



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: April 30, 2021
	REFERENCE: 347-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of “**Development of E-Veteran Native Mobile Applications (Android, IOS)**”.

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

Proposals may be submitted on or before **23:59 (Kyiv time) Friday, May 14, 2021** and via email to the address below:

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

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

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

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

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

Messages should **not exceed 20 MB in size**. Offers larger than 20 MB should be split into several messages and each message subject should indicate “part x of y” besides the marking mentioned in the announcement

and the solicitation documents. Messages larger than 20 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **“347-2021-UNDP-UKR-RFP-RPP”** and **“Development of E-Veteran Native Mobile Applications (Android, IOS)”**.

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

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

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

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions. 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:

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



**Ms. Agnes Kochan,
UNDP Operations Manager**

April 30, 2021

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Description of Requirements

Context of the Requirement	“Development of E-Veteran Native Mobile Applications (Android, IOS)”
Brief Description of the Required Services	The main goal of the assignment is to develop an E-Veteran Mobile Application, which should also become a part of the Information Services System of the Ministry of Veterans Affairs, in order to automate and make transparent the receipt of sanatorium-resort care services, choose treatment facilities or psychosocial support centers independently, submit online-requests for receiving treatment, and obtain visual information about these services.
List and Description of Expected Outputs to be Delivered	<ol style="list-style-type: none"> 1. A mobile application concept describing the content, technological solutions, visual design, and technical needs is developed and agree with UNDP. 2. A prototype of the Mobile Application is developed and agree with UNDP. 3. A software for the Mobile Application is developed and agree with UNDP. An E-Veteran Mobile Native Application is developed and agree with UNDP. 4. An API and a gateway for the interaction of the information system of the Ministry of Veterans Affairs and the E-Veteran Mobile Application are developed and agree with UNDP and Ministry of Veterans Affairs of Ukraine.
Person to Supervise the Work/Performance of the Service Provider	Civil Society Engagement and Capacity Development Specialist
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to the proposed timeframe specified in the attached TOR
Target start date	May 2021
Target completion date	October 2021
Travels Expected	According to TOR attached
Special Security Requirements	n/a
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The Program does not provide premises, equipment, supporting personnel, services or logistic support.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD). 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"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	<p>Pre-Bidding Conference will be held on Friday, May 07, 2021 at 12:00 (Kyiv time) via Skype.</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 at the following e-mail: procurement.rpp.ua@undp.org</p> <p>Attn: Procurement Unit Subject: 347-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<p>The contractor is invited to assess the complexity of work on the implementation by each of these Deliverables, and to offer the customer the preferred percentage of the total proposed value of the contract. Proposed by UNDP payment schedule:</p> <ul style="list-style-type: none"> • Upon completion of Deliverable 1 and 2 – 25 % of the Contract amount. • Upon completion of Deliverable 3 – 25 % of the Contract amount. • Upon completion of Deliverable 4 – 25 % of the Contract amount. • Upon completion of Deliverable 5 and 6 – 25 % of the Contract amount. <p>The payment is made by UNDP within 30 (thirty) calendar days from the date of respective deliverable acceptance by UNDP and submission of originals of invoice, act of acceptance and tax invoice (if applicable).</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Community Security and Social Cohesion Coordinator
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). <u>This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Requirements to the organization that submits proposal 30% <input checked="" type="checkbox"/> Proposed work plan, methodology 45% <input checked="" type="checkbox"/> Personnel 25%
	<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:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) <p>Applicable Terms and Conditions are available at:</p> <p>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	<input checked="" type="checkbox"/> Description of Requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Contract for professional services template (Annex 4)
Contact Person for Inquiries (Written inquiries only)¹	<p><i>Procurement Unit UNDP Ukraine procurement.rpp.ua@undp.org</i></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>

