



REQUEST FOR PROPOSAL (RFP)

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| All interested | DATE: June 2, 2021 |
| | REFERENCE: 95-2021-UNDP-UKR-RFP-RPP |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **provision of training sessions on e-commerce skills development**.

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

Proposals may be submitted on or before **23:59, Wednesday, June 16, 2021** and via email, courier mail or fax to the address below:

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

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

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

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

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

Messages should **not exceed 8 MB in size**. Offers larger than 8 MB should be split into several messages and each message subject should indicate "part x of y" besides the marking mentioned in the announcement and

the solicitation documents. Messages larger than 8 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **"95-2021-UNDP-UKR-RFP-RPP"** and: **"Provision of training sessions on e-commerce skills development"**.

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

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

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

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

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

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

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

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

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Ms. Agnes Kochan,
Operations Manager
UNDP Ukraine*

June 2, 2021

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Annex 1

Description of Requirements

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| Context of the Requirement | The overall objective of this assignment is to strengthen the capacity and to enhance the overall entrepreneurial activity of IDPs and the local population of Luhansk, Donetsk, Kherson and the selected areas of Zaporizhzhia oblast. For this purpose, the Contractor shall develop and deliver 8 training sessions on e-commerce skills development for IDPs and local population in the target areas to increase their knowledge of how to digitalize their business, to access online trade, to improve communication and online marketing of the company. |
| Brief Description of the Required Services | UNDP is looking to contract a legal entity that will provide eight 2-day in-person training courses (with the possibility to shift training activities online in case of COVID-19 related restrictions) on e-commerce skills development for at least 160 persons in the government-controlled areas of Donetsk, Luhansk, Kherson and the selected areas of Zaporizhzhia oblast. |
| List and Description of Expected Outputs to be Delivered | <p>The undertaking of the mentioned actions will achieve the following results:</p> <p>Objective 1. Participants have increased their knowledge of how to digitalize their business, to access online trade, to improve communication and online marketing of the company.</p> <p>Objective 2. Participants have improved their skills to create and operate an online store including on existing national and international marketplaces.</p> |
| Person to Supervise the Work/Performance of the Service Provider | Component I Lead, UN RPP |
| Frequency of Reporting | According to TOR attached |
| Progress Reporting Requirements | According to TOR attached |
| Location of work | According to TOR attached |
| Expected duration of work | According to TOR attached |
| Target start date | June 2021 |
| Latest completion date | October 2021 |
| Travels Expected | According to TOR attached |
| Special Security Requirements | N/A |

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| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | According to TOR attached |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required |
| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: http://treasury.un.org <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency |
| Value Added Tax on Price Proposal | <input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <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 type="checkbox"/> Not permitted <input type="checkbox"/> Permitted |
| A pre-proposal conference will be held on: | <p>Pre-Bidding Conference will be held on 9-th of June 2021 at 11 am via Skype Conference.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID (for bidders willing to participating via Skype Conference) at the following e-mail:</p> <p>procurement.rpp.ua@undp.org Attn: Procurement Unit</p> |

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| | Subject: 95-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration |
| Payment Terms | <p>The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.</p> <p>Payments will be linked to deliverables and executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.</p> <ul style="list-style-type: none"> - Delivery of outputs 1 and submission of the Inception Report – 15% of the total payment; - Delivery of outputs 2 and submission of the Interim Report No. 1 – 15% of the total payment; - Delivery of outputs 3 and submission of the Interim Report No. 2 – 50% of the total payment; - Delivery of outputs 4 and submission of the Final report – 20% of the total payment. <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ul style="list-style-type: none"> a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; b) Receipt of invoice from the Contractor. |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Component I Lead, UN RPP |
| Type of Contract to be Signed | <input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract |
| Criteria for Contract Award | <input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <p>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.</p> |
| Criteria for the Assessment of Proposal | <p><u>Technical Proposal (70%)</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 28% <input checked="" type="checkbox"/> Proposed work plan, methodology and approach 25% <input checked="" type="checkbox"/> Personnel and invited experts/consultants 47% |

