



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: March 3, 2021
	REFERENCE: 17-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Preparation, organization, and implementation of the range of activities aimed at raising awareness regarding improving, controlling, and maintaining the quality of medical services and positively influencing the installation of quality management systems in the structure of health care facilities in Donetsk and Luhansk oblasts in promoting the health care reform in 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 18, 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: **“17-2021-UNDP-UKR-RFP-RPP”** and : **"Preparation, organization, and implementation of the range of activities aimed at raising awareness regarding improving, controlling, and maintaining the quality of medical services and positively influencing the installation of quality management systems in the structure of health care facilities in Donetsk and Luhansk oblasts in promoting the health care reform in 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/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Manal Fouani

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

March 3, 2021

AD

Annex 1**Description of Requirements**

Context of the Requirement	Preparation, organization, and implementation of the range of activities aimed at raising awareness regarding improving, controlling, and maintaining the quality of medical services and positively influencing the installation of quality management systems in the structure of health care facilities in Donetsk and Luhansk oblasts in promoting the health care reform in Ukraine.
Brief Description of the Required Services	UNDP is looking to contract an experienced organization, institution with appropriate capabilities, capacity and specialists who will be able to provide high-quality and duly performed tasks on creation and support of information resources and training activities aimed at promoting the safety and quality of health services provided, as well as the endorsement of the local healthcare quality management initiatives, are undoubtedly important drivers of the healthcare reform
List and Description of Expected Outputs to be Delivered	<p>The undertaking of the mentioned actions will achieve the following results:</p> <ul style="list-style-type: none"> • formation of a unified quality management system for medical care in eastern Ukraine, which can later be extrapolated to the entire territory of the country, with its introduction at all levels; • ensuring effective interaction of health care management bodies of all levels and forms of ownership to continuously improve the quality of medical care for the population; • an increase in the availability of medical care for the public; • development of the standardization system for the medical care provided; • transition to the technologies with proven effectiveness and safety for patients, taking into account their rationality and cost-effectiveness; • modernization of the medical personnel professional training with the introduction of a methodology of the evidence-based healthcare quality management; • an increase of the impact of the health care system on mortality, morbidity, and disability reduction through the betterment of the quality of health care.
Person to Supervise the Work/Performance of the Service Provider	Component II Lead, UN RPP
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to TOR attached
Target start date	March – 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: http://treasury.un.org <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:	<p>Pre-Bidding Conference will be held on 10-th of March 2021 at 11 am via Skype Conference.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID (for bidders willing to participating via Skype Conference) at the following e-mail: procurement.rpp.ua@undp.org Attn: Procurement Unit Subject: 17-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<p>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> <p>Delivery of outputs 1, 2, 3 and submission of the inception report on the work completed - 40% of the total payment</p> <p>Delivery of output 4 and submission of the interim report on the work completed - 20% of the total payment</p> <p>Delivery of output 5 and submission of the interim report on the work completed - 20% of the total payment</p> <p>Delivery of outputs 6, 7 and submission of the interim report on the work completed - 10% of the total payment</p> <p>Delivery of output 8 and submission of the final report on the work completed – 10% of the total payment.</p> <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ul style="list-style-type: none"> a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; b) Receipt of invoice from the Contractor.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Component III Lead, UN RPP
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><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 15%</p> <p><input checked="" type="checkbox"/> Proposed work plan, methodology and approach 38%</p> <p><input checked="" type="checkbox"/> Personnel and invited experts/consultants 47%</p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors</p>
Contract General Terms and Conditions	<p><input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process</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	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2); <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; <input checked="" type="checkbox"/> Copies of other licenses or certificates (if any); <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; <input checked="" type="checkbox"/> A work plan with the proposed work schedule indicating the persons responsible for each area of activity; <input checked="" type="checkbox"/> A proposed list of training modules that should address the ToR requirements and needs of the target audience with indicated number of academic hours for each module; <input checked="" type="checkbox"/> Personal CVs of the Project Team, including information about experience in similar projects / assignments; <input checked="" type="checkbox"/> At least 2 samples of training curricula on health area and/or handbooks developed; <input checked="" type="checkbox"/> 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; <input checked="" type="checkbox"/> At least 1 reference letter for each trainer from the previous customers and former employers. <input checked="" type="checkbox"/> Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).
Other Information <i>[pls. specify]</i>	<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"> <input checked="" type="checkbox"/> Offers must be submitted within the stipulated deadline <input checked="" type="checkbox"/> Offers must meet required Offer Validity <input checked="" type="checkbox"/> Offers have been signed by the proper authority <input checked="" type="checkbox"/> Offers include requested company/organization documentation, including documentation regarding the company/organization's legal status and registration <input checked="" type="checkbox"/> Offers must comply with general administrative requirements: <ol style="list-style-type: none"> 1. The competition may be attended by an officially registered institution, commercial organization, public, or charitable organization, and association of LGs with its status of the legal entity operating within the territory of Ukraine for at least 3 years.; 2. Proven experience in information, advisory, and training activities aimed at the health care reform and health care management promotion; <p>Other information is available on http://procurement-notice.undp.org; For the information, please contact procurement.rpp.ua@undp.org</p>

Annex 2



TERMS OF REFERENCE

Project Title: UN Recovery and Peacebuilding Programme of the Local Governance and Decentralization Reform Component.