¹ 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 in proposal	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2 to the Request for Proposal).<input checked="" type="checkbox"/> Copy of Latest Business Registration Certificate and Tax Registration certificate (not mandatory on submission stage but will be required if Offeror is selected for contract award).<input checked="" type="checkbox"/> Copies of other licenses or certificates (if any).<input checked="" type="checkbox"/> A letter of interest/offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant organization.<input checked="" type="checkbox"/> The company's portfolio of the previous projects (at least 3 (three) projects in developing mobile applications and implementing similar activities and at least 1 (one) example of in successfully conducted promotion campaign for project).<input checked="" type="checkbox"/> Technical Proposal: E-Veteran Native Mobile Applications (Android, IOS) development methodology and workplan with indicators of the effectiveness of achieving the goal.<input checked="" type="checkbox"/> CVs of the project team members (Team Leader and Key Expert) including information about previous experience in similar projects / assignments and confirmation of his/her availability if selected for this project.<input checked="" type="checkbox"/> Minimum 2 (two) reference letters on similar projects from previous clients.<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).
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Other Information Related to the RFP

Administrative Requirements

Submitted offers will be reviewed on “Pass” or “Fail” basis to determine compliance with the below formal criteria/ requirement/s:

- ✓ Offers must be submitted within the stipulated deadline.
- ✓ Offers must meet required Offer Validity.
- ✓ Offers have been signed by the proper authority.
- ✓ Offers include requested company/organization documentation as mentioned above in «Documents to be submitted section”.
- ✓ Offers must comply with general administrative requirements.

Experience and Qualification Requirements

An organization submitting a proposal:

- ✓ Officially registered Company / Organization with a valid registration at least 5 (five) years (for Ukrainian companies – a company should be registered in the territory controlled by the government of Ukraine).
- ✓ Proven experience (at least 3 (three) years) in developing mobile applications and implementing similar activities in at least in 3 (three) projects.
- ✓ Proven experience in successfully conducted promotion campaign for at least 1 (one) project.
- ✓ Availability of human resources that will ensure the proper quality and timely performance of the contract:

Team Leader:

- ✓ At least a Bachelor’s degree in information technology, computer science or any related field.
- ✓ At least 5 (five) years of relevant experience in developing software and mobile applications for Android and iOS platforms.
- ✓ At least 3 (three) years of experience in working as an IT expert or IT manager in information management systems.
- ✓ Proven experience in deploying mobile applications on Android and iOS platforms using Java and other development tools, at least 1 (one) example of product should be provided.
- ✓ Proven experience in developing adaptive and inclusive web designs (especially for people with disabilities), at least 1 (one) examples should be provided.
- ✓ Practical experience in developing software for the Ministry of Veterans Affairs or other national and local authorities would be an asset.
- ✓ Fluency in Ukrainian.

Key Expert:

- ✓ At least a Bachelor’s degree in information technology, computer science or any related field.
- ✓ At least 3 (three) years of relevant experience in developing software and mobile applications for Android and iOS platforms.
- ✓ At least 2 (two) years of experience in working as an IT expert or IT manager in information management systems.
- ✓ Fluency in Ukrainian.

	<p>Other information is available on http://procurement-notices.undp.org; For the information, please contact procurement.rpp.ua@undp.org</p>
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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 **347-2021-UNDP-UKR-RFP-RPP** dated **April 30, 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) Copy of Latest Business Registration Certificate and Tax Registration certificate (not mandatory on submission stage but will be required if Offeror is selected for contract award).

b) Copies of other licenses or certificates (if any).

c) A letter of interest/offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant organization.

d) The company's portfolio of the previous projects (at least 3 (three) projects in developing mobile applications and implementing similar activities and at least 1 (one) example of in successfully conducted promotion campaign for project).

e) Minimum 2 (two) references on similar projects from previous clients.

f) Brief Company Profile (table below).

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	

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

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
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 (two) references on similar projects from previous clients.	Please attach the signed reference letters if any.
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology, and expected deliverables, implementation schedule for each deliverable/output will be appropriate to the local conditions and context of the work including:

a) Technical Proposal: E-Veteran Native Mobile Applications (Android, IOS) development methodology and workplan with indicators of the effectiveness of achieving the goal.

C. Qualifications of Key Personnel

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

a) CVs of the project team members (Team Leader and Key Expert) including information about previous experience in similar projects / assignments and confirmation of his/her availability if selected for this project.

b) Written confirmation from each team member that they are available for the entire duration of the contract.