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| | <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> |
| UNDP will award the contract to: | <p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors</p> |
| Contract General Terms and Conditions | <p><input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process</p> |
| Annexes to this RFP | <p><input checked="" type="checkbox"/> Technical Requirements (Annex 1)</p> <p><input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2)</p> <p><input type="checkbox"/> Others</p> |
| Contact Person for Inquiries (Written inquiries only) | <p><i>UNDP procurement Unit</i> <i>UNDP Ukraine</i> procurement.rpp.ua@undp.org,</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p> |

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| Documents to be submitted in proposal | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2); <input checked="" type="checkbox"/> Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided <input checked="" type="checkbox"/> Copies of other licenses or certificates (if any) <input checked="" type="checkbox"/> A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company <input checked="" type="checkbox"/> A work plan with the proposed work schedule indicating the persons responsible for each area of activity <input checked="" type="checkbox"/> Communication strategy and plan for dissemination of information about the training programme via different media channels <input checked="" type="checkbox"/> Description of communication tools available for interaction with applicants <input checked="" type="checkbox"/> Brief description of the application and selection process of the training participants <input checked="" type="checkbox"/> Procedure for evaluation of the training programme including reporting process and quality control measures <input checked="" type="checkbox"/> Personal CVs of the Project Team, including information about past experience in similar projects / assignments and samples of work from the trainers (i.e., video recordings) <input checked="" type="checkbox"/> At least 2 reference letters for the company from the previous customers/clients/partners relevant to the tasks described reflecting the nature of projects implemented, their results and the role of the applicant <input checked="" type="checkbox"/> At least 2 reference letters for the trainer from the previous customers/clients/partners relevant to the tasks described reflecting the nature of training courses implemented. <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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| <p>Other Information <i>[pls. specify]</i></p> | <p>Administrative Requirements:</p> <p>Submitted offers will be reviewed on “Pass” or “Fail” basis to determine compliance with the below formal criteria/ requirement/s:</p> <ul style="list-style-type: none">☑ 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, including documentation regarding the company/organization’s legal status and registration☑ Offers must comply with general administrative requirements: <ol style="list-style-type: none">1. Organization/company with valid registration operating within the territory of Ukraine with at least 3 years experience in the organization and management of business training programmes;2. Experience in the implementation of training programmes (at least two programmes with a total number of trainees at least 200 people per each programme); <p>Other information is available on http://procurement-notice.undp.org;</p> <p>For the information, please contact procurement.rpp.ua@undp.org</p> |
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Annex 2



TERMS OF REFERENCE

Project name: UN Recovery and Peacebuilding Programme, Economic Recovery and Restoration of Critical Infrastructure Component

Project description: Provision of training sessions on e-commerce skills development

Country/place of implementation: Government-controlled areas of Luhansk, Donetsk, Kherson and the selected areas of Zaporizhzhia oblast, Ukraine

Possible business trips (if applicable): Business trips within the government-controlled areas of Luhansk, Donetsk, Kherson oblast and the selected areas of Zaporizhzhia oblast

Starting date of the assignment: June 2021

Duration of the assignment or end date (if applicable): 4 months

Name and position of project manager: Oleg Chankotadze, Specialist on Entrepreneurship Promotion, UN Recovery and Peacebuilding Programme

I. BACKGROUND

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

The United Nations Development Programme (UNDP) has been present and active 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 started in 2015 through the United Nations Recovery and Peacebuilding Programme (UN RPP), building on this earlier engagement and establishing new partnerships. Today, the UN RPP is being implemented by four United Nations agencies: The United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).

The programme is supported by 12 international partners: the European Union, the European Investment Bank and the governments of Canada, Denmark, Japan, the Netherlands, Norway, Poland, Sweden, Switzerland and UK.

The UN RPP was designed to respond to, and mitigate, the causes and effects of the conflict. It is based on the 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).

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 Decentralisation 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 interventions framework for 12 projects funded by 12 international partners, and is worth over 80 million USD.