Description of the Assignment: Preparation, organization, and implementation of the range of activities aimed at raising awareness regarding improving, controlling, and maintaining the quality of medical services and positively influencing the installation of quality management systems in the structure of health care facilities in Donetsk and Luhansk oblasts in promoting the health care reform in Ukraine.

Expected Places of Travel: Ukraine, government-controlled areas of Donetsk and Luhansk oblasts.

Name and position of Immediate Supervisor: Kateryna Ostrovska, Health Governance Specialist (Local Governance and Decentralization Reform).

Name and Position of Senior Manager: Olena Ruditch, Programme Coordinator (Local Governance and Decentralization Reform).

Starting Date of the Assignment: March 2021.

Duration of the Assignment: 9 months.

I. Background

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

The United Nations Development Programme (UNDP) has been active and present in eastern Ukraine for the past decade, prior to the conflict, with a focus on community development, civil society development, and environmental protection. Work on addressing the specific conflict-related development challenges discussed above built on this earlier engagement, established partnerships, and started in 2015 through the Recovery and Peacebuilding Programme (RPP). The 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 Entity for Gender Equality and the Empowerment of Women (UN Women), the Food and Agricultural Organization of the United Nations (FAO), and the United Nations Population Fund (UNFPA)).

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

(UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the SDGs, in particular SDG 16 (Peace, Justice and Strong institutions).

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

The United Nations Recovery and Peacebuilding Programme (UN RPP) is being implemented by four United Nations agencies: the United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).

Twelve international partners support the Programme: the European Union (EU), the European Investment Bank (EIB), the U.S. Embassy in Ukraine, and the governments of Canada, Denmark, Germany, Japan, the Netherlands, Norway, Poland, Sweden & Switzerland.

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 and promote reconciliation in the crisis-affected communities of Donetsk and Luhansk oblasts of Ukraine, thereby enhancing the credibility and legitimacy of local governments in the government-controlled areas. It will contribute to peace build and prevent further escalation of conflict in Ukraine through effective and accountable decentralization, gender-responsive recovery planning and equal access to services, as well as enhanced community security and social cohesion.

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

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

The main goal of the fourth objective is to build capacity at the local level during gender-responsive healthcare reforms.

On 19 of October 2017, Ukraine's Parliament approved draft law No. 6327 "On state financial guarantees for the provision of medical services and medicines," which gave a start to important and long-awaited health reform in Ukraine. The law introduces changes to the entire financing model of the healthcare system and it also aims at the provision of higher quality care for patients. During the practical implementation of the reform, the Government of Ukraine faced many political, economic, and technical challenges, aggravated due to the backdrop of the coronavirus pandemic that came to Ukraine last year.

Thus, the creation and support of information resources and training activities aimed at promoting the safety and quality of health services provided, as well as the endorsement of the local healthcare quality management initiatives, are undoubtedly important drivers of the healthcare reform. The undertaking of the mentioned actions will achieve the following results:

- formation of a unified quality management system for medical care in eastern Ukraine, which can later be extrapolated to the entire territory of the country, with its introduction at all levels;
- ensuring effective interaction of health care management bodies of all levels and forms of ownership to continuously improve the quality of medical care for the population;
- an increase in the availability of medical care for the public;
- development of the standardization system for the medical care provided;
- transition to the technologies with proven effectiveness and safety for patients, taking into account their rationality and cost-effectiveness;
- modernization of the medical personnel professional training with the introduction of a methodology of the evidence-based healthcare quality management;
- an increase of the impact of the health care system on mortality, morbidity, and disability reduction through the betterment of the quality of health care.

Therefore, UNDP is looking to contract an experienced organization, institution with appropriate capabilities, capacity and specialists who will be able to provide high-quality and duly performed tasks set out in this document.

II. Main goal and objectives of the assignment

The main goal of this assignment is to develop and strengthen the capacity of the medical personnel at all levels in healthcare quality management, which reveals the concept of compliance with the requirements of accessibility, safety, efficiency, patient-centeredness, timeliness, rationality, and fairness utilizing innovative approaches, methods and tools to improve, control and ensure the quality of medical services.

The purpose of the task is to implement a set of measures targeted at developing the human potential of representatives of health care facilities of Donetsk and Luhansk oblasts and to encourage them to be active in the area of quality management in medicine.

Thus, the main tasks are:

- Organization and conducting a range of face-to-face trainings for representatives of public health care facilities of Donetsk and Luhansk oblasts on quality management in healthcare with coverage of theoretical principles and practical approaches to improving, monitoring, and quality assurance in the everyday practice of discreet healthcare providers, medical entities, and the healthcare industry as a whole, based on the world's best practices and advances in evidence-based medicine, which can be adapted for use in the current phase of reform.
- Organization and holding of a one-day conference for Donetsk and Luhansk oblasts with the possibility of connecting speakers from different cities of Ukraine and countries of the world in the format of a teleconference to exchange best practices of quality management in health care, including foreign speakers.
- Adaptation of the developed curriculum and materials to distance online learning, design of multimedia presentations, high-quality professional shooting and editing of video lessons, formulation of tasks to test knowledge.
- Preparation for publication of a success stories compilation on the healthcare improvement within the medical facilities in Donetsk and Luhansk oblasts.