Financial Proposal

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

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

A. Cost Breakdown per Deliverables*

Bidders should submit their proposals in the following format that indicates the all-inclusive fixed total contract price (lump sum) for all breakdown according to stage, types of services and schedule of their provision.

No.	Deliverables	Percentage of Total Price (Weight for payment)	Price without VAT, indicate currency
1.	Deliverable 1 and 2	25%	
2.	Deliverable 3	25%	
3.	Deliverable 4	25%	
4.	Deliverable 5 and 6	25%	
Total all-inclusive cost without VAT, indicate currency		100%	

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

B. Cost Breakdown by Cost Component:

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

Nº	Activity/Costs	Unit	Number	Price per unit without VAT, indicate currency	Cost without VAT, indicate currency
1.	Staff				
1.1	Project manager salary	Month			
1.2	Key expert	Month			
1.3					
1.4					
1.5					
2.	Cost of implementation				
2.1	Information campaign				
2.2					
2.3					
3.	Administrative costs (if any)				
3.1					
3.2					
4.	Other costs (if any – to define activities/costs)				
4.1					
TOTAL without VAT, indicate currency					

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

TERMS OF REFERENCES

Project Title: United Nations Recovery and Peacebuilding Programme.

Description of the assignment: Development of E-Veteran Native Mobile Applications (Android, IOS)

Country/ place of work: Ukraine

Duration of the assignment: 6 months

Name and position of direct supervisor: Civil Society Engagement and Capacity Development Specialist

I. Project description

The current armed conflict in eastern Ukraine has had a direct and extremely negative impact on social cohesion, community security and the rule of law. While accepting the urgent need to address the challenges of restoration, economic recovery and peacebuilding in the areas directly and indirectly affected by the conflict in late 2014, the Government of Ukraine requested the international community to provide technical assistance and financial support to assess priority recovery needs. At the end of 2014, the United Nations, the World Bank and the European Union assessed the recovery and peacebuilding later approved by the Cabinet of Ministers in mid-2015.

Before the conflict over the last decade, UNDP had been actively represented in eastern Ukraine, with a focus on community development, civil society development and environmental protection. The work to address the specific development challenges occurring from the conflict and the above-mentioned is based on previous work and established partnership relations. It was initiated in 2015 through the United Nations Recovery and Peacebuilding Programme, which is a multilateral donor framework program jointly implemented by four UN partner agencies in cooperation with the Government of Ukraine.

Four United Nations agencies are implementing the United Nations Recovery and Peacebuilding Programme (UN RPP): 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.

The United Nations Recovery and Peacebuilding Programme is implemented to address and mitigate the causes and effects of the conflict. It is based on the results of the Assessment of Recovery and Peacebuilding and is consistent with the State Target Reconstruction and Peacebuilding Programme in the Eastern Regions of Ukraine, as well as with two regional development strategies until 2020. The United Nations Recovery and Peacebuilding Programme (UN RPP) provides for three main areas of activity: (i) supporting economic recovery in conflict-affected communities; (ii) promoting decentralisation and health care reform; (iii) strengthening public safety and social cohesion. The Programme is strongly consistent with the Framework Programme for Partnership between the Government of Ukraine and the United Nations. The Programme is closely associated with the Democratic Governance and Reform Programme which is implemented nationwide in all regions of

Ukraine and complies with the Sustainable Development Goals (SDGs), in particular, SDG 16 (Peace, Justice and Strong Institutions).

As a territorial programme designed specifically for conflict-affected areas in eastern Ukraine, the United Nations Recovery and Peacebuilding Programme is focused on the main priority needs for stabilisation, peace development, economy and governance in eastern Ukraine after the outbreak of the conflict. It takes into account the opportunities provided by the Minsk Protocol dated September 2014 and revival of its cease-fire provisions and is fully adapted to create a link between humanitarian and developmental needs.

The Programme activities are grouped according to the following key components of the Programme, which reflect the priority needs of the region:

Component I: Economic Recovery and Restoration of Critical Infrastructure;

Component II: Local Governance and Decentralisation Reform;

Component III: Community Security and Social Cohesion.