In October 2018, four UN agencies (UNDP, UN Women, FAO and the UNFPA) 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, Luhansk and Zaporizhzhia oblasts of Ukraine, thereby enhancing the credibility and legitimacy of local authorities in the government-controlled areas (GCAs) of the oblasts. It will contribute to peacebuilding and prevent further escalation of conflict in Ukraine through achieving effective and accountable decentralization, gender-responsive recovery planning, and equal access to services, as well as enhancing community security and social cohesion.

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

1. Enhance local capacity for gender-responsive decentralization and administrative reforms to improve governance, local development and the delivery of services.
2. Stimulate employment and economic growth by providing assistance to Micro, Small and Medium Enterprises (MSMEs) development through demand-driven business development services and professional skills training.
3. Enhance social cohesion and reconciliation through the promotion of civic initiatives.
4. Support sectoral reforms and structural adjustments in the health, education and critical public infrastructure to mitigate the direct impacts of the conflict.

The ongoing COVID-19 crisis is challenging people, households and businesses in unprecedented ways. While containing the pandemic and protecting people is the top priority, disrupted supply chains, containment measures that are limiting economic and social interactions and falling demand put people's jobs and income-generation opportunities at risk. While the early economic recovery response implemented now in eastern Ukraine is aimed to increase the income earning opportunities through public and temporary works, the main challenge for the post-conflict employment policy is to affect the transition from aid-supported employment generation to sustainable, unsubsidized private (and public) sector job growth.

A sustainable entrepreneurship requires constant access to external market and online sales. Taking into account the global trend of digitalization of commercial activities and the economic downturn caused by COVID-19, it's necessary to enhance local entrepreneurs' e-commerce skills to facilitate their access to online trade and help post-crisis recovery thus making them more resilient to similar shocks in the future.

For this purpose, the Programme is seeking a legal entity that will provide eight 2-day in-person training courses (with the possibility to shift training activities online in case of COVID-19 related restrictions) on e-commerce skills development for at least 160 persons in the government-controlled areas of Donetsk, Luhansk, Kherson and the selected areas of Zaporizhzhia oblast.

II. MAIN OBJECTIVES OF THE ASSIGNMENT

The overall objective of this assignment is to strengthen the capacity and to enhance the overall entrepreneurial activity of IDPs and the local population of Luhansk, Donetsk, Kherson and the selected areas of Zaporizhzhia oblast. For this purpose, the Contractor shall develop and deliver 8 training sessions on e-commerce skills development for IDPs and local population in the target areas to increase their knowledge of how to digitalize their business, to access online trade, to improve communication and online marketing of the company.

The training shall contribute to the achievement of the following learning objectives:

Objective 1. Participants have increased their knowledge of how to digitalize their business, to access online trade, to improve communication and online marketing of the company.

Objective 2. Participants have improved their skills to create and operate an online store including on existing national and international marketplaces.

III. SCOPE OF WORK AND EXPECTED OUTPUTS

The Contractor shall perform the following tasks:

Deliverable 1 - Initial stage. Development of the 2-day training courses on e-commerce skills development taking into account objectives, expected outcomes and topics listed below.

Specifically, the Contractor shall implement the following:

- Developing the approach to the assignment, implementation strategy, outline and curriculum of the training programme, competences and experience of trainers, detailed schedules of training sessions and expected dates of delivery of the training in each of the target communities;
- Information and handout materials in Ukrainian for the training containing the following elements: multimedia presentations in MS PowerPoint, materials for practical exercises in MS Word, other multimedia, information and graphics to be used during the training sessions developed. The format and contents of handouts are to be agreed with the Programme. All materials should align with UN RPP communication strategy, including use of the UN RPP and donors' logos;

- Utilize the pre-training survey and end-of training evaluation tools to assess the achievement of the learning objectives and participants' satisfaction (the form will be provided by the Programme, but should be adapted according to the training specific aims and indicators);
- Develop one knowledge material (a booklet with up to 10 pages, pdf format, Ukrainian language, single spacing, Noