



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: May 11, 2021
	REFERENCE: 199-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **“Organization and holding of the School of Social Work for 20 pilot territorial communities in Donetsk and Luhansk oblasts”**.

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) Tuesday, May 25, 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: **“199-2021-UNDP-UKR-RFP-RPP”** and **“Organization and holding of the School of Social Work for 20 pilot territorial communities in Donetsk and Luhansk oblasts”**.

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**

May 11, 2021

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Description of Requirements

Context of the Requirement	“Organization and holding of the School of Social Work for 20 pilot territorial communities in Donetsk and Luhansk oblasts”
Brief Description of the Required Services	The main goal of this assignment is to create the School of Social Work (SSW) for the representatives of local governments, who act in the area of social services provision, to raise their awareness in the sphere of social policy, and strengthen the capacity of the institutions that provide those services in the territorial communities. The participants of SSW will study to develop and implement the local social policy in their territorial community, use participatory planning, deliver, evaluate and diversify the social services for the population, organize new forms of service provision, involve all stakeholders and beneficiaries in the process of social services provision, etc.
List and Description of Expected Outputs to be Delivered	<p>Deliverable 1.</p> <ol style="list-style-type: none"> 1. The detailed work plan of the School for Social Work (SSW) with timeframe and key activities is developed and agreed upon with the UN RPP specialist. 2. The launch of SSW (online format) for the 20 pilot territorial communities’ representatives is held. 3. The trainers of SSW are selected and agreed with UNRPP. 4. The programs of 12 interconnected thematic training are developed and agreed upon with UNRPP specialists. 5. The SSW schedule, training materials, pre-and end-of-training evaluation tools to assess the results of learning are developed and agreed upon with the UNRPP specialist. 6. The report on Delivery 1 is prepared, submitted to, and accepted by the UN RPP specialist. <p>Deliverable 2.</p> <ol style="list-style-type: none"> 1. The participants for SSW (training, internship) from 20 pilot territorial communities are selected and agreed with the UN RPP specialist. 2. 12 (twelve) training for 240 participants are conducted according to the schedule, the report (incl. list of participants, description, recommendations) of each training is prepared and submitted to and accepted by UN RPP specialist. 3. 3 (three) analytical reports about the dynamics of transformation of social services system in pilot communities under the SSW influence are prepared after each group of training, submitted to and accepted by UN RPP specialist. 4. The report on Delivery 2 is prepared, submitted to, and accepted by the UN RPP specialist. <p>Deliverable 3.</p> <ol style="list-style-type: none"> 1. The venue of a 5-day internship for 15 representatives of local self-governments is selected and the program of internship is developed and agreed with UNRPP.

	<p>2. The list of participants of the related fields of social work is selected and agreed with UNRPP.</p> <p>3. The internship for 15 participants is held according to the program and schedule approved.</p> <p>4. The report (incl. list of participants, description, recommendations) about the internship is prepared and submitted to and accepted by UN RPP specialist.</p> <p>Deliverable 4.</p> <p>1. The information-analytical materials about the impact of the SSW and the presentation about the SSW are prepared, submitted to, and accepted by UN RPP specialists.</p> <p>2. The informational edition "Improving accessibility of social services - success stories about the communities of Donetsk and Luhansk oblasts" prepared for printing and approved by UNRPP.</p> <p>3. 2 (two) 1-day regional conferences (1 in Kramatorsk and 1 in Sievierodonetsk) are organized and held.</p> <p>4. The final report about the implementation of the School for Social Work is prepared and submitted to UNRPP.</p>
Person to Supervise the Work/Performance of the Service Provider	Territorial Amalgamation 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	June 2021
Target completion date	November 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
	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days

Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on Tuesday, May 18, 2021 at 11:00 (Kyiv time) via Skype. 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 Attn: Procurement Unit Subject: 199-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration
Payment Terms	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: <ul style="list-style-type: none"> • 20% - upon completion of Deliverable 1 • 35% - upon completion of Deliverable 2 • 35% - upon completion of Deliverable 3 • 10% - upon completion of Deliverable 4. 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).
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme 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	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 25% <input checked="" type="checkbox"/> Proposed work plan, methodology, and approach 40%

	<input checked="" type="checkbox"/> Personnel 35% <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
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	<i>Procurement Unit UNDP Ukraine procurement.rpp.ua@undp.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

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	<p><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2 to the Request for Proposal).</p> <p><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).</p> <p><input checked="" type="checkbox"/> Copies of other licenses or certificates (if any).</p> <p><input checked="" type="checkbox"/> A letter of interest/offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant organization.</p> <p><input checked="" type="checkbox"/> The company's portfolio of the previous projects (at least 3 (three) examples of proven experience in organizing internships all over Ukraine for the representatives of local self-government, at least 3 (three) examples proven experience in organizing conferences, seminars, round tables (for at least 50 participants) for the representatives of local self-government, including online format and at least 5 (five) examples of short/long term training programs developed for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas).</p> <p><input checked="" type="checkbox"/> Brief description of the assignment implementation with an indication approach to the performance of each stage of the SSW, including the thematic of the trainings, tools and reports forms to evaluate the effectiveness of the training part of SSW, to track the changes in the system of social service provision in the pilot communities; and recommendations to further organization of the internship program for the participants of the SSW and general coverage of the results at the regional level conferences to disseminate the experience among other territorial communities. A work plan with the proposed work schedule, timeframe, indication of the persons responsible for each area of activity.</p> <p><input checked="" type="checkbox"/> CVs of the project team members (Team Leader, Team Member and Conference/Travel Manager), including information about the experience of implementing similar projects/objectives (references should be provided) and confirmation of his/her availability if selected for this project.</p> <p><input checked="" type="checkbox"/> CVs of the proposed trainers including information about the experience and competencies (required as per that Terms of Reference).</p> <p><input checked="" type="checkbox"/> Minimum 2 (two) reference letters on the development and implementation of advanced educational programs, and 2 (two) reference letters on the conference service experience of the similar events from previous clients.</p> <p><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).</p>
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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:

- ✓ Organization / Company with valid registration (for Ukrainian companies – a company should be registered in the territory controlled by the government of Ukraine).
- ✓ Proven experience in developing short/long term training programs for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas (at least 5 (five) examples of training programs should be provided).
- ✓ At least 5 (five) years of proven experience in organizing and conducting training in the field of social services provision and social services protection.
- ✓ Proven experience in organizing internships all over Ukraine for the representatives of local self-governments (at least 3 (three) examples should be provided).
- ✓ Proven experience in organizing conferences, seminars, round tables (for at least 50 participants) for the representatives of local self-governments, including online format (at least 3 (three) examples should be provided).
- ✓ Availability of human resources that will ensure due quality and timely implementation of the contract:

Team Leader:

- ✓ At least Master's/Specialist's degree in economics or sociology, or public administration.
- ✓ At least 5 (five) years of experience working in the sphere of socio-economic development programs, including social services protection and provision.
- ✓ Proved experience in managing educational programs for local officials, local self-governments (at least 3 (three) examples should be provided).
- ✓ Proved experience in developing training programs, manuals, information-analytical materials in the field of social services provision/protection, and related fields (3 (three) examples to be provided).
- ✓ Fluency in Ukrainian.

	<p>Team Member:</p> <ul style="list-style-type: none"> ✓ At least Master's/Specialist's degree in economics, sociology, pedagogics, or journalism. ✓ At least 3 (three) years of proven experience in administrating the educational programs for the representatives of local self-government. ✓ Proven experience in preparing press releases, publications, working out informational brochures, booklets (at least 3 (three) examples to be provided). ✓ Proven experience in reporting, developing evaluation/assessment forms, (at least 3 examples to be provided). ✓ Fluency in Ukrainian. <p>Conference / Travel Manager:</p> <ul style="list-style-type: none"> ✓ At least 3 (three) years of proven experience in managing conference services and travel arrangements for a group of adults (at least 20-30 persons) all over Ukraine. ✓ At least Master's/Specialist's degree in economics or sociology, or public administration or other relevant field. ✓ Minimum 5 (five) full escort events conducted at a high-tech level (training, conference, internship) are arranged for the group no less than 25 people. ✓ Fluency in Ukrainian. <p>Other information is available on http://procurement-notice.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 **199-2021-UNDP-UKR-RFP-RPP** dated **May 11, 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) examples of proven experience in organizing internships all over Ukraine for the representatives of local self-government, at least 3 (three) examples proven experience in organizing conferences, seminars, round tables (for at least 50 participants) for the representatives of local self-government, including online format and at least 5 (five) examples of short/long term training programs developed for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas).

e) Minimum 2 (two) reference letters on the development and implementation of advanced educational programs, and 2 (two) reference letters on the conference service experience of the similar events 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	
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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

Year of foundation	
Legal status	If Consortium, please provide written confirmation from each member
Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
References	Please attach at least 2 (two) reference letters on the development and implementation of advanced educational programs and 2 (two) reference letters on the conference service experience of similar events from previous clients as well as their contact details.
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) Brief description of the assignment implementation with an indication approach to the performance of each stage of the SSW, including the thematic of the trainings, tools and reports forms to evaluate the effectiveness of the training part of SSW, to track the changes in the system of social service provision in the pilot communities; and recommendations to further organization of the internship program for the participants of the SSW and general coverage of the results at the regional level conferences to disseminate the experience among other territorial communities. A work plan with the proposed work schedule, timeframe, indication of the persons responsible for each area of activity.

C. Qualifications of Key Personnel

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

a) CVs of the project team members (Team Leader, Team Member and Conference/Travel Manager), including information about the experience of implementing similar projects/objectives (references should be provided) and confirmation of his/her availability if selected for this project.

b) CVs of the proposed trainers including information about the experience and competencies (required as per that Terms of Reference).

c) 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.

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	20%	
2.	Deliverable 2	35%	
3.	Deliverable 3	35%	
4.	Deliverable 4	10%	
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	The amount, without VAT, indicate currency
1.	Staff				
1.1	Team Leader	month			
1.2	Team Member	month			

1.3	Conference / Travel Manager	Day			
1.3.	Adviser (if necessary – to specify the issues he/she is competent in)	hour			
1.4.	Expert (if necessary – to specify the area and scope of work he/she is responsible for)	hour			
				
2.	Costs of implementation				
2.1	<i>Holding the School for Social Work 12 (twelve) 2-day training for 240 participants from Donetsk and Luhansk oblasts</i>				
2.1.1	Trainers' fee	hour			
2.1.2	Travel of participants from the place of residence and back (240 persons)	ticket			
2.1.3	Meals for participants (20 persons x 12 trainings x 2-training days)	set			
2.1.4	Rental of premises	hour			
2.1.5	Handouts	set			
2.1.6	Accommodation of participants (240 nights x 1 participant x cost of one-night stay)	room-night			
2.1.7	Individual protection means (masks, disinfectors)				
2.1.8	Other (if any – to define activities/costs)				
2.2	<i>5-day Internship for 15 participants in the advanced territorial centres for social services in Ukraine</i>				
2.2.1	Mentors' fee (calculation of item)	hour			
2.2.2	Travel of participants from the place of residence and back (15 persons)	ticket			
2.2.3	Transportation of 15 participants during a 5-day internship				
2.2.4	Meals for participants (15 days x 15 persons)	set			