One of the most important peacebuilding strategies in Ukraine is to address the needs of men and women ex-combatants of ATO / JFO as one of the largest vulnerable groups. As of today, there are 400,000 ATO/JFO veterans in Ukraine. All of them are entitled to receive high-quality reinsertion and reintegration services: medical, psychological, and social.

Even though reintegration support is a part of the general development of a country and national responsibility, the task of long-term reintegration often stays with receiving community, that is an integral part of positive reintegration of ex-combatants. In other words, there is a need of sustainable approach and national owned vision of how to reintegrate the demobilized, their families, and involve communities, which will set the grounds for full DDR process in future.

In addition to building up a nationwide comprehensive and well-coordinated approach to social, psychological and medical support, veterans should be aware of e-tools and mechanisms available both at national and local levels facilitating their reintegration into peaceful life.

Currently, the Ministry of Veterans Affairs has initiated the digitalization of services provided to veterans and plans to introduce the E-Veteran Information Services System, of which the E-Veteran Mobile Application (Android, IOS) would be a part.

The overall coordination and financial management of the task is entrusted to the United Nations Development Programme (UNDP).

Therefore, UNDP is looking to contract a qualified Company / Organization (herewith – Contractor) to develop of E-Veteran Native Mobile Applications (Android, IOS).

II. Main Goals and Objectives

The **main goal of the assignment** is to develop an E-Veteran Mobile Application, which should also become a part of the Information Services System of the Ministry of Veterans Affairs, in order to automate and make transparent the receipt of sanatorium-resort care services, choose treatment facilities or psychosocial support centers independently, submit online-requests for receiving treatment, and obtain visual information about these services.

III. Scope of Work

The Contractor will be responsible for preparation and execution of the following activities:

1. **Develop a mobile application concept** describing the content, technological solutions, visual design, and technical needs for its implementation.. A letter of confirmation opinion should be provided to UNDP.
2. **Develop a prototype of the Mobile Application** and present it to the Ministry of Veterans Affairs and UNDP.
3. **Develop software for the Mobile Application**, including but not limited to the following:
 - a) An option for veterans to find information quickly and interact with the information systems (available at the link: <https://sis.mva.gov.ua/>) of the Ministry of Veterans Affairs and Service Providers (Military hospitals and Spa facilities, which provide services for veterans);
 - b) An option to use the application offline with a temporary lack of access to mobile communications;
 - c) A module to generate and view reports on the use of the Application;
 - d) A module to enable data exchange with external services and to back up data, etc.
 - e) API backend tools for interaction and implementation of certain actions to process requests from the Application;
 - f) Placing mobile applications in the Google Play Store and Apple App Store.

Developed E-Veteran Mobile Native Application for Android and iOS platforms (frontend - mobile application; backend- API services) allows to exchange data between information systems of the Ministry of Veterans Affairs (hereinafter - the System) and the Application includes, but is not limited to the following requirements:

- a) Viewing the information of the System modules, including the information and referral system module (information about services and their providers, online map of providers and Social Protection Administration);
- b) Getting logged in/registered, including password recovery;
- c) Searching for a Service Provider and choosing among Service Providers, reserving (submitting a request) for a service, and monitoring the process of rendering a service;
- d) Leaving feedback on Service Providers;
- e) Receiving application and administrator information via push notifications;
- f) Filing a request for a list of permissions to use device functions with screen tips for getting permissions;
- g) Collecting and analyzing the information about user activities;
- h) Creating application menus and page templates;
- i) Font: the text should be available in a high-contrast font, e.g. "Roboto" (Android) and "San Francisco" (iOS);
- j) Language: Ukrainian;
- k) Inclusiveness: functionality for the visually impaired;
- l) Feedback from the Ministry of Veterans Affairs to be included at the design stage;
- m) Usability: user-friendly interface according to standards provided by Apple and Google, respectively.
- n) Mobile application management system: web-based management system with mobile application data management options to be developed using the latest technologies;
- o) Good performance/download speed: high loading rates without making the user wait;
- p) User information: the following data to be provided by users:
 - Full name
 - Mobile phone number to be used as a login later
 - Password confirmation
 - Registration will be confirmed via SMS
 - Email
- q) "Submit complaint" and "Received" buttons must provide the information about the complaint submitted;

- r) While developing software, licensed software must be used that will not increase the cost of maintaining the Application during its further operation, including the further payment of these licenses after the Application is transferred to Ministry of Veterans Affairs.
4. **Develop an ARI and a gateway** for the interaction of the information system of the Ministry of Veterans Affairs and the E-Veteran Mobile Application.
 5. **Test the Application** and present it to the Ministry of Veterans Affairs and UNDP, obtaining a positive review regarding the effectiveness of the Application. **Approve the final version of the mobile application with UNDP.**
 6. **Conduct an information campaign** to promote the Application according to the media plan approved by UNDP (at least 1 (one) story on an all-Ukrainian television channel, at least 5 (five) articles in online media and posting information about the created product on at least 10 (ten) veteran pages in social networks). **Provide UNDP with a narrative report on the implementation of these Terms of Reference.**

General recommendations at service provision:

- The Contractor will ensure the mainstreaming of gender equality considerations in all aspects of the assignment, promote a safe and enabling environment free of any kind of discrimination and abusive behavior, respect differences and accord equal spaces and dignity regardless of personnel's sex, ethnicity, sexual preference, gender identity, (dis)ability or other markers of identity, and use the principles of gender-responsive communications in line with the UNDP corporate standards.
- The Contractor is responsible for ensuring proper security of project team members.
- Ensuring the reference to United Nations Recovery and Peacebuilding Programme and the Government of the Kingdom of the Netherlands.

IV. Deliverables

No.	Description of deliverable	Expected end date
1.	A mobile application concept describing the content, technological solutions, visual design, and technical needs is developed and agree with UNDP.	2 weeks after the start of the Contract
2.	A prototype of the Mobile Application is developed and agree with UNDP.	3 weeks after the start of the Contract
3.	A software for the Mobile Application is developed and agree with UNDP. An E-Veteran Mobile Native Application is developed and agree with UNDP.	7 weeks after the start of the Contract

4.	An API and a gateway for the interaction of the information system of the Ministry of Veterans Affairs and the E-Veteran Mobile Application are developed and agree with UNDP and Ministry of Veterans Affairs of Ukraine.	15 weeks after the start of the Contract
5.	An E-Veteran Mobile Application is tested and approved and agree with UNDP.	18 weeks after the start of the Contract
6.	An information campaign for the promotion of the Application is conducted. Media plan is agree with UNDP. A narrative report on the implementation of these Terms of Reference is submitted to UNDP.	20 weeks after the start of the Contract

V. Proposed Payment Schedule

UNDP will pay the negotiated amount in 4 (four) tranches as per delivery of tasks outlined above.

Upon completion of Deliverable 1 and 2 – 25 % of the Contract amount.

Upon completion of Deliverable 3 – 25 % of the Contract amount.

Upon completion of Deliverable 4 – 25 % of the Contract amount.

Upon completion of Deliverable 5 and 6 – 25 % of the Contract amount.

The payment is made by UNDP within 30 (thirty) calendar days from the date of respective deliverable acceptance by UNDP and submission of originals of invoice, act of acceptance and tax invoice (if applicable).

VI. Requirements for Monitoring / Reporting

The Contractor reports to the Civil Society Engagement and Capacity Development Specialist of the Nations Recovery and Peacebuilding Programme, who accepts and approves the above deliverables. Detailed workplan for ensuring achievement of results will be discussed with Contractor in advance before start of assignment execution.

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

All reports shall be submitted to UNDP electronically (formats: * .docx, * .xlsx, * .pptx, * .pdf) on electronic media or in electronic communication form. Reports shall be written in Ukrainian.