III. Scope of work and expected outputs

The Contractor will be responsible for preparing and implementing the following objectives:

- 1. Develop and coordinate with UNDP a detailed plan for implementing objectives of these Terms of Reference.**
- 2. Organization and implementation after coordination with UNDP of five 10-day sequential schools on healthcare quality management:**
 - 2 training modules of 5 full working days/4 overnights at venue location in government-controlled areas of Donetsk and Luhansk oblasts. The place of venue for training should be considered as 10 trainings in Sviatohirsk, Donetsk oblast. The Contractor can suggest adequate replacement of venue for the event. All the proposed places of venue must be agreed with the UN RPP.
 - The first training module - theoretical part, the second - practical part with the development of projects on the healthcare quality improvement on sites.
 - Contractor is obliged to develop a training program, to propose at least three experienced and qualified trainers/speakers for each of the events, who meet the requirements, listed below, with the CV provided; invite the selected by UNDP participants from among representatives of public medical facilities of Donetsk and Luhansk oblasts, evaluate the training effectiveness, assess the knowledge of the trainees, certificate the attendees, participate in venue selection etc. for at least 20 participants and trainers/speakers in each school.
 - Contractor is obliged to develop information and handout materials (in the form of booklets) for the trainings containing the following elements: agendas, multimedia presentations in MS PowerPoint, materials for practical exercises in MS Word, other multimedia, information, and graphics to be used during the training sessions developed. Training agendas should be based on the template provided by UN RPP. The format and contents of handouts are to be agreed upon with UN RPP. All materials should contain UN RPP and donor logos provided by UN RPP. The Programme should be granted full rights for the produced knowledge materials.
 - The total number of participants who have been trained must be at least 100 people (50 from Donetsk and 50 from Luhansk oblasts, taking into account the possibility of replacing participants in case of refusal or the occurrence of circumstances that will not allow them to participate in the event) with the inclusion of (but not limited to) the following topics in the school curriculum:
 - fundamental basis of the quality improvement theory
 - introduction of the concept of the quality of medical services with the definition of dimensions: accessibility, safety, efficiency, patient-centeredness, timeliness, rationality, and fairness
 - Donabedian's theory of quality of care
 - the role of quality management in the structure of health care and the activities of discreet medical entities
 - development, implementation, and monitoring of quality indicators: world best practices
 - JCI and ISO standards for medical facilities

- Ukrainian legal framework and domestic initiatives that make it possible to improve the provision of medical care
- the Deming-Schuhart cycle and its application as the quality improvement model
- the contribution of the human factor to medical errors: consideration of models and their management (personal and systemic approaches; the model of Swiss cheese, the paradox of highly reliable organizations)
- introduction to lean and use of tools to determine the root causes of existing problems (A3, Pareto analysis, Ishikawa diagram, “5 Why”, brainstorming, spaghetti diagram, etc.), as well as the process mapping and value-stream mapping
- introduction of the “5S” system in medicine
- work system and patient safety developed by the Systems Engineering Initiative for Patient Safety (SEIPS)
- introduction to the theory of clinical microsystems as a way to improve patient care
- data collection and analysis to improve, control and ensure the quality of health care
- organization and conduct of a clinical audit
- change management: learning models (VARK and Johari window), diffusion of innovations, motivation, and leadership
- interventions to improve the medical services
- leadership in the improvement of the quality and essential features of change agents
- the importance of a just culture in achievement and sustainable improvement of the processes in health care
- patient experience and patient stories as tools to improve health care with the increasing importance of a person-centered approach
- public involvement and influence on the improvement of provided medical services, etc.
- Contractor has to develop evaluation criteria, pre-training survey and post-training evaluation forms to assess the achievement of the learning objectives and participants’ satisfaction. Templates of pre-training, and post-training evaluation forms shall be provided by UN RPP.

Output:

- A work plan and a detailed methodology, including training curriculum, submitted and approved by UN RPP;

3. Coordinate with UNDP the programs developed and trainers for holding sessions in five schools on healthcare quality management:

- Design training schedule, assign groups of trainers for each training session and agree it with UN RPP. Training days during the weekend should be avoided.

Output:

- Training schedule designed and approved by UN RPP. Trainers assigned for each training session with the training days during the weekend avoided.

4. Planning, organizing, and creating, in agreement with UNDP, video training covering the following topics and posting training materials on the online platform (<https://unrpp.school/>), to build capacity and provide relevant knowledge to health care providers, especially those affected by the conflict in eastern Ukraine:

- fundamental basis of the quality improvement theory
- introduction of the concept of the quality of medical services with the definition of dimensions: accessibility, safety, efficiency, patient-centeredness, timeliness, rationality, and fairness
- Donabedian's theory of quality of care
- the role of quality management in the structure of health care and the activities of discreet medical entities
- development, implementation and monitoring of quality indicators: world best practices
- JCI and ISO standards for medical facilities
- Ukrainian legal framework and domestic initiatives that make it possible to improve the provision of medical care
- the Deming-Schuhart cycle and its application as the quality improvement model
- the contribution of the human factor to medical errors: consideration of models and their management (personal and systemic approaches; the model of Swiss cheese, the paradox of highly reliable organizations)
- introduction to lean and use of tools to determine the root causes of existing problems (A3, Pareto analysis, Ishikawa diagram, "5 Why", brainstorming, spaghetti diagram, etc.), as well as the process mapping and value-stream mapping
- introduction of the "5S" system in medicine
- work system and patient safety developed by the Systems Engineering Initiative for Patient Safety (SEIPS)
- introduction to the theory of clinical microsystems as a way to improve patient care
- data collection and analysis to improve, control and ensure the quality of health care
- organization and conduct of a clinical audit
- change management: learning models (VARK and Johari window), diffusion of innovations, motivation, and leadership
- interventions to improve the medical services
- leadership in the improvement of the quality and essential features of change agents
- the importance of a just culture in achievement and sustainable improvement of the processes in health care
- patient experience and patient stories as tools to improve health care with the increasing importance of a person-centered approach, etc.
- The abovementioned video training, based on agreed with UNDP training programs with experienced and qualified trainers/speakers for each of the events, who meet the requirements listed below, should include the following materials:
 - **Video training program.** It should contain a breakdown of 3 to 5 modules, which in turn should be logically divided into 4-5-6 units. The program must be in Word format, Ukrainian.
 - **Presentations.** Presentations should be prepared in PowerPoint for each unit of each module (for example, if the training will consist of 5 modules of 5 units each, then we expect $5 \times 5 = 25$