2.2.5	Accommodation of participants (4 nights x 15 participants x cost of one-night stay)	room-night			
2.2.6	Rental of premises (if applicable)	hour			
2.2.7	Handouts	set			
2.2.8	Individual protection means (masks, disinfectors)				
2.2.9	Other (if any – to define activities/costs)				
2.3	<i>Organizing of 2 (two) 1-day conferences (1 in Kramatorsk (20 participants), 1 in Sievierodonetsk (20 participants))</i>				
2.3.1	Rental of premises	hour			
2.3.2	Speakers' and experts' fees	hour			
2.3.3	Handouts	set			
2.3.4	Rental of equipment	hour			
2.3.5	Meals for participants (2 days x 20 persons)	set			
2.3.6	Travel of participants from the place of residence and back (40 persons)				
2.3.7	Other (if any – to define activities/costs)				
2.4	<i>Development and preparation for printing the manual "Improving accessibility of social services - success stories about the communities of Donetsk and Luhansk oblasts" (up to 50 A4-sized pages)</i>				
2.4.1	Expert's fee	hour			
2.4.2	Designer's services	page			
2.4.3	Other (if any – to define activities/costs)				
3.	Administrative costs				
3.1	Staff travel and accommodation (if necessary)				
3.2	Travel costs (tickets)	ticket			
3.3	Accommodation	room-night			
3.4	Daily allowance	day			

3.5	Other (if any – to define activities/costs)				
TOTAL, without VAT, indicate currency					

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

Annex 3.**TERMS OF REFERENCE**

Project Name:	Recovery and Peacebuilding Programme
Description of the assignment:	Organization and holding of the School of Social Work for 20 pilot territorial communities in Donetsk and Luhansk oblasts ⁴
Starting Date of Assignment:	June 2021
Duration of Assignment:	June-November 2021 (6 months)
Country/place of implementation:	Ukraine, Donetsk, and Luhansk oblasts communities in Government-controlled area (GCA)
Expected Places of Travel:	Donetsk/Luhansk oblasts, Government controlled area
Primary Supervisor's name and functional post:	Territorial Amalgamation Specialist Local Governance and Decentralisation Reform Component, UN Recovery, and Peacebuilding Programme.
Secondary Supervisor's name and functional post:	Programme Coordinator (Local Governance and Decentralisation Reform)

1. BACKGROUND

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

The United Nations Development Programme (UNDP) has been active and present in eastern Ukraine for the past decade, prior to the conflict, with a focus on community development, civil society development, and environmental protection. Work on addressing the specific conflict-related development challenges discussed above built on this earlier engagement, established partnerships, and started in 2015 through the Recovery and Peacebuilding Programme (RPP). The RPP is a multi-donor funded framework programme formulated and led by the UNDP in collaboration with the Government of Ukraine and in cooperation with a number of partnering UN agencies (UN Women, FAO, UNFPA).

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

⁴ **20 pilot territorial communities**

Andriivska, Kryvorizka, Khlibodariivska, Kurakhivska, Ocheretyivska, Bilozerska, Lymanska, Zvanivska, Soledarska, Siverska (Donetsk oblast), Novoidarska, Shchastynska, Hirsk, Kremivska, Krasnorichenska, Milovska, Markivska, Nyzhnoduvanska, Lozno-Oleksandriivska, Bilolutska (Luhansk oblast)

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

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. It is a unifying intervention framework for 16 projects funded by 10 international partners and is worth about 55 million USD.

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

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

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

The main goal of Component 2 is to enhance local capacity for gender-responsive decentralisation and administrative reforms to improve local governance, local development, and the delivery of services, including social services, as one of the key indicators of stable development in the society. In the context of decentralisation reform and "The concept of reform of social services" the power and responsibility to manage the sphere of social services are transferred to the local self-government level. The Law of Ukraine No 2671-VIII "On Social Services" determines the main organizational and legal framework of providing social services to the persons/families who are in difficult vital circumstances and need help.

The system of social services provision is a complicated mechanism based on a great number of interrelated functions and activities. The institutions and departments of social services provision identify the needs, provide accessibility of qualified staff and developed infrastructure, organize and finance the social services, as well as involve all social service providers in the community, regardless of their form of ownership, to ensure that social services are high quality and accessible. Even the basic level services require high qualifications from providers. In the transition period, the quality of social services provision in territorial communities especially suffers due to the resource inability of local governments to exercise their own and delegated powers.

To operate effectively and in accordance with international standards, the modern approach in the work of social institutions should be applied, which implies an optimal distribution of powers between local

governments and executive authorities, with further specialized training of all levels of workers of the social sphere, because the importance of competent and motivated staff there is even higher than in the average administration or company.

The Local Governance and Decentralisation reform component plans to engage Organization (hereinafter – Contractor) to develop and hold the School of Social Work (SSW) for 20 pilot territorial communities of Donetsk and Luhansk oblasts to contribute to the formation of an effective system of social protection and social services for the local population.

2. MAIN GOAL AND OBJECTIVES OF THE ASSIGNMENT

The main goal of this assignment is to create the School of Social Work (SSW) for the representatives of local governments, who act in the area of social services provision, to raise their awareness in the sphere of social policy, and strengthen the capacity of the institutions that provide those services in the territorial communities. The participants of SSW will study to develop and implement the local social policy in their territorial community, use participatory planning, deliver, evaluate and diversify the social services for the population, organize new forms of service provision, involve all stakeholders and beneficiaries in the process of social services provision, etc.