VII. Experience and Qualification Requirements

- Officially registered Company / Organization with a valid registration at least 5 (five) years (for Ukrainian companies – a company should be registered in the territory controlled by the government of Ukraine).
- Proven experience (at least 3 (three) years) in developing mobile applications and implementing similar activities in at least in 3 (three) projects.
- Proven experience in successfully conducted promotion campaign for at least 1 (one) project.
- Availability of human resources that will ensure the proper quality and timely performance of the contract:

Project team shall include Team Leader and Key Expert:

- Team Leader:
 - ✓ At least a Bachelor's degree in information technology, computer science or any related field.
 - ✓ At least 5 (five) years of relevant experience in developing software and mobile applications for Android and iOS platforms.
 - ✓ At least 3 (three) years of experience in working as an IT expert or IT manager in information management systems.
 - ✓ Proven experience in deploying mobile applications on Android and iOS platforms using Java and other development tools, at least 1 (one) example of product should be provided.
 - ✓ Proven experience in developing adaptive and inclusive web designs (especially for people with disabilities), at least 1 (one) examples should be provided.
 - ✓ Practical experience in developing software for the Ministry of Veterans Affairs or other national and local authorities would be an asset.
 - ✓ Fluency in Ukrainian.
- Key Expert:
 - ✓ At least a Bachelor's degree in information technology, computer science or any related field.
 - ✓ At least 3 (three) years of relevant experience in developing software and mobile applications for Android and iOS platforms.
 - ✓ At least 2 (two) years of experience in working as an IT expert or IT manager in information management systems.
 - ✓ Fluency in Ukrainian.

VIII. Documents to be included when submitting the Proposal

Applicants shall submit the following documents:

1	Legal documents of applying organization / company certifying the status and official date of registration.
2	A letter of interest/offer, which outlines previous experience in implementing similar to assignment projects and competitive advantages of the applicant organization.
3	The company's portfolio of the previous projects (at least 3 (three) projects in developing mobile applications and implementing similar activities and at least 1 (one) example of in successfully conducted promotion campaign for project).
4	Technical Proposal: E-Veteran Native Mobile Applications (Android, IOS) development methodology and workplan with indicators of the effectiveness of achieving the goal.
5	CVs of the project team members (Team Leader and Key Expert) including information about previous experience in similar projects / assignments and confirmation of his/her availability if selected for this project.
6	Financial proposal with the description of activities within the work plan.
7	Minimum 2 (two) reference letters on similar projects from previous clients.

IX. Evaluation Criteria

Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that:

- compliant with all the minimum evaluation criteria;
- passed the minimum technical score of 70 % (or 490 points) of the obtainable score of 700 points in the evaluation of the technical proposals.

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

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

Evaluation and comparison of proposals

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Score
1.	Experience of the company/organization submitting the proposal	30 %	210
2.	Proposed work plan, general methodology and approach	45 %	315
3.	Personnel	25 %	175
	Total Score	100 %	700

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

Technical Evaluation Forms:

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

Form 2. Proposed work plan, methodology and approach

Form 3. Personnel

Technical Evaluation Form 1		Company/Organization
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		Maximum Score	A	B	C
Experience of the company/organization submitting the proposal					
1.1	Proven experience in developing mobile applications and implementing similar activities: (50 points – more than 5 projects, 40 – 4-5 projects, 30 points – 3 projects)	50			
1.2	Reference letters on similar projects from previous clients/customers: (50 points – more than 2 letters, 30 points – 2 letters)	50			
1.3	Experience in developing mobile applications and implementing similar activities: (60 points – 6 years and more, 50 points – 4-5 years, 35 points – 3 years)	60			
1.4	Proven experience in successfully conducted promotion campaign. (50 points – 4 projects and more, 40 – 2-3 projects, 30 points – 1 project)	50			
Total score on Form 1		210			

Technical Evaluation Form 2		Maximum Score	Company/Organization		
			A	B	C
The proposed work plan, methodology and approach					
2.1	Does the submitted Technical Proposal meet the objective and scope of work? (The Technical Proposal generally meets the objectives and scope of work – 102 points; The Technical Proposal corresponds well to the task, but workload overstated/understated – 115 points; The Technical Proposal is logical and details the algorithm of the task which is corresponding to the volume of work – 125 points)	125			
2.2	How well developed, reasonable and reliable is the methodology of implementation of services? (The methodology was developed with an incomplete understanding of current realities and compliance with the tasks – 90 points; The methodology logically describes a sequence of works – 100 points; The methodology includes thorough criteria that demonstrate its feasibility –110 points)	110			

2.3	How well developed and reliable is the task schedule? (The proposed task schedule contains some discrepancies – 70 points; the organization provided a balanced and realistic task schedule – 80 points)	80			
	Total score on Form 2	315			

Technical Evaluation Form 3		Maximum Score	Company/Organization		
			A	B	C
Personnel					
	Team Leader				
3.1	Educational background in information technology, computer science or any related field (20 points – Master’s / Specialist degree or higher; 15 points – Bachelors’ degree)	20			
3.2	Relevant experience in developing software and mobile applications for Android and iOS platforms. (35 points – 6 years and more; 25 points – 5 years)	35			
3.3	Experience in working as an IT expert or IT manager in information management systems. (20 points – 4 years and more, 15 points – 3 years)	20			
3.4.	Proven experience of deploying mobile applications on Android and iOS platforms using Java and other development tools. (10 points – 3 and more similar products; 5 points – 2 similar products, 3 points – 1 similar product).	10			
3.5.	Proven experience in developing adaptive and inclusive web designs (especially for people with disabilities) (10 points – more, than 3 similar products; 5 points – 2-3 similar products; 3 points – 1 similar product)	10			
3.6.	Proven practical experience in developing software for the Ministry of Veterans Affairs or other national and local authorities.	10			

	(10 points – 2 or more examples of such an experience, 5 points – 1 example of such an experience, 0 points – no such experience)				
	Internal score by criteria 3.1 – 3.6	105			
	Key Expert				
4.1	Educational background in information technology, computer science or any related field. (20 points – Master’s/ Specialist degree or higher; 15 points – Bachelors’ degree)	20			
4.2	Relevant experience in developing software and mobile applications for Android and iOS platforms. (30 points– 4 years and more; 17 points – 3 years)	30			
4.3	Experience in working as an IT expert or IT manager in information management systems. (20 points – 3 years and more; 10 points – 2 years)	20			
	Internal score by criteria 4.1 – 4.3	70			
	Total score on Form 3	175			

X. Financial Proposal

The financial proposal shall specify a total lump sum amount. Payments are based upon output, i.e. upon delivery of the services specified in the TOR, according to the abovementioned schedule.

The Contractor will be responsible for all administrative expenses associated with undertaking this assignment including office accommodation, printing, stationary, telephone and electronic communications, and report copies incurred in this assignment.

The expenses related to the implementation of services, such as accommodation, meals, technical devices, rental of premises for the activities, travel costs, as well as experts’ fees and their travel costs should be included in the financial proposal.

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

A. Cost Breakdown per Deliverables

Bidders should submit their proposals in the following format that indicates the all-inclusive fixed total contract price (lump sum) for all breakdown according to stage, types of services and schedule of their provision.

No.	Deliverables	Percentage of Total Price (Weight for payment)	Price without VAT, indicate currency
1.	Deliverable 1 and 2	25%	
2.	Deliverable 3	25%	
3.	Deliverable 4	25%	



4.	Deliverable 5 and 6	25%	
Total all-inclusive cost without VAT, indicate currency		100%	

B. Cost breakdown by components

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

No	Activity/Costs	Unit	Number	Price per unit without VAT, indicate currency	Cost without VAT, indicate currency
1.	Staff				
1.1	Project manager salary	Month			
1.2	Key expert	Month			
1.3					
1.4					
1.5					
2.	Cost of implementation				
2.1	Information campaign				
2.2					
2.3					
3.	Administrative costs (if any)				
3.1					
3.2					
4.	Other costs (if any – to define activities/costs)				
4.1					
TOTAL without VAT, indicate currency					

Model Contract

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

<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> 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. <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до 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 consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> 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. <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the “Contract”), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only 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>
<p>Від імені Підрядника / For the Contractor</p>	<p>Від імені ПРООН / For UNDP</p>
<p>Підпис / Signature:</p>	<p>Підпис / Signature:</p>
<p>Ім'я / Name:</p>	<p>Ім'я / Name:</p>
<p>Посада / Title:</p>	<p>Посада / Title:</p>
<p>Дата / Date:</p>	<p>Дата / Date:</p>