presentations). Each presentation should be up to 10 meaningful slides (can be enlarged by agreement). The language of the slides is Ukrainian.

- **Text.** Each presentation requires a separate Word document with text for each slide. This text will be read by a professional speaker (speaker requirements below). It is expected that the duration of one presentation (video from one section) should be up to 10 minutes. The average reading time should be about 130 words per minute (for example, in the case of a 5-minute presentation of one section in the document should be about $5 \times 130 = 650$ words for reading by the speaker). The language of the text is Ukrainian.
- **Additional materials.** Self-study materials should be prepared for each unit. This can be the author's materials of the selected trainer and deliverables of UNDP in this field, as well as links to publicly available materials (it is important to consider that the link does not follow another video or document/book longer than 20 pages; in the latter case source may be submitted in the general list of literature recommended for further reading).
- **Knowledge assessment tests.** Tests should be in each module (5-7 questions), as well as the final test (up to 20 questions, preferably other than in the modules). The text of the tests should be in Ukrainian in Word format (with assessment options, "yes/no", answer options, etc.).

Outputs:

- Video training, based on the previously determined methodology is created, agreed with UNDP and posted on <https://unrpp.school>;
- The materials concomitant to the video training (self-study literature, knowledge assessment tests, etc.) are presented, agreed with UNDP, and posted on <https://unrpp.school>

4. Production of training video content

- Training should consist of units as described above. Each section should include 3-4 videos with animation and presentation.
- Videos should be in the format of animation and presentation training, without a video of the speaker/trainer.
- Video content with animation and presentation material should be accompanied by behind-the-scenes text, the text should be read by the speaker in Ukrainian.
- Video sound must be of high quality with a bit rate of 320 kbps, free of noise and noise, and synchronized with the video sequence.
- The speaker's intonation should correspond to the training material, with the necessary pauses, accents, stresses, etc.
- At the beginning of the course, the speaker should indicate the topic of the training and its developer.
- The contractor must unify all slides in a single style and taking into account the customer's branding.
- At the beginning of each video you need to place the customer's logos on a white background, alignment on the right edge, the logos will be provided.
- The customer's logo and disclaimer text should also be displayed at the end of each video (to be provided by the customer).
- All created e-learning materials must have a unique universal graphic design that corresponds to the topic they cover.

- Video content for the course should be a total duration of at least 45 minutes, but not more than 60 minutes, and divided into short videos no longer than 10 minutes.
- The duration and content of the course must be agreed upon with the customer.
- Installation, color correction, sound correction, sound, video processing in Adobe Premiere Pro, Adobe After Effects (or their equivalents), etc., must be specified in the commercial offer.
- Videos must be formatted to MP4 (mov, .avi, .mkv or equivalent) files, and audio to MP3 (AAC - or equivalent) files and have Ukrainian subtitles.
- Images, graphics, and illustrations should be used in the video to facilitate the learning process.
- The minimum resolution for video files should be 2560x1440 px and the video should not contain video interference.
- Video content should be structured clearly and conveniently, and divided into sections, categories, and subcategories.
- All ready-made training materials, including videos, should be transferred to the customer and should not be transferred to third parties, as they are the intellectual property of the customer.
- The final visual design must be agreed upon with the customer.
- The contractor must provide the customer with all source files and copyrights for the developed products.
- The contractor should prepare images for each training to be displayed on the home page.
- The contractor must develop a certificate design for the video course indicating the hours of training and agree with the customer.

Output:

- The video production and image design of the video training are performed with all technical requirements met, presented, and agreed by UNDP.
5. **Preparation and holding of a one-day conference** (duration - full-time), as the subject to prior agreement with UNDP, (with locations: 1 in Kramatorsk and 1 in Sievierodonetsk with the possibility of connecting speakers from different cities of Ukraine and around the world in the format of a telebridge) with a goal of the exchange of best practices for improving the quality of medical care, with international participation (development of the program of the event, selection of speakers, moderators, translators of simultaneous translation from the languages of the speakers into Ukrainian (if necessary), an invitation of participants, participation in location selection, logistical support of the event, etc.). At least 20 participants and trainers/speakers must be present at each of the locations (1 in Kramatorsk and 1 in Sievierodonetsk) with up to 60 more participants agreed by UNDP (the attendees of the trainings, healthcare practitioners from public healthcare facilities of Donetsk and Luhansk oblasts, etc.) connected in a remote modality. The total number of participants in the conference must be at least 100 people.

Outputs:

- One-day conference on healthcare quality management is prepared and held as requested by UNDP.
 - Up to 100 participants attended the organized conference.
6. **Design of certificates** (with an indication of hours of training) for the above-stated conference and its coordination with the customer.

Output:

– Certificates for the conference are designed and agreed by UNDP.

7. **Preparation for publication of the manual "Success Stories on the Healthcare Quality Improvement in Medical Facilities of Donetsk and Luhansk Oblasts"** with the inclusion of projects that were developed and implemented during the training course (at least 10 success stories). The content of the manual should also include sections with a shortened version of the theoretical presentation of topics covered during face-to-face training, namely:

- fundamental basis of the quality improvement theory
- introduction of the concept of the quality of medical services with the definition of dimensions: accessibility, safety, efficiency, patient-centeredness, timeliness, rationality, and fairness
- Donabedian's theory of quality of care
- development, implementation, and monitoring of quality indicators: world best practices
- the Deming-Schuhart cycle and its application as the quality improvement model
- the contribution of the human factor to medical errors: consideration of models and their management (personal and systemic approaches; the model of Swiss cheese, the paradox of highly reliable organizations)
- introduction to lean and use of tools to determine the root causes of existing problems (A3, Pareto analysis, Ishikawa diagram, "5 Why", brainstorming, spaghetti diagram, etc.), as well as the process mapping and value-stream mapping
- introduction of the "5S" system in medicine
- introduction to the theory of clinical microsystems as a way to improve patient care
- organization and conduct of a clinical audit
- the importance of a just culture in achievement and sustainable improvement of the processes in health care
- patient experience and patient stories as tools to improve health care with the increasing importance of a person-centered approach etc.

The volume of the manual should include at least 100 pages of A4 in Calibri 11 font printed in Ukrainian, containing photos from the events and other high-quality materials, and be presented in WORD and PDF formats for approval of the form, content, and design with UNDP)

Output:

- Manual "Success Stories on the Healthcare Quality Improvement in Medical Facilities of Donetsk and Luhansk Oblasts" is prepared for publication under the requirements and approved by UNDP.
8. Preparation and timely submission of reports on the results of activities.

9. All activities and elaborated documents must be gender-oriented and illustrated by the Contractor during the conduct of photographs of appropriate quality, which allows their publication in print media.

RECOMMENDATIONS TO SERVICE PROVISION

General recommendations:

The Contractor is responsible for ensuring proper security of project team members and participants of the events, including in matters of the epidemiological situation. It is recommended to consult with UNDP on security in the region, especially before the field phases of the assignment.

Recommendations on the Contractor's team composition:

CV of Team Leader, all team members and trainers/speakers shall be submitted in the proposal. The Contractor's team may include both staff of the applicants' organization or institution and invited professionals.

General operations:

1. Ensuring the reference to the UN Recovery and Peacebuilding Programme funded by the European Union in all the products created under the contract is mandatory and must be agreed with UNDP.

IV. Requirements for monitoring/reporting

The Contractor will report to the Health Governance Specialist of the Local Governance and Decentralization Reform Component of the UN Recovery and Peacebuilding Programme for the above outputs to be accepted and approved. A detailed work plan for achieving these outputs will be discussed with the Contractor in advance before the start of the assignment.

The Contractor must adhere to the system of monitoring, evaluation, and quality control implemented by UNDP and provide the necessary information, reports, and tools according to the pre-set schedule or at the request of UNDP as soon as possible (within a reasonable time).

All reports for UNDP shall be transmitted electronically (formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication. The reports must be written in Ukrainian. The format of reports shall be agreed at the first stage of the contract implementation programme, but UN RPP reserves the right to make further changes and clarifications in the report form.

Types of reports:

- 1) Work plan and interim report submitted in Ukrainian, including reports on the work accomplished, results, and monitoring:
 - Inception report – 3 weeks after the Contract starting date;
 - Interim reports – in a 5-day period after the end of each training session;
 - Final report – within a 10-day period after the end of the supervisory sessions.
- 2) Brief reports periodically submitted upon request of UN RPP in cases where it is required to get information on the progress of the programme between reporting periods;

All activities are expected to be delivered till December 14, 2021.

The proposed schedule of services and payments is given below with a description of the % of the total budget that will be paid after achieving the following outputs:

No.	Output description	Expected date of completion
1.	Preparation of a detailed plan for implementing objectives.	1 week after the start of the contract
2.	Development of the programme of 10-day school – 2 sessions of 5 days each (the selection of trainers for five schools on healthcare quality management, the programme, and the trainer staff are approved by UNDP).	3 weeks after the start of the contract
3.	Development of a video training program and scenario (program and the trainer staff for video training on healthcare quality management agreed with UNDP).	5 weeks after the start of the contract
4.	In agreement with UNDP, five 10-day schools (2 sessions of 5 days) on healthcare quality management (curriculum development, selection of trainers, speakers, selection of participants, evaluation of training, certification of participants, participation in venue selection, etc.) were organized and conducted.	30 weeks after the start of the contract
5.	Video training and related materials were created, according to the terms of reference, agreed with UNDP, accepted by the customer, and posted on the online platform (https://unrpp.school/) for training.	34 weeks after the start of the contract
6.	Development and preparation for publication of the manual "Success Stories on the Healthcare Quality Improvement in Medical Facilities of Donetsk and Luhansk Oblasts" with the inclusion of projects that were developed and implemented during the training course (content, scope, format, and design agreed with UNDP and transmitted on electronic media in WORD and PDF formats).	35 weeks after the start of the contract
7.	Preparation and holding of a one-day conference, as the subject to prior agreement with UNDP.	Up to 38 weeks after the start of the contract
8.	Preparation and submission to UNDP of the final report embracing all the work completed with annexes (training programs, copies of participants' lists with signatures, evaluation questionnaires of participants and their analysis, training materials, copies of certificates, CVs of trainers, etc.)	Up to 40 weeks after the start of the contract

V. Proposed payment schedule

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:

Delivery of outputs 1, 2, 3 and submission of the inception report on the work completed - 40% of the total payment

Delivery of output 4 and submission of the interim report on the work completed - 20% of the total payment

Delivery of output 5 and submission of the interim report on the work completed - 20% of the total payment

Delivery of outputs 6, 7 and submission of the interim report on the work completed - 10% of the total payment

Delivery of output 8 and submission of the final report on the work completed – 10% of the total payment

UNDP will pay the contracted amounts for the services provided within 30 days after their being approved by UNDP.

Payments will be made upon full completion and acceptance of contractual obligations by signing the act of acceptance by the component manager.

VI. Experience and qualification requirements

The competition may be attended by an officially registered institution, commercial organization, public, or charitable organization, and association of LGs with its status of the legal entity operating within the territory of Ukraine for at least 3 years.

Qualification requirements for the participants of the competition:

- Proven experience in information, advisory, and training activities aimed at the health care reform and health care management promotion (at least 2 years and at least 20 events were held, including at least 3 video trainings (links must be provided)).
- Proven experience in organizing large-scale public activities (at least 3 activities with at least 100 participants).
- Proven experience in preparing manuals on healthcare management (at least 2 manuals shall be provided).

The Contractor's team shall include the team leader, and at least 3 trainers/speakers, who can act as both organizers and trainers/speakers of events (in such case it should be indicated in the application) and/or invited professionals. All acting personnel should be introduced with the relevant CV provided.

- **Team leader:**

- At least a Master's degree in management, health care management, public administration.
- At least 3 years of professional experience in project management and/ team management including experience in health care management, health care reform promotion;
- Training work experience in the meaning of both organization and tuition (at least 20 trainings were organized, including at least 3 video trainings (a reference to at least 1 open source video training should be provided)).
- Experience in developing manuals on healthcare management (at least 2 manuals developed).
- Fluency in Ukrainian.

- **Trainers/speakers (at least 3 peoples):**

- At least a Master's degree in management, health care management, public administration.

- Sound knowledge and proven experience in training on health care management, health care reform promotion (at least 20 trainings conducted);
- Proven experience in developing training curriculums, publications, handout materials, and manuals related to healthcare management (at least 2 manuals developed),
- Proven experience in developing of video trainings in the healthcare management and healthcare reform promotion at least 3 video trainings.
- Excellent public speaking skills (records of trainings or links to such records to be provided if available)
- Fluency in Ukrainian.

VII. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL:

- ☒ A letter of interest/letter of offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant company;
- ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
- ☒ A proposed list of training modules that should address the ToR requirements and needs of the target audience with the indicated number of academic hours for each module;
- ☒ Personal CVs of the Project Team, including information about experience in similar projects/assignments;
- ☒ At least 2 samples of training curricula on health area and/or handbooks developed;
- ☒ 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;
- ☒ At least 1 reference letter for each trainer from the previous customers and former employers.

VIII. Financial proposal

The applicants must submit their proposals according to the form given below.

It is important that all expenses related to accommodation and per diems, handouts for all activities, travel costs to the locations of organizers and trainers/speakers of training events and conference, as well as trainers' fees should be included in the financial proposal.

Please pay attention: the cost of arranging offline trainings in Sviatohirsk, Donetsk oblast, travel costs of the training participants, accommodation and catering for participants will be covered by the Programme.

Since the procurement of services is carried out within the framework of the international technical assistance project, the quotations/invoices for payment must be provided without VAT.

A. Cost Breakdown per Deliverables*

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

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

Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Amount, currency, excl. VAT
Delivery of outputs 1 - 3		
Delivery of output 4		
Delivery of output 5		
Delivery of output 6 -7		
Delivery of output 8		
Total (please indicate currency)	100%	

Cost breakdown by components:

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.

Financial proposal:

Nº	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency excl. VAT
1	Personnel				
1.1	Team Leader / Project Manager	1 month of work			
1.2	Trainer 1	1 month of work			
1.3	Trainer 2	1 month of work			
1.4	Trainer 3	1 month of work			
1.5					
...	...				
2	Administration Costs (if necessary)				
2.1	Communication (Internet/Phone/etc.)				
2.2					
2.3					
...	Other (if any - to define clearly activities/costs)				
3	Travel and Lodging				
3.1	Travel for 1 person				

3.2.	Accommodation of organizers and trainers/speakers (4 nights x 1 person x cost of one night stay)				
4	Other costs (if any - to define clearly activities/costs)				
4.1	Handouts and self-study materials for five 10-day schools				
4.2	Handouts for one-day conference				
4.3	Production of PowerPoint presentation				
4.4	Production of video courses				
4.5	Preparation of the manual				
...	...				
	Total (please indicate currency)				

VIII. Evaluation criteria

Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating proposals, with the 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.

In the first stage, the technical proposal is evaluated based on its responsiveness to the Terms of Reference (TOR) and as per the below evaluation criteria. In the second stage, the price proposals of all applicants, who have attained a minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with the cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights of 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 the 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 participant that submitted the winning proposal.

Evaluation and comparison of proposals

Summarized evaluation form of the technical proposal		Score weight	Maximum score	Company/Other organization			
1	Experience of the company/organization submitting the proposal	20%	140				
2	Proposed work plan, methodology and approach ¹	25%	175				
3	Staff	55%	385				

¹ The proposal contains a proposed methodology and work plan, which may be further modified as required by UNDP.

	Total score	100%	700				
	Remarks						

Technical evaluation forms are provided below. The maximum points obtainable as per each criterion indicate the relative importance or score weight in the general evaluation process.

Technical evaluation forms:

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

Form 2. Proposed work plan, methodology, and approach

Form 3. Staff

Evaluation of technical proposals Form 1		Maximum score	Company/Other organization		
			A	B	C
Experience of the company/organization submitting the proposal					
1.1	Proven experience of the organization in health care management and healthcare reform promotion (more than 3 years – 30 points; 2-3 years – 25 points; 2 years – 20 points)	30			
1.2	Proven experience in information, advisory, and training activities in the healthcare management and healthcare reform promotion (more than 20 training programmes organized and conducted – 30 points; 20 training programmes – 20 points)	30			
1.3	Proven experience in information, advisory, and training activities in the healthcare management and healthcare reform promotion (more than 3 video trainings organized and conducted – 30 points; 3 video trainings conducted – 20 points)	30			
1.4	Proven experience in organizing large-scale public activities (more than 3 events with as a minimum 100 participants- 30 points; at least 3 events with as a minimum 100 participants- 20 points)	30			
1.5	Proven experience in developing manuals on healthcare management (more than 2 manuals elaborated – 20 points; at least 2 manuals elaborated – 10 points)	20			
	Total score in Form 1	140			

Evaluation of technical proposals Form 2		Maximum score	Company/Other organization		
			A	B	C
Proposed work plan, methodology and approach					
2.1	Does the submitted technical proposal sufficiently meet the objective and scope of work? (The technical proposal generally meets the objectives and scope of work – 35 points; the technical proposal corresponds well to the objective, but its scope of work is overstated/understated – 45 points; the technical proposal is logical and details the algorithm of the objective corresponding to the scope of work –60points)	60			
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 objectives – up to 35 points; the methodology logically describes a sequence of works – up to 45 points; the methodology includes thorough criteria demonstrating its feasibility – up to 55 points)	55			
2.3	How balanced and realistic is the work plan for the implementation of objectives? (The developed schedule contains separate inconsistencies - 50 points; the proposed schedule is well developed, but with low reliability on realism – 55 points; the organization has shown perfect schedule which fully complies with reality – 60 points)	60			
Total score in Form 2		175			

Evaluation of technical proposals Form 3		Maximum score	Company/Other organization		
			A	B	C
Staff					
	Team Leader				
3.1	Proven experience in health care management, health care reform promotion (more than 10 years – 25 points; 8-10 years - 20 points; 6 - 8 years – 5 points; 3-5 years - 10 points)	25			
3.2	Master's degree in management, health care management, public administration (PhD or above - 20 points, Specialist/Master - 10 points)	20			

3.3	Proven experience in developing manuals on healthcare management (more than 2 manuals elaborated - 20 points; 2 manuals - 15 points)	20			
3.4	Proven experience in training work in the meaning of both organization and tuition (more than 20 trainings were conducted - 10 points; at least 20 trainings were conducted - 7 points)	10			
3.5	Proven experience in organization/ developing of video trainings in (more than 3 video trainings organized and conducted – 20 points; 3 video trainings conducted – 15 points)	20			
3.6	Fluency in Ukrainian (fluent in Ukrainian - 5 points)	5			
	Interim score by criteria 3.1 – 3.6	100			
4	Trainer/speaker 1				
4.1	Master's degree in management, health care management, public administration (PhD or above - 20 points, Specialist/Master - 10 points)	20			
4.2	Proven experience in health care management, health care reform promotion (more than 8 years - 20 points; 6 - 8 years – 15 points; 3-5 years - 10 points)	20			
4.3	Proven experience in training work (more than 20 trainings were conducted - 10 points; at least 20 trainings were conducted - 7 points)	10			
4.4	Proven experience in developing of video trainings in the healthcare management and healthcare reform promotion (more than 3 video trainings developed and conducted – 20 points; 3 video trainings conducted – 15 points)	20			
4.5	Proven experience in developing manuals on healthcare management (more than 2 manuals elaborated - 20 points; 2 manuals - 15 points)	20			
4.6	Fluency in Ukrainian (fluent in Ukrainian - 5 points)	5			
	Interim score by criteria 4.1 – 4.6	95			
5	Trainer/speaker 2				
5.1	Master's degree in management, health care management, public administration (PhD or above - 20 points, Specialist/Master - 10 points)	20			

5.2	Proven experience in health care management, health care reform promotion (more than 8 years - 20 points; 6 - 8 years – 15 points; 3-5 years - 10 points)	20			
5.3	Proven experience in training work (more than 20 trainings were conducted - 10 points; at least 20 trainings were conducted - 7 points)	10			
5.4	Proven experience in developing of video trainings in the healthcare management and healthcare reform promotion (more than 3 video trainings organized and conducted – 20 points; 3 video trainings conducted – 15 points)	20			
5.5	Proven experience in developing manuals on healthcare management (more than 2 manuals elaborated - 20 points; 2 manuals - 15 points)	20			
5.6	Fluency in Ukrainian (fluent in Ukrainian - 5 points)	5			
	Interim score by criteria 5.1 – 5.6	95			
6	Trainer/speaker 3				
6.1	Master's degree in management, health care management, public administration (PhD or above - 20 points, Specialist/Master - 10 points)	20			
6.2	Proven experience in health care management, health care reform promotion (more than 8 years - 20 points; 6 - 8 years – 15 points; 3-5 years - 10 points)	20			
6.3	Proven experience in training work (more than 20 trainings were conducted - 10 points; at least 20 trainings were conducted - 7 points)	10			
6.4	Proven experience in developing of video trainings in the healthcare management and healthcare reform promotion (more than 3 video trainings organized and conducted – 20 points; 3 video trainings conducted – 15 points)	20			
6.5	Proven experience in developing manuals on healthcare management (more than 2 manuals elaborated - 20 points; 2 manuals - 15 points)	20			
6.6	Fluency in Ukrainian (fluent in Ukrainian - 5 points)	5			
	Interim score by criteria 6.1 – 6.6	95			
	Total score in Form 3	385			

Annex 3

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 17-2021-UNDP-UKR-RFP-RPP dated 3/3/2021 , 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) Dully filled in and Signed Form for Submission of Proposal (Annex 2);*
- c) 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;*
- d) Copies of other licenses or certificates (if any);*
- e) A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;*
- 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) 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).**
- h) 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.*

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

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

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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;*
- *A proposed list of training modules that should address the ToR requirements and needs of the target audience with indicated number of academic hours for each module.*
- *At least 2 samples of training curricula on health area and/or handbooks developed;*

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 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.

Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Amount, currency, excl. VAT
Delivery of outputs 1 - 3		
Delivery of output 4		
Delivery of output 5		

Delivery of output 6 -7		
Delivery of output 8		
Total (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.

Nº	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency excl. VAT*
1	Personnel				
1.1	Team Leader / Project Manager	1 month of work			
1.2	Trainer 1	1 month of work			
1.3	Trainer 2	1 month of work			
1.4	Trainer 3	1 month of work			
1.5					
...	...				
2	Administration Costs (if necessary)				
2.1	Communication (Internet/Phone/etc.)				
2.2					
2.3					
...	Other (if any - to define clearly activities/costs)				
3	Travel and Lodging				
3.1	Travel for 1 person				
3.2.	Accommodation of organizers and trainers/speakers (4 nights x 1 person x cost of one night stay)				

4	Other costs (if any - to define clearly activities/costs)				
4.1	Handouts and self-study materials for five 10-day schools				
4.2	Handouts for one-day conference				
4.3	Production of PowerPoint presentation				
4.4	Production of video courses				
4.5	Preparation of the manual				
...	...				
	Total (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.) "2000000000000".

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 329-2020-UNDP-UKR-RFP-RPP 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 заполняются 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>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та</p>  <p><i>Empowered lives. Resilient nations.</i></p>	<p>Contract for Goods and/or Services Between the United Nations Development Programme and</p>  <p><i>Empowered lives. Resilient nations.</i></p>
<p>1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна</p>	<p>1. Country Where Goods Will be Delivered and/or Services Will be Provided:Ukraine</p>
<p>2. ПРООН <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата:</p>	<p>2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> direct contracting Number and Date:</p>
<p>3. Посилання на номер договору (напр., номер присудження договору):</p>	<p>3. Contract Reference (e.g. Contract Award Number):</p>
<p>4. Довгострокова угода: Ні</p>	<p>4. Long Term Agreement: No</p>
<p>5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги</p>	<p>5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services</p>
<p>6. Тип Послуг:</p>	<p>6. Type of Services:</p>
<p>7. Дата початку Договору:</p>	<p>7. Contract Starting Date:</p>
<p>8. Дата завершення Договору:</p>	<p>8. Contract Ending Date:</p>
<p>9. Загальна сума Договору: 9a. Передплата: Не застосовується</p>	<p>9. Total Contract Amount: 9a. Advance Payment: Not applicable</p>
<p>10. Загальна вартість Товарів та/або Послуг: <input type="checkbox"/> менше 50 000 дол. США (лише Послуги) – застосовуються Загальні умови ПРООН для базових (незначних) договорів <input type="checkbox"/> менше 50 000 дол. США (Товари <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>10. Total Value of Goods and/or Services: <input type="checkbox"/> below US\$50,000 (Services only) – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <input type="checkbox"/> below US\$50,000 (Goods <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>11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат</p>	<p>11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement</p>
<p>12. Назва(Ім'я) Підприємця:</p>	<p>12. Contractor's Name:</p>
<p>13. Ім'я контактної особи Підприємця: Посада: керівник Адреса: Номер телефону:</p>	<p>13. Contractor's Contact Person's Name: Title Address: Telephone number:</p>

Факс: Email:	Fax: Email:
14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: + Email:	14. UNDP Contact Person's Name: Title: Address: Telephone number Email:
15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	15. Contractor's Bank Account to which payments will be transferred: 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"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 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. 7. <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"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 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. 7. <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>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</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>IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p>	
Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	