The concrete tasks of the SSW include:

- Organization and holding of the specialized training program (program consists of 12 trainings totally) for the local governments of 20 pilot communities on topics related to their professional ranks and duties in the areas of social services provision and social services protection;
- Organization and holding of an internship for the participants of the SSW-workers of the social sphere of 20 pilot communities on the base of successful institutions /territorial centers for social services in Ukraine;
- Preparation of information-analytical materials concerning the importance and impact of the SSW on the positive changes in the sphere of social services in 20 pilot communities;
- Organization and holding of 2 (two) regional conferences (1 (one) in Kramatorsk for 20 representatives from 10 pilot territorial communities of Donetsk oblast and 1 (one) in Sievierodonetsk for 20 representatives from 10 territorial communities in Luhansk oblast) to share the results and practical developments of the SSW.

The objectives of the assignment are the following:

Objective 1. 240 representatives of local self-governments from 20 pilot territorial communities (12 participants from each community), who are involved in planning, assessment, and provision of social services, will be introduced to the concept of quality management, effective interaction between local self-governments and social services providers, will learn how to coordinate the work at the basic level, and obtain professional skills to the effective performance of their duties.

Objective 2. 15 representatives of local self-governments of at least 3 (three) different areas of social work will undergo the internship in successful institutions and territorial centers for social services in Ukraine and get more practice in the organization of service provision to the population.

Objective 3. The positive developments and achievements of SSW will be presented at the regional level of Donetsk and Luhansk oblasts in the form of information and analytical materials and successful stories of pilot communities to further spread the experience to new territorial communities.

3. SCOPE OF WORK

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

1. Prepare and agree with the UNRPP the detailed work plan of School for Social Work (SSW) with timeframe and key activities, that will lead to the implementation of the objectives of the assignment.
2. Prepare and hold the informational webinar for the representatives of 20 territorial communities (45 participants in total need the prior approval of UNRPP specialist) to introduce the concept of SSW, terms of participation, and expected outcomes. The contractor should provide the online platform and necessary technical support for the webinar.
3. Select and agree with UNRPP the list of competent trainers to elaborate the training materials on the subject of the SSW and ensure the timely delivery of training program. CVs of trainers should be provided.

Competencies of trainers:

- at least Specialist/Master degree or higher in related fields;
- at least 5 (five) years of practical work in the sphere of social service provision and social service protection;
- at least 5 (five) years of experience in elaborating assessment tools, analytical materials, training programs;
- at least 5 (five) years of experience in delivering training for the local-self-governments in related topics, teaching in educational establishments/training centers;
- Fluency in verbal and written Ukrainian.

In case of necessity, the Contractor may seek the assistance of advisers or experts in relevant fields through the prior approval of the UNRPP specialist.

4. The Contractor should prepare and agree with UNRPP the program, schedule of SSW, and the developed training materials of 12 interconnected thematic trainings (2 days each) in the key areas of work of the following specialists of the social sphere :

1st group of training

- Heads of territorial communities, deputy heads for social affairs - 1 training
- Secretaries of village/city councils, - 1 training
- Directors of the Social services departments and Administrative services departments - 3 trainings

2nd group of training

- Directors of communal enterprises working in the sphere of social services provision/ providers of social services of non-state ownership - 3 trainings
- Managers in social work, case managers - 2 trainings

3rd group of training

- Specialists in social work – 1 training
- Social workers – 1 training

The SSW schedule should predict intervals between the 3 groups of training to get feedback from the participants, to track and put down all changes/progress that have taken place in the communities under the SSW influence. At least 3 (three) analytical reports should be prepared after each group of training based on the results of the SSW.

5. Develop and agree with UNRPP specialist the pre-and end-of-training evaluation tools to assess the results of learning, track the specific actions taken by the local councils towards the modernization of social services system, reflect progress and changes occurred in the communities as a result of participation in the SSW. The Contractor must undertake corrective measures in the SSW program in case the expected outcomes are not achieved, and the evaluation reveals “bottlenecks”: the corresponding changes and additions should be made during the program.
6. Select and agree with UNRPP the list of participants for the SSW (training, internship) – workers of social sphere in 20 pilot territorial communities.

7. Prepare and hold 12 (twelve) trainings (venue Sviatohirsk/Sievierodonetsk) for 240 participants (20 participants per 1 training). Each of 12 (twelve) training includes 2-days training sessions, 1 overnight at venue location with appropriate accommodation, nutrition, and transportation of participants. In case of increased quarantine due to Covid19, the necessary modifications to the SWW should be suggested to continue the educational process and meet the objectives of the assignment in time and on a high level.
8. Prepare reports on the results of each training (12 in total) that include: list of participants, pre-and end-of-training evaluation forms, trainers reports/recommendations, training materials, photos of the events.
9. Select and agree with UNRPP the venue of the internship for 15 participants of the SSW's on the base of advanced territorial centers for social services, that are recognized in Ukraine for building the successful and effective system of social services provision (1-3 venues for the interns can be suggested).
10. The Contractor must think the internship program over in such a way, that the participants are distributed and undergo the practice in at least three key areas of social work. The final proposals as for the areas of internship and the lists of interns are expected to be provided during the training program of the SSW, as soon as the main recommendations and reports are delivered about the most vulnerable places of work in the social sphere of 20 pilot communities. The program of internship must include (but not limited to) the name of host territorial center/s for social services, host departments of social services; justification of their participation in the program; the confirmation of prior agreement to accept interns; the contact persons and mentors of the host centers, their positions, and role in the internship program; schedule of work of interns, which includes the practical hours and summing up seminars to discuss the lessons learned (at least 2 seminars).
11. The internship includes a 5-days working schedule, 4 overnights with appropriate accommodation, nutrition, and transportation of participants.
12. Organize and hold the internship for 15 participants according to the program and schedule approved. In case of increased quarantine due to Covid19, the Contractor should agree with UNRPP the replacement of the internship venue with another one relevant.
13. Based on the results of the SSW to prepare information-analytical materials about the impact of the SSW on the changes that occurred in the social sphere of communities, observations and recommendations about SWW, its successes and challenges, bottlenecks, lessons learned, etc. The materials (word format, A4, Calibri 11 type size) should include the indicators of changes, dynamics of transformations in the social services system of communities, indicators of reducing the cost of services for social services provision due to optimization processes applied.
14. Work out for printing the informational edition "Improving accessibility of social services - success stories about the communities of Donetsk and Luhansk oblasts" (up to 50 A4-sized pages, Calibri 11 type size; Ukrainian language) The content, design, photos to be agreed by UNDP).
15. Prepare and hold 2 (two) 1-day conferences (1 in Kramatorsk for 20 participants and 1 in Sievierodonetsk for 20 participants) to share the positive developments and practices of SSW. The program of the conferences, presentations, selection of speakers, presenters, invitees, logistic support, etc. should be agreed upon with UNRPP specialists. The expenses for the conferences with the appropriate technical support for the online broadcast should be provided and covered by the Contractor. The Contractor should also include into the financial proposal the costs for the coffee break, lunch, transportation of the participants to the conference and back.
16. Prepare the final report about SSW implementation (up to 25 A4-sized pages) and submit it to UN RPP.

