



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM:	DATE: March 23, 2021
All interested and potential companies	REFERENCE: RFP/004/21 tender on provision of Media Monitoring Service for UNDP Uzbekistan

Dear Sir / Madam:

We kindly request you to submit your Proposal for provision of Media Monitoring Service.

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

Proposals may be submitted **on or before: April 6, 2021, 6:00 pm local time (Tashkent)** via email, courier mail or fax to the address below:

United Nations Development Programme
Republic of Uzbekistan 4, Taras Shevchenko Street, Tashkent 100029
Tel: + 998 71 120-34-50, 120-61-67;
Fax: + 998 71 120-34-85
Procurement Unit, UNDP Uzbekistan

For email proposals: bids.uz@undp.org

Your Proposal must be expressed in the English or Russian language and valid for a minimum period of **60 calendar days after the date of Proposal submission**.

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.

IF you intended to submit your proposal by courier mail, consequently your proposal should be in sealed envelope with the following marking on envelope:

“TO: UNDP Uzbekistan
ATTENTION: PROCUREMENT UNIT
SEALED QUOTATION ref: RFP/004/21
Tender on provision of Media Monitoring Service for UNDP Uzbekistan
PROPOSER: [NAME AND ADDRESS OF YOUR COMPANY]”
DEADLINE: April 6, 2021, 6:00 pm local time (Tashkent)
“DO NOT OPEN”

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 2.

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/protestandsanctions/>

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

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

http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Sincerely yours,
Procurement Unit, UNDP Uzbekistan
3/23/2021

Description of Requirements

Context of the Requirement	In the frame of maximizing the visibility of UNDP Uzbekistan's work by communicating inclusively and effectively the essence, success and results, to a wide and varied local target audience
Implementing Partner of UNDP	
Brief Description of the Required Services ¹	Media monitoring aims to keep UNDP aware of: <ol style="list-style-type: none"> 1. The media coverage of UNDP's activities in Uzbekistan; 2. What UNDP issues and themes are most likely to be picked up by the media; 3. Accuracy of coverage of specific issues pertaining to good governance, inclusive growth and climate change; 4. How enhanced coverage of an issue helps foster solutions for that issue, especially by empowering social actors and individuals affected by it.
List and Description of Expected Outputs to be Delivered	As per TOR
Person to Supervise the Work/Performance of the Service Provider	Communications Analyst
Frequency of Reporting	Weekly Monthly Half-Yearly Per event/campaign
Progress Reporting Requirements	See section Results of the TOR
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> According to agreement of the parties
Expected Business trips	Regions of Uzbekistan

¹ A detailed TOR is attached to the solicitation document.

Expected duration of work	180 calendar days from the date of signing the contract by both parties.
Target start date	During 5 calendar days upon signing a contract by both parties
Latest completion date	As per TOR.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars for foreign companies with a legal address and bank account outside Uzbekistan <input checked="" type="checkbox"/> Local Currency UZS for local companies registered in Uzbekistan
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> Must be exclusive of VAT for foreign companies registered outside of Uzbekistan; <input checked="" type="checkbox"/> Must be inclusive of VAT for local companies registered in Uzbekistan (if registered as VAT payer);
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 calendar 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
Payment Terms	On a monthly basis, upon signing related payment documents
Person(s) to review/inspect/ approve outputs/completed services and	Communication analyst

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

authorize the disbursement of payment																	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services/Face sheet																
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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</u></p> <table><tr><th>#</th><th>Technical evaluation of proposal</th><th>%</th><th>Score</th></tr><tr><td>1</td><td>Expertise of the Firm</td><td>40%</td><td>40 points</td></tr><tr><td>2</td><td>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan</td><td>30%</td><td>30 points</td></tr><tr><td>3</td><td>Management Structure and Qualification of Key Personnel.</td><td>30%</td><td>30 points</td></tr></table> <p>Contract will be awarded to the technical responsive offer proposed the lowest price. Offers are not received the minimum pass score of 70% of technical proposal scores will be recognized as the proposal does not meet the technical requirements of the tender.</p>	#	Technical evaluation of proposal	%	Score	1	Expertise of the Firm	40%	40 points	2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	30%	30 points	3	Management Structure and Qualification of Key Personnel.	30%	30 points
#	Technical evaluation of proposal	%	Score														
1	Expertise of the Firm	40%	40 points														
2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	30%	30 points														
3	Management Structure and Qualification of Key Personnel.	30%	30 points														
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider Sub-contracting is not allowed. Service Provider must perform the entire scope of work on their own, without the involving sub-contractors or experts.																
Annexes to this RFP ³	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Statement of interest (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions ⁴ Applicable conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html																

³ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁴ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Documents to be submitted	<p><input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 1, and in accordance with the list of requirements in Annex 1;</p> <p><input checked="" type="checkbox"/> Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area;</p> <p><input checked="" type="checkbox"/> Company’s profile with detailed information (name of the company, address, contact details etc.) using form provided in Table 1 of Annex 2</p> <p><input checked="" type="checkbox"/> Declaration of owners’ interest in other companies issued on company’s letterhead duly signed and stamped (Part 1, Annex2);</p> <p><input checked="" type="checkbox"/> At least 3 successfully completed contracts signed between the Applicant firm and clients, within the framework of which the Applicant has performed similar work over the past 5 (five) years using the form using the form (Table 2, Appendix 2);</p> <p><input checked="" type="checkbox"/> The presence of letters of recommendation - at least 3, which such services were provided.</p> <p><input checked="" type="checkbox"/> Self-declaration confirming that the Company is not in the UN sanctions list 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Failure to provide any of the above specified documents will serve as a ground for disqualifying the Offeror from the tender by declaring it as technically non-compliant.</p>
Eligibility Criteria	<p><input checked="" type="checkbox"/> The contractor must have at least 3 years of experience in media monitoring of the respective company or engaged staff;</p> <p><input checked="" type="checkbox"/> User friendly format of data delivery packages;</p> <p><input checked="" type="checkbox"/> Web-interface, with possibility to add multiple users, to show in real-time the monitoring dashboard. Possibility to enable notifications in real-time on negative clippings;</p> <p><input checked="" type="checkbox"/> High coverage and quality of previous media monitoring services;</p> <p><input checked="" type="checkbox"/> Experience in working with UNDP worldwide and/or development issues;</p> <p><input checked="" type="checkbox"/> Demonstrated capacity of permanent data storage;</p> <p><input checked="" type="checkbox"/> Flexibility in responding to the needs of the contracting agency. i.e. special reports, at request, including on short notice, to report on coverage of special events, include new media sources.</p>
Contact Person for Inquiries (Written inquiries only) ⁵	<p>Procurement Unit</p> <p>+998 71 1203485/ pu.uz@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>

⁵ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Other Information (other requirements)</p>	<p>Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have <u>any</u> of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or e) influence on the Offer of, another Offerer regarding this RFP process; f) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offerer; or an expert proposed to be in the team of one Offerer participates in more than one Offer received for this RFP process. This condition does not apply to subcontractors being included in more than one Offer.
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EVALUATION OF PROPOSALS

UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **RFP**. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **RFP**. Absolutely no changes may be made by UNDP in the criteria; sub-criteria and point system indicated in the **RFP** after all Proposals have been received.

Evaluation forms for technical proposals are given below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of the Company

Form 2: Methodology - Proposed Work Plan and Approach

Form 3: Management Structure and Key Personnel

Technical Proposal Evaluation		Points Obtainable	Company / Other Entity				
Form 1			A	B	C	D	E
Expertise of the Company							
1.1	Reputation of Organization and Staff (Competence / Reliability): At least 3 years of experience in certification sphere in the market of the Republic of Uzbekistan. <ul style="list-style-type: none">• More than 7 years – 15 points;• From 5 to 6 years – 12 points;• From 3 to 4 years – 9 points;• Less than 3 years is not acceptable	15					
1.2	Recommendations at least 3 to whom such services were provided. <ul style="list-style-type: none">• More than 7 recommendations – 10 points;• From 5 to 6 recommendations – 8 points;• From 3 to 4 recommendations – 6 points;• Less than 3 recommendations are not acceptable	10					
1.3	At least 3 similar works performed by the Contractor within the last 5 years <ul style="list-style-type: none">• More than 7 similar works – 15 points;• From 5 to 6 similar works – 12 points;• From 3 to 4 similar works – 9 points;• Less than 3 similar works is not acceptable	15					

Total Part 1	40					
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Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Methodology – Proposed Work Plan and Approach							
2.1	Is the scope of task well defined and does it correspond to the TOR? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
2.2	To what degree does the Proposer understand the task and effective method of its provision? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
2.3	Does the provided methodology meet the requirements specified in the terms of reference? <ul style="list-style-type: none">Perfect – 10 points;Good – 8 points;Satisfactory – 6 points;Not acceptable – 0.	10					
Total Part 2		30					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Management Structure and Key Personnel							
3	Media Monitoring Specialist						
3.1	Higher education in media monitoring sphere (copy of the diploma, certificates and other documents, proving the higher education can be requested additionally)	7					

3.2	At least 3-year work experience in media monitoring <ul style="list-style-type: none"> • More than 7 years – 15 points; • From 5 to 6 years – 12 points; • From 3 to 4 years – 9 points; • Less than 3 years is not acceptable 	10					
3.3	Experience in working with UNDP worldwide and/or development issues	10					
3.4	Language skills: Russian, Uzbek, English are mandatory	3					
Total Part 3		30					
Total Parts 1,2,3		100					

Contract will be awarded to the technical responsive offer proposed the lowest price. Offers are not received the minimum pass score of 70% of technical proposal scores will be recognized as the proposal does not meet the technical requirements of the tender.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁶

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁷)

[insert: Location].

[insert: Date]

To: Procurement unit

We, the undersigned, hereby offer UNDP the following services in accordance with the requirements specified in **RFP** and all its annexes, as well as the General Terms and Provisions of UNDP contracts. We confirm that we have read, understood and accept the requirements and terms of the terms of reference describing our duties and responsibilities under this RFP, as well as the general UNDP terms and conditions under the contract.

We agree to abide by the terms of this commercial offer within **60 calendar** days from the deadline specified in the request for the submission of the offer; it remains binding and can be accepted at any time before the expiration of this period. We hereby declare that:

(a) All information and statements presented in this tender offer are true, and we agree that any incorrect information contained in it may lead to our disqualification;

(b) At present, we are not included in the UN register which includes companies that are not entitled to supply, and other similar lists of other UN agencies, and we are in no way connected with any companies or persons included in the UN Security Council Committee Consolidated List 1267/1989.

(c) We are not at the stage of unfinished bankruptcy and we have no lawsuits or claims that could adversely affect our work as an operating enterprise;

(d) We do not employ people who work or have recently worked for the UN or UNDP, and we do not plan to hire such persons.

We are aware that your organization reserves the right to accept or reject any of the proposals received, is not responsible for such actions and does not undertake to inform the supplier of their reasons without a request from us:

A. Qualifications of the Service Provider

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

a) Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area.

⁶ This serves as a guide to the Service Provider in preparing the Proposal.

⁷ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- b) The company's charter should include the right and other permits to provide the service, Registration Papers, Tax Payment Certification, etc.
- c) Recommendations at least 3 to whom such services were provided
- d) At least 3 similar works performed by the Contractor within the last 5 years
- e) A copy of Latest Business Registration Certificate and License verified by signature of authorized person and stamp.

B. Proposed Methodology for the Completion of Services

The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.), describe how it will meet the RFP requirements with a detailed description of the main performance characteristics of the work, reporting mechanisms and quality assurance, and rationale for the proposed methods in the context of local conditions and the type of work.

C. Qualifications of Key Personnel

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

- Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- CVs demonstrating qualifications must be submitted if required by the RFP; and
- Written confirmation from each personnel that they are available for the entire duration of the contract.
- Copy of diplomas, certificates, as required by UNDP.

D. Cost Breakdown per Deliverable*

Out puts	Activity/Output	Payment Structure	Price in (indicate currency) (The total amount)
The payments shall be made to the banking account in the following order:			
1.	Submission of the respective report per month	monthly	
	TOTAL	monthly	
	VAT (if applicable for companies registered in the Republic of Uzbekistan)		
	Total for 6 months		
For local companies registered in Uzbekistan.			
The payments shall be made to the banking account in the following order:			
100% monthly payment is done on a monthly basis upon the submission of the respective monthly report			

*This shall be the basis of the payment tranches, whether there are discrepancies between the total amount specified in tables D and E, in that case the price rate indicated in table (D) will be prevalent.

E. Cost Breakdown by Cost Component:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services of attracted Expertise				
a. Expertise Services 1				
b. Expertise Services 2				
2. Services from Overseas (if required)				
a. Expertise Services 1				
b. Expertise Services 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance including accommodation				
III. Other Direct Related Costs (translation, printing and other)				
IV. Overhead expenses (no more 3,5%)				
V. VAT (if applicable for companies registered in the Republic of Uzbekistan)				

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

Part 1: DECLARATION OF INTEREST

Dear Sir/Madam,

We/I, _____ (Name and Title), as Director/Founder of _____ Company, declare that:

(a) Have no financial and other interests in, association or relationship with, are not employed and do not have relatives (i.e. spouse, parents, children or siblings) employed by the United Nations Development Programme (UNDP) or the Government of Uzbekistan that announced the tender; and do not have access to information about, or influence on the selection process for this tender;

(b) Have no common controlling partner, director, shareholder, legal representative for the purposes of this tender with any other entity submitting its Quotation under this tender; are not subcontracting or are subcontractors to other entities for the purposes of this tender; and that the experts proposed in the team do not participate in more than one Quotation for this tender;

(c) Are not involved in activities that could have an impact on the objectivity and independence of the Contractor's team in carrying out its duties under the contract or can affect the image of the United Nations and the Government of Uzbekistan.

We certify that the information stated is true, correct and complete to the best of our knowledge and belief. We are obliged to comply with all requests for additional information, documentation, clarification and/or verification concerning the Declaration of Interest statement.

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the tender.

We declare that we are not in the UN Security Council 1267/1989 List, UN Procurement Division List or other UN Ineligibility List.

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TABLE 1: COMPANY PROFILE

Part 3: COMPANY PROFILE 1. Offeror's Legal Name [insert Offeror's legal name]		
2. In case of Joint Venture (JV), legal name of each party: [insert legal name of each party in JV]		
3. Actual or intended Country/ies of Registration/Operation: [insert actual or intended Country of Registration]		
4. Year of Registration in its Location: [insert Offeror's year of registration]		
5. Countries of Operation	6. No. of permanent staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: [insert Offeror's legal address in country of registration]		
9. Value and Description of Top 3 (three) Biggest Contracts for the past 5 (five) years		
10. Latest Credit Rating (Score and Source, if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. Offeror's Authorized Representative Information Name: [insert Authorized Representative's name] Address: [insert Authorized Representative's Address] Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Email Address: [insert Authorized Representative's email address]		
13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO		

Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TABLE 2: PERFORMANCE OF SIMILAR CONTRACTS. *

Name of delivered goods	Terms of the contract (year, month)	Cost of work	Customer (Company name, full name of the contact person, telephone)

*Requires at least two similar contracts during last 3 years on supply of machinery (including field and sport equipment).

[Name and signature of authorized person]

[Position]

[Date]

[Stamp of the company]

TERMS OF REFERENCE

Media Monitoring Service for UNDP Uzbekistan

1. Background

UNDP in Uzbekistan conducts various outreach activities, building on its communications vision to maximize the visibility of its work in Uzbekistan by communicating inclusively and effectively the essence, success and results, to a wide and varied local target audience. One key objective is encouraging and supporting engagement with strategically targeted media

Media monitoring aims to keep UNDP aware of:

1. The media coverage of UNDP's activities in Uzbekistan;
2. What UNDP issues and themes are most likely to be picked up by the media;
3. Accuracy of coverage of specific issues pertaining to good governance, inclusive growth and climate change;
4. How enhanced coverage of an issue helps foster solutions for that issue, especially by empowering social actors and individuals affected by it.

2. Period of media monitoring:

15 April – 15 October 2021 (6 months contract with possible extension)

3. Objectives and scope of service:**General objective:**

The UNDP seeks a company to provide media monitoring services.

Specific objectives:

- Monitor Uzbek media for stories, news, analytical and editorial pieces (in Uzbek, Russian and English) featuring the UNDP, both proactive (initiated by the media outlet) and reactive (in response to a UNDP press release or media advisory);
- Provide weekly media monitoring reports for UNDP on issues reflected in the national and local newspapers, TV channels, on-line media and social media in Uzbekistan;
- For each press release issued by the UNDP, provide a report on its media take-up;
- Upon request, provide more detailed reports on specific events or topics of special interest to UNDP; Categorize the clips according to: i) media channel, i.e. Print/Newspaper, Radio, TV, and Web ii) Thematic Area, i.e. climate change, migration, poverty reduction etc., iii) area: national/regional/local, iv) sentiment (positive, negative, neutral), v) originality (original/duplicate). Emphasize clippings in the target media, which list shall be provided by the Country Office and which might be continuously adjusted.
- For each story, capture and record the title, media source (radio, TV, Internet, etc.), thematic area, author (person reporting the story), organization being quoted, date of story, name of specific media, etc.
- Once a month and at the end of the year, analyze the overall media coverage and provide recommendations to better target messages and increase outreach in the form of PPP (e.g. significant gaps in media coverage, key features of the most successful/less successful press releases, etc.).

4. Deliverables and timeframe:

* Key words may be subject to frequent modifications.

