tasks – 65 points; The methodology logically describes a sequence of works –81 points; The methodology includes thorough criteria that demonstrate its feasibility – 95 points	95			
2.3	How well developed and reliable is the approach to the organization of services to create requested product? The developed approach contains separate inconsistencies - 50 points; Good approach, but low reliability on realism - 60 points; The organization has shown perfect approach which fully complies with reality - 70 points	70			
	Total score on Form 2	245			

Evaluation of the Technical Proposal Form 3		Maximum score	Company/other organization		
			A	B	C
Personnel					
	Team leader				
3.1	At least 5 years at managerial positions in projects aimed in organisation and streamline of queues/customers flow management (33 points – more than 8 years, 30 points – 6-8 years, 23 points – 5 years)	33			
3.2	Engagement in at least 3 projects aimed in streamlining of queues in places of large moves and flows of people (33 points – engagement in 6 and more projects on preparation of recommendations, 30 points – 4-5 projects, 22 points – 3 project).	33			
3.3	Engagement in at least 3 projects aimed in preparing recommendations in sphere of queue management techniques, evaluating the queues, easy navigation in spaces, creating modern, safe and efficient environments (37 points - 6 and more projects; 32 points – 4-5 projects; 26 points–3 projects )	37			
3.4	Fluency in Ukrainian and Russian; working level of English ( 15 points – Fluency in English, Ukrainian and Russian; 11 - Fluency in Ukrainian and Russian; working level of English)	15			
3.5.	Authorship of scientific papers on queue management, systems for managing the flow of people at the state border of Ukraine, entry-exit checkpoints or in any other related areas (asset)	7			
	Interim score by criteria 3.1-3.4	125			

	Experts				
3.5	Education level (30 points -Master or higher;25 points - Bachelor)	30			
3.6	At least 3 years of experience in consulting, customers journey studying and improvement, queue or crowd management or other related field (33 points – more than 5 years; 30 points – 4-5 years; 25 points– 3 years)	33			
3.7	Engagement in at least 3 projects aimed in streamlining of queues in places of large moves and flows of people (35 points - 6 and more projects; 30 points– 4-5 projects; 25 points – 3 projects )	35			
3.8	Fluency in Ukrainian and Russian ( 15 points - Fluency in Ukrainian and Russian; working level of English; 11 points - Fluency in Ukrainian and Russian)	15			
3.9.	Previous experience of work in eastern Ukraine in the field of EECPS monitoring/ preparation of recommendations on improvement of EECF operation or any other related field (asset)	7			
	Interim score by criteria 3.5 – 3.8	120			
	Total score on Form 3	245			

## VII. Financial proposal

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.

No.	Deliverables' short description	Price, currency (excluding VAT)
1	Deliverable 1	
2	Deliverable 2	
3	Deliverable 3	
4	Deliverable 4	
5	Deliverable 5	
6	Deliverable 6	
Total:		

## 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>Amount, currency excl. VAT</b>
<b>1</b>	<b>Personnel</b>				
1.1	Team Leader				
1.2	Expert 1				
1.3	Expert 2				
1.4	Other staff(as required)				
<b>2</b>	<b>Administration Costs (if necessary)</b>				
2.1	Communication (Internet/Phone/etc.)				
2.2	Other (if any - to define clearly activities/costs)				
<b>3</b>	<b>Travel and Lodging</b>				
3.1	Travel costs				
3.2	Accommodation				
3.3	Daily Allowance				
<b>5</b>	<b>Other costs (if any - to define clearly activities/costs)</b>				
5.1	...				
5.2	...				
	<b>Total</b> (please indicate currency)				

### Annex 3

#### 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>)***

<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

[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 5-2021-UNDP-UKR-RFP-RPP dated 2/25/2021 , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

**A. Qualifications of the Service Provider**

*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) A letter of interest / letter of offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant company;*
- b) Three examples of previous experience in preparation of recommendations in sphere of queue management techniques, evaluation the queues, easy navigation in spaces, creating modern, safe and efficient environments;*
- c) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation (if any) – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant*
- g) 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.*