Conference and travel service organization

UNRPP specialist should be informed of each event of the SSW at least 10 days before the start, the agendas and schedule should be submitted for approval. UNRPP reserves the right to attend the events of SSW. Upon the completion of the event, the narrative report and evaluation forms of the participants should be provided to the UNRPP specialist.

All the offline events (training, internship, conference) should be provided at a high level of service, namely, they should ensure:

A) Accommodation requirements:

- hotel no less than 3*, standard single and double rooms equipped with modern facilities, including the bed of European standard, a table, a chair, modern repaired individual bathroom unit with modern bathroom equipment, bath towels and hairdryer, individual toilet; permanent hot and cold water; air conditioning or climate control, control heating system or appropriate room temperature, a telephone, a television, a safe;
- Free Internet access in the hotel including rooms and or public areas;
- Reception accessible 24 hours;
- All items consumed from the mini bar, bar, telephone bills, and other extra services shall be settled by the guests individually;
- Hotel earlier check-in and late check-out provided upon request, when required;
- Storage room available for the participants to leave their luggage in the morning before check-in or till the late evening after check-out.

B) Catering requirements:

- Catering includes breakfasts, coffee breaks, lunches, and dinners (buffet or served);
- Quality linen tablecloth, glass vessels, and metal cutlery should be provided;
- The choice of food and beverage service must reflect the preferences of the participants (vegetarian menu options shall be provided upon request);

C) Transportation of participants requirements

- The transfers of the participants to the venue of internship (from Donetsk and Luhansk oblast to the oblast of internship) and back should be carried out in railway coupe Class ticket;
- Taxi services should be provided in case of individual transfer of participants from/to railway station to hotel and back (if needed)
- All transfers of participants during the internship and trainings should be carried out on comfortable buses and/or mini-buses with due consideration to safety and security aspects, and Minibuses and buses should be modern and in excellent technical condition. The capacity of the minibus shall be no less than 20 seats.

D) Conference/training facilities requirements

- conference facilities suitable for 20-30 persons with seating arrangements as a round table, or classroom (with a possibility of making working groups) and the required equipment, like laptops, projectors, screens, multifunctional copying machine/printer, flipchart with a block of paper, Internet connection (WI-FI), office supplies and stationery.
- Conference/training premises should be properly illuminated (have good light for writing and reading and a sufficient number of windows); with air conditioning or climate control. All equipment should be in excellent technical condition. Appropriate personnel shall be available at all times to ensure the proper functioning of conference facilities and equipment.

E) Conference / Travel Manager requirements:

- The Contractor should provide the Conference / Travel manager with proven experience in organizing events and providing high-quality event management and logistics support service.

Conference / Travel Manager responsibilities:

- liaises with participants to find out their exact event requirements.
- produces detailed proposals for events (including timelines, venues, suppliers, legal obligations, budgets).
- supervises maintenance, supplies, and equipment.
- manages and coordinates suppliers and all event logistics (venue, catering, travel).
- makes sure that insurance, legal, health, and safety obligations are followed.
- quickly responds to the changes in the program (replacement of the participant, replacement of the internship venue, etc).
- produces post-event evaluation.

All the offline events of the SSW within this assignment should be organized and conducted with the observance of sanitary-hygienic and sanitary-anti-epidemic rules and norms stipulated by the World health organization about the coronavirus disease (COVID-19) advice for the public WHO Covid (https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public?utm_source%3dutmsource%3dba-notification&utm_campaign=ogfx-314-ru&utm_medium=desktop):

- Ensure policies and procedures related to COVID-19 are posted, available, and communicated to all participants. Put up COVID-19 posters in the facility and classroom to communicate key messages such as physical distancing of 2 meters, hand hygiene, and how to screen for symptoms.
- Ensure participants have positioned a minimum of 2 meters from one another and remain at a safe distance at all times.
- Provide the participants with a necessary number of fabric medical masks.
- Ensure personal hygiene can be maintained through access to running water and soap, or hand sanitizer with at least 60% alcohol.
- Ensure instructors and participants can wash or sanitize their hands frequently, especially when they arrive, before and after touching commonly-touched surfaces, and before leaving;
- Ensure all surfaces in the training room (tables, chairs, countertops, doorknobs, light switches, etc.) are disinfected before and after the training using appropriate cleaning products.
- Ensure any training equipment, tools or props are cleaned and sanitized before and after use.

4. EXPECTED OUTPUTS

Given the above, the Contractor's responsibilities will be to provide the following deliverables within 6 (six) months of Contract duration:

Deliverable 1.

1. The detailed work plan of the School for Social Work (SSW) with timeframe and key activities is developed and agreed upon with the UN RPP specialist.
2. The launch of SSW (online format) for the 20 pilot territorial communities' representatives is held.
3. The trainers of SSW are selected and agreed with UNRPP.
4. The programs of 12 interconnected thematic training are developed and agreed upon with UNRPP specialists.
5. The SSW schedule, training materials, pre-and end-of-training evaluation tools to assess the results of learning are developed and agreed upon with the UNRPP specialist.
6. The report on Delivery 1 is prepared, submitted to, and accepted by the UN RPP specialist.

Estimated duration to complete: by the end of 1,5 months since contract commencement.

Deliverable 2.

1. The participants for SSW (training, internship) from 20 pilot territorial communities are selected and agreed with the UN RPP specialist.
2. 12 (twelve) training for 240 participants are conducted according to the schedule, the report (incl. list of participants, description, recommendations) of each training is prepared and submitted to and accepted by UN RPP specialist.
3. 3 (three) analytical reports about the dynamics of transformation of social services system in pilot communities under the SSW influence are prepared after each group of training, submitted to and accepted by UN RPP specialist.
4. The report on Delivery 2 is prepared, submitted to, and accepted by the UN RPP specialist.

Estimated duration to complete: by the end of the 4th month since contract commencement.

Deliverable 3.

1. The venue of a 5-day internship for 15 representatives of local self-governments is selected and the program of the internship is developed and agreed with UNRPP.
2. The list of participants of the related fields of social work is selected and agreed with UNRPP.
3. The internship for 15 participants is held according to the program and schedule approved.
4. The report (incl. list of participants, description, recommendations) about the internship is prepared and submitted to and accepted by UN RPP specialist.

Estimated duration to complete: by the end of the 5th month since contract commencement.

Deliverable 4.

1. The information-analytical materials about the impact of the SSW and the presentation about the SSW are prepared, submitted to, and accepted by UN RPP specialists.
2. The informational edition "Improving accessibility of social services - success stories about the communities of Donetsk and Luhansk oblasts" prepared for printing and approved by UNRPP.
3. 2 (two) 1-day regional conferences (1 in Kramatorsk and 1 in Sievierodonetsk) are organized and held.
4. The final report about the implementation of the School for Social Work is prepared and submitted to UNRPP.

Estimated duration to complete: by the end of the 6th month since contract commencement.

5. PROPOSED PAYMENT SCHEDULE:

Payments will be made upon full completion and acceptance of contractual obligations by signing the act of acceptance by the component manager. The negotiated amount will be paid in four (4) tranches as per the delivery of outputs outlined above and executed upon submission of required reports:

20% - upon completion of Deliverable 1

35% - upon completion of Deliverable 2

35% - upon completion of Deliverable 3

10% - upon completion of Deliverable 4.

6. REQUIREMENTS FOR MONITORING/REPORTING

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

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

All reports for UNDP shall be transmitted electronically (formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication. The reports must be written in Ukrainian.

7. EXPERIENCE AND QUALIFICATION REQUIREMENTS

The competition may be attended by an officially registered institution, commercial organization, public or charitable organization.

Qualification requirements for the Organization / Company:

- Organization / Company with valid registration (for Ukrainian companies – a company should be registered in the territory controlled by the government of Ukraine).
- Proven experience in developing short/long term training programs for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas (at least 5 (five) examples of training programs should be provided).
- At least 5 (five) years of proven experience in organizing and conducting training in the field of social services provision and social services protection.
- Proven experience in organizing internships all over Ukraine for the representatives of local self-governments (at least 3 (three) examples should be provided).
- Proven experience in organizing conferences, seminars, round tables (for at least 50 participants) for the representatives of local self-government, including online format (at least 3 (three) examples should be provided).

The project team will include a Team Leader, Team Member, and Conference/Travel Manager:

Team Leader:

- At least Master's/Specialist's degree in economics or sociology, or public administration.
- At least 5 (five) years of experience working in the sphere of socio-economic development programs, including social services protection and provision.
- Proved experience in managing educational programs for local officials, local self-governments (at least 3 (three) examples should be provided).
- Proved experience in developing training programs, manuals, information-analytical materials in the field of social services provision/protection, and related fields (3 (three) examples to be provided).
- Fluency in Ukrainian.

Team Member:

- At least Master's/Specialist's degree in economics, sociology, pedagogics, or journalism.
- At least 3 (three) years of proven experience in administrating the educational programs for the representatives of local self-government.
- Proven experience in preparing press releases, publications, working out informational brochures, booklets (at least 3 (three) examples to be provided).
- Proven experience in reporting, developing evaluation/assessment forms, (at least 3 examples to be provided).
- Fluency in Ukrainian.

Conference / Travel Manager:

- 3 (three) years of proven experience in managing conference services and travel arrangements for a group of adults (at least 20-30 persons) all over Ukraine.
- At least Master's/Specialist's degree in economics or sociology, or public administration or other relevant field.
- Minimum 5 (five) full escort events conducted at a high-tech level (training, conference, internship) are arranged for the group no less than 25 people.

- Fluency in Ukrainian.

8. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSAL

Applicants shall submit the following documents:

Required	
<input checked="" type="checkbox"/>	Registration documents of the company/organization, a copy of the certificate of registration of taxpayers.
<input checked="" type="checkbox"/>	A letter of interest/offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant company.
<input checked="" type="checkbox"/>	The company's portfolio of the previous projects (at least 3 (three) examples of proven experience in organizing internships all over Ukraine for the representatives of local self-government, at least 3 (three) examples proven experience in organizing conferences, seminars, round tables (for at least 50 participants) for the representatives of local self-government, including online format and at least 5 (five) examples of short/long term training programs developed for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas).
<input checked="" type="checkbox"/>	Brief description of the assignment implementation with an indication approach to the performance of each stage of the SSW, including the thematic of the trainings, tools, and reports forms to evaluate the effectiveness of the training part of SSW, to track the changes in the system of social service provision in the pilot communities; and recommendations to further organization of the internship program for the participants of the SSW and general coverage of the results at the regional level conferences to disseminate the experience among other territorial communities. A work plan with the proposed work schedule, timeframe, indication of the persons responsible for each area of activity.
<input checked="" type="checkbox"/>	Financial proposal with the description of activities within the workplan.
<input checked="" type="checkbox"/>	CVs of the project team members (Team Leader, Team Member, and Conference/ Travel Manager), including information about the experience of implementing similar projects/objectives (references should be provided).
<input checked="" type="checkbox"/>	CVs of the proposed Trainers and including information about the experience and competencies (required as per that Terms of Reference).
<input checked="" type="checkbox"/>	Minimum 2 (two) reference letters on the development and implementation of advanced educational programs, and 2 (two) reference letters on the conference service experience of similar events from previous clients.

9. EVALUATION CRITERIA

Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating proposals, with the evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the minimum technical score of 70% (or 490 points) of the obtainable score of 700 points in the evaluation of technical proposals.

In the first stage, the technical proposal is evaluated based on its responsiveness to the Terms of Reference (TOR) and as per the below evaluation criteria. In the second stage, the price proposals will be reviewed of all applicants, who:

- compliant with all the minimum evaluation criteria and
- have attained a minimum 70% score in the technical evaluation.

The overall evaluation will be completed accordingly to the cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights of 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline

and allocated the maximum number of points obtainable for the financial part (i.e. 490). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 490 points x lowest price/quoted price.

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

Technical criteria

Summarized evaluation form of the technical proposal		Score weight	Maximum points obtainable
1	Experience of the company/organization submitting the proposal	25 %	175
2	Proposed work plan, methodology, and approach	40 %	280
3	Personnel	35 %	245
Total		100%	700

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

Technical evaluation forms:

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

Form 2. Proposed work plan, methodology, and approach

Form 3. Personnel

Evaluation of technical proposals Form 1		Maximum score	Company/Other organization		
			A	B	C
Experience of the company/organization submitting the proposal					
1.1	Proven experience in developing short/long term educational programs for the local self-governments in the area of organizational management of social services provision/protection, participatory planning, delivering and evaluation of the social services, other relevant areas: 45 points max 5 examples – 30 points, 6-7 examples – 35 points, 8 and more examples – 45 points	45			
1.2	Proven experience in organizing and conducting trainings in the field of social services provision and social services protection: 45 points max 5 years – 30 points, 6-7 years – 35 points, 8 and more years – 45 points	45			
1.3	Proven experience in organizing internships all over Ukraine for the representatives of local self-government: 45 points max 3 examples – 35 points, 4-5 examples – 40 points, 6 and more examples – 45 points	45			

1.4	Proven experience in organizing conferences, seminars, round tables for the representatives of local self-government (for at least 50 participants), including online format: 40 points max 3 examples – 25 points, 4-5 examples – 30 points, 6 and more examples – 40 points	40			
	Overall score on Form 1	175			

Evaluation of technical proposals Form 2		Maximum score	Company/Other organization		
			A	B	C
Proposed implementation plan, methodology, and approach					
2.1	How balanced and realistic is the work plan for the implementation of objectives? The developed wok plan contains separate inconsistencies – 70 points; the proposed work plan is well developed, but with low reliability on realism – 80 points; the organization/company has presented a perfect work plan which fully complies with reality – 90 points	90			
2.2	How well developed, reasonable and reliable is the methodology of implementation of services? The methodology was developed with an incomplete understanding of current realities and compliance with the objectives – 80 points; the methodology logically describes a sequence of works – 90 points; the methodology includes thorough criteria demonstrating its feasibility –100 points	100			
2.3	Does the approach of the submitted technical proposal sufficiently meet the objective and scope of work? The approach of the technical proposal generally meets the objectives and scope of work – 75 points; the approach corresponds well to the objective, but its scope of work is overstated/understated – 80 points; the approach is logical and details the algorithm to meet the objectives corresponding to the scope of work – 90 points	90			
	Overall score on Form 2	280			

Evaluation of technical proposals		Maximum score	Company/Other organization		
Form 3			A	B	C
Personnel					
	Team Leader				
3.1	Higher education degree in economics or sociology, or public administration: 15 points max equivalent to the educational qualification level Specialist/Master – 10 points; Ph.D. – 15 points	15			
3.2	Experience working in the sphere of socio-economic development programs, including social services protection and provision: 25 points max. 5 years – 15 points, 6-7 years – 20 points, 8 and more years – 25 points	25			
3.3	Proved experience in managing educational programs for local officials, local self-governments: 25 points max. 3 examples – 15 points, 4-5 examples – 20 points, 6 and more examples – 25 points	25			
3.4	Proved experience in developing training programs, manuals, information-analytical materials in the field of social services provision/protection, and related fields: 20 points max. 3 examples – 10 points, 4-5 examples – 15 points, 6 and more examples – 20 points	20			
	Interim score by criteria 3.1 – 3.4	85			
	Team Member				
3.5	Higher education degree in economics, sociology, pedagogics, journalism, public administration: 15 points max. Equivalent to the educational qualification level Specialist/Master – 10 points; Ph.D. – 15 points	15			
3.6	Proven experience in administrating the educational programs for the representatives of local self-government: 25 points max. 3 years – 15 points, 4-5 years – 20 points, 6 and more years – 25 points	25			
3.7	Proven experience in preparing press releases, publications, working out informational brochures, booklets: 20 points max. 3 examples – 10 points, 4-5 examples – 15 points, 6 and more examples – 20 points	20			

3.8	Proven experience in reporting, developing evaluation/assessment forms: 20 points max. 3 examples – 10 points, 4-5 examples – 15 points, 6 and more examples – 20 points.	20			
	Interim score by criteria 3.6 – 3.8	80			
	<i>Conference / Travel Manager</i>				
3.9	Proven experience in managing conference services and travel arrangements for a group of adults (at least 20-30 persons) all over Ukraine: 25 points max. 3 years – 15 points, 4-5 years – 20 points, 6 and more years – 25 points	25			
3.10	Educational background in economics or sociology, or public administration or another relevant field: 15 points max Equivalent to the educational qualification level Specialist/Master – 10 points; Ph.D. – 15 points	15			
3.11	Experience in full escort events conducted at a high-tech level (training, conference, internship) is arranged for a group of no less than 25 people: 40 points max. 5 examples – 25 points, 6 examples – 30 points, 7 and more examples – 40 points.	40			
	Interim score by criteria 3.9 – 3.11	80			
	Overall score on Form 3	245			

10. FINANCIAL PROPOSAL

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

The expenses related to accommodation, meals, handouts for all activities, rental of premises for the activities, travel costs of participants of training events and conferences, as well as trainers' fees and their travel costs should be included in the quotation. When calculating costs of implementing objectives set out in these Terms of Reference, the applicant should take into account that, according to UNDP standards, the participants must be provided with 3-time balanced meals during the whole day: breakfast, lunch, dinner, and at least 1 coffee break. Each participant must receive the necessary handouts for training. The accommodation for participants of training events is provided in single or double rooms at a level not lower than a three-star hotel. The participants must also receive compensation for their travel costs from the place of residence to the venue and back (tickets for long-distance bus, train - 2nd class coach, or sleeping-coach not more than a compartment). When conducting training/internship events, the participants must be provided with a transfer during the day. All these costs should be included in the applicant's financial proposal.

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

A. Cost Breakdown per Deliverables

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	20%	
2.	Deliverable 2	35%	
3.	Deliverable 3	35%	
4.	Deliverable 4	10%	
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	The amount, without VAT, indicate currency
1.	Staff				
1.1	Team Leader	month			
1.2	Team Member	month			
1.3.	Conference/Travel manager	day			
1.4.	Adviser (if necessary – to specify the issues he/she is competent in)	hour			
1.5.	Expert (if necessary – to specify the area and scope of work he/she is responsible for)	hour			
				
2.	Costs of implementation				
2.1	<i>Holding the School for Social Work 12 (twelve) 2-day training for 240 participants from Donetsk and Luhansk oblasts</i>				
2.1.1	Trainers' fee	hour			
2.1.2	Travel of participants from the place of residence and back (240 persons)	ticket			

2.1.3	Meals for participants (20 persons x 12 trainings x 2-training days)	set			
2.1.4	Rental of premises	hour			
2.1.5	Handouts	set			
2.1.6	Accommodation of participants (240 nights x 1 participant x cost of one-night stay)	room-night			
2.1.7	Individual protection means (masks, disinfectors)				
2.1.8	Other (if any – to define activities/costs)				
2.2	<i>5-day Internship for 15 participants in the advanced territorial centres for social services in Ukraine</i>				
2.2.1	Mentors' fee (calculation of item)	hour			
2.2.2	Travel of participants from the place of residence and back (15 persons)	ticket			
2.2.3	Transportation of 15 participants during a 5-day internship				
2.2.4	Meals for participants (15 days x15 persons)	set			
2.2.5	Accommodation of participants (4 nights x 15 participants x cost of one-night stay)	room-night			
2.2.6	Rental of premises (if applicable)	hour			
2.2.7	Handouts	set			
2.2.8	Individual protection means (masks, disinfectors)				
2.2.9	Other (if any – to define activities/costs)				
2.3	<i>Organizing of 2 (two) 1-day conferences (1 in Kramatorsk (20 participants), 1 in Sievierodonetsk (20 participants))</i>				
2.3.1	Rental of premises	hour			
2.3.2	Speakers' and experts' fees	hour			

2.3.3	Handouts	set			
2.3.4	Rental of equipment	hour			
2.3.5	Meals for participants (2 days x 20 persons)	set			
2.3.6	Travel of participants from the place of residence and back (40 persons)				
2.3.7	Other (if any – to define activities/costs)				
2.4	<i>Development and preparation for printing the manual “Improving accessibility of social services - success stories about the communities of Donetsk and Luhansk oblasts ” (up to 50 A4-sized pages)</i>				
2.4.1	Expert’s fee	hour			
2.4.2	Designer’s services	page			
2.4.3	Other (if any – to define activities/costs)				
3.	Administrative costs				
3.1	Staff travel and accommodation (if necessary)				
3.2	Travel costs (tickets)	ticket			
3.3	Accommodation	room-night			
3.4	Daily allowance	day			
3.5	Other (if any – to define activities/costs)				
TOTAL, without VAT, indicate currency					

Model Contract

Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та 		Contract for Goods and/or Services Between the United Nations Development Programme and 	
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 та послуги		5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods and services	
6. Тип Послуг:		6. Type of Services:	
7. Дата початку Договору:	8. Дата завершення Договору:	7. Contract Starting Date:	8. Contract Ending Date:
9. Загальна сума Договору: 9а. Передплата: Не застосовується		9. Total Contract Amount: 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 або Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари та/або 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 and/or 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) Підприємця:		12. Contractor's Name:	
13. Ім'я контактної особи Підприємця: 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 Підприємця, 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>