Overall Visibility		UNDP Image Monitoring
Key words		UNDP, United Nations Development Programme, Программа развития Организации Объединённых Наций, Программа развития ООН, ПРООН, ВМТТД, ВМТ Taraqqiyot Dasturi, Matilda Dimovska, Doina Munteanu
Type of monitoring (Image/Content)		Image
Quantitative report	Online	yes
	Print + TV+ radio	yes
	Social media	yes
Frequency of quantitative reports		Weekly Monthly Half-Yearly Per event/campaign
Special requirements (local or regional media)		no
Media analysis		yes
Frequency of media analysis		Monthly and half-yearly
Schedule of payments		On a monthly basis
Period of monitoring		6 months
Contact person: email		feruza.nomozova@undp.org

Visibility by clusters		UNDP Support to Building Good Governance
Key words (Translations in local languages will be provided additionally)		<ol style="list-style-type: none"> 1. UN Joint Programme on Social Protection 2. Accelerator Lab 3. Youth for Social Harmony In The Fergana Valley 4. UNDP Support to the electoral process in Uzbekistan 5. Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan 6. Support to implementation of Charter-based and Treaty Bodies recommendations in Uzbekistan 7. Empowering Women to Participate in Public Administration and Socio-Economic Life

		8. Support to enhancement of law making, rulemaking and regulatory impact assessment 9. Rule of law partnership in Uzbekistan 10. Preventing corruption through effective, accountable and transparent governance institutions in Uzbekistan
Type of monitoring (Image/Content)		Content
Quantitative report	Online	yes
	Print + TV+ radio	yes
	Social media	yes
Frequency of quantitative reports		Weekly Half-Yearly Per event/campaign
Special requirement		N/A
Media analysis		yes
Frequency of media analysis		Monthly and half-yearly
Schedule of payments		On a monthly basis
Period of monitoring		6 months
Contact person: email		feruza.nomozova@undp.org

Visibility by clusters		UNDP Support to combat climate change and sustain inclusive growth
Key words (Translations in local languages will be provided additionally)		1. Engagement for uranium legacy remediation 2. Financing for Sustainable Development 3. Resilience of Local Communities Against Health, Environmental and Economic Insecurities Caused by Environmental Destruction in the Aral Sea Region 4. Aid for trade in Uzbekistan 5. Promoting green urban development in Tashkent through accelerating investments in low emission infrastructure 6. Addressing the urgent human insecurities in the Aral Sea region through promoting sustainable rural development 7. Promoting Youth Employment 8. Resilience of Farming To Climate Change Risks In Fergana 9. Complete HCFC Phase-out in Uzbekistan 10. Sustainable management of water resources in rural areas in Uzbekistan 11. Market Transformation for Sustainable Rural Housing 12. Developing climate resilience of farming communities in the drought prone parts of Uzbekistan 13. Sustainable natural resource and forest management in key mountainous areas important for globally significant biodiversity
Type of monitoring (Image/Content)		Content
Quantitative report	Online	yes
	Print + TV+ radio	yes

	Social media	yes
Frequency of quantitative reports	Weekly Half-Yearly Per event/campaign	
Special requirement	No	
Media analysis	yes	
Frequency of media analysis	Monthly and Half-Yearly	
Schedule of payments	On a monthly basis	
Period of monitoring	6 months	
Contact person: email	feruza.nomozova@undp.org	

Monthly and half-yearly reports will include an analysis of the media coverage:

- What issues/subjects that concern UNDP are more and less reflected by the media.
- How is UNDP reflected in media: positive/neutral/negative contexts.
- Analysis of pro-active (interviews, analyses) vs reactive (publishing the issues media releases) approaches of media outlets.
- A classification of media sources in relation to UNDP: friendly, neutral, negative.

5. General experience required for the company:

- At least 3 years of experience in media monitoring of the respective company or engaged staff;
- User friendly format of data delivery packages;
- Web-interface, with possibility to add multiple users, to show in real-time the monitoring dashboard. Possibility to enable notifications in real-time on negative clippings;
- High coverage and quality of previous media monitoring services;
- Experience in working with UNDP worldwide and/or development issues;
- Demonstrated capacity of permanent data storage;
- Flexibility in responding to the needs of the contracting agency. i.e. special reports, at request, including on short notice, to report on coverage of special events, include new media sources.

6. Performance indicators

The performance of work will be appreciated based on following indicators:

- Quality and quantity of work;
- Compliance with the established deadline for submission of the draft and final report;
- Demonstration of good cooperation with UNDP as well as with national counterparts.

7. Institutional arrangements

The company will work in close cooperation with the UNDP Communications Analyst. The deliverables shall be approved by the contact person for each report. Payments are done on a monthly basis upon the submission of the respective monthly report.