**BRIEF COMPANY PROFILE**

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

Full registration name	
Year of foundation	
Legal status	If Consortium, please provide written confirmation from each member

Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
Track Record performed	Please indicate here the List of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; Brief description of previous products developed by the company (list);
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

**B. Proposed Methodology for the Completion of Services**

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed*

*methodology will be appropriate to the local conditions and context of the work including:*

- *A work plan with the proposed work schedule indicating the persons responsible for each area of activity;*
- *Brief description of the assignment implementation with an indication approach to the performance of each stage.*

#### 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) At least 3 samples of engagement in projects aimed in streamlining of queues in places of large moves and flows of people;*
- e) At least 1 reference letter for each trainer from the previous customers and former employers.*

#### D. Cost Breakdown per Deliverable\*

**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 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.

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Delivery of output 1		
2	Delivery of output 2		
3	Delivery of output 3		
4	Delivery of output 4		
5	Delivery of output 5		
6	Delivery of output 6		
	<b>Total</b> (please indicate currency)	100%	

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

#### E. Cost Breakdown by Cost Component:

The Bidders 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.

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.

<b>Nº</b>	<b>Activity/Costs</b>	<b>Unit</b>	<b>Number</b>	<b>Cost per unit, currency</b>	<b>Amount, currency excl. VAT</b>
<b>1</b>	<b>Personnel</b>				
1.1	Team Leader				
1.2	Expert 1				
1.3	Expert 2				
1.4	Other staff(as required)				
<b>2</b>	<b>Administration Costs (if necessary)</b>				
2.1	Communication (Internet/Phone/etc.)				
2.2	Other (if any - to define clearly activities/costs)				
<b>3</b>	<b>Travel and Lodging</b>				
3.1	Travel costs				
3.2	Accommodation				
3.3	Daily Allowance				
<b>5</b>	<b>Other costs (if any - to define clearly activities/costs)</b>				
5.1	...				
5.2	...				
	<b>Total</b> (please indicate currency)				

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

\*\* Dear partners!

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

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

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

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

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

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

Уважаемые партнеры!

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере производиться в рамках выполнения проекта международной технической помощи.

Согласно положений Налогового Кодекса Украины (п. 197.11) предусмотрено освобождение от налогообложения НДС операций, которые финансируются за счет материально-технической помощи.

Порядок получения права на освобождение от налогообложения операций, которые производятся в рамках проектов международной технической помощи регламентируется постановлением Кабинета Министров Украины от 15 февраля 2002 года №153.

В случае наличия права на применение этой НДСной льготы на дату получения аванса от ПРООН вы должны составить и зарегистрировать в ЕРНН налоговую накладную (далее — НН), которая заполняется следующим образом:

- в графе «Складена на операції, звільнені від оподаткування» верхней левой части делается пометка «Без ПДВ»;
- в раздел А табличной части НН (строки I - X) вносятся обобщающие данные по операциям, на которые складывается такая НН, а именно: в строке I указывается общая сумма средств, подлежащих уплате с учетом НДС; в строке IX — общий объем поставки товаров/услуг. Строки II - VIII раздела А не заполняются;
- в графе 2 раздела В указывается номенклатура услуг поставщика (продавца);
- в графа 3.3 раздела В — код услуги согласно ГКПУ. Графа 3.3 заполняется на всех этапах поставки услуг.
- в графе 4 и 5 — единица измерения услуг;
- в графе 6 — количество (объем) поставки услуг;
- в графе 7 — цена поставки единицы услуги без учета НДС;
- в графе 8 — указывается код ставки НДС 903;
- в графе 9 — код льготы согласно Справочнику других налоговых льгот налоговых льгот, утвержденному ГФС по состоянию на дату составления НН — «14060523».
- в графе 10 — объем поставки без учета НДС (сумма аванса). Детально — в материалах «Налоговая накладная – 2017: порядок заполнения» и «Новая налоговая накладная в образцах».

Что касается налогового кредита с НДС по покупкам материалов для выполнения соответствующих строительных работ, то здесь правила его компенсации, предусмотренные п. 198.5 НКУ, не действуют. Ведь согласно п. 198.5 НКУ на операции по поставке товаров и услуг, освобождение от налогообложения НДС которых предусмотрено п. 197.11 НКУ, правила начисления налоговых обязательств не распространяются.



Это значит, что в ходе использования материалов, которые покупались с НДС, для выполнения данных работ налоговый кредит компенсировать не нужно, соответственно не нужно и начислять для этого налоговые обязательства.

Исходя из вышесказанного, просим Вас формировать Ваши тендерные заявки/счета на оплату без НДС учитывая положения украинского законодательства, изложенного в перечисленных нормативных актах.

В случае возникновения дополнительных вопросов просим Вас обращаться в отделения Государственной Фискальной Службы Украины по месту регистрации Вашего предприятия для получения дополнительной консультации в рамках статьи 52 Налогового Кодекса Украины.

## Annex 4

## Model Contract

<p><b>Договір на надання Товарів та/або Послуг</b> між Програмою розвитку Організації Об'єднаних Націй та</p>  <p><i>Empowered lives. Resilient nations.</i></p>	<p><b>Contract for Goods and/or Services Between the United Nations Development Programme and</b></p>  <p><i>Empowered lives. Resilient nations.</i></p>
<p><b>1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги:</b> Україна</p>	<p><b>1. Country Where Goods Will be Delivered and/or Services Will be Provided:</b>Ukraine</p>
<p><b>2. ПРООН</b> <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:</p>	<p><b>2. UNDP</b> <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:</p>
<p><b>3. Посилання на номер договору (напр., номер присудження договору):</b></p>	<p><b>3. Contract Reference (e.g. Contract Award Number):</b></p>
<p><b>4. Довгострокова угода:</b> Ні</p>	<p><b>4. Long Term Agreement:</b> No</p>
<p><b>5. Предмет Договору:</b> <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги</p>	<p><b>5. Subject Matter of the Contract:</b> <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services</p>
<p><b>6. Тип Послуг:</b></p>	<p><b>6. Type of Services:</b></p>
<p><b>7. Дата початку Договору:</b></p>	<p><b>7. Contract Starting Date:</b></p>
<p><b>8. Дата завершення Договору:</b></p>	<p><b>8. Contract Ending Date:</b></p>
<p><b>9. Загальна сума Договору:</b> 9a. <b>Передплата:</b> Не застосовується</p>	<p><b>9. Total Contract Amount:</b> 9a. <b>Advance Payment:</b> Not applicable</p>
<p><b>10. Загальна вартість Товарів та/або Послуг:</b> <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 <i>або</i> Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари <i>та/або</i> Послуги) – застосовуються Загальні умови ПРООН для договорів</p>	<p><b>10. Total Value of Goods and/or Services:</b> <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 <i>or</i> Goods and Services) – UNDP General Terms and Conditions for Contracts apply <input type="checkbox"/> equal to or above US\$50,000 (Goods <i>and/or</i> Services) – UNDP General Terms and Conditions for Contracts apply</p>
<p><b>11. Метод оплати:</b> <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат</p>	<p><b>11. Payment Method:</b> <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement</p>
<p><b>12. Назва(Ім'я) Підприємця:</b></p>	<p><b>12. Contractor's Name:</b></p>
<p><b>13. Ім'я контактної особи Підприємця:</b>  Посада: керівник Адреса: Номер телефону:</p>	<p><b>13. Contractor's Contact Person's Name:</b>  Title Address: Telephone number:</p>

Факс: Email:	Fax: Email:
<b>14. Ім'я контактної особи ПРООН:</b>  Посада: Адреса: Тел.: + Email:	<b>14. UNDP Contact Person's Name:</b>  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
Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:  <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> <li>6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ.</li> <li>7.</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</p>	This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:  <ol style="list-style-type: none"> <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> <li>6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine.</li> <li>7.</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>формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p><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>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p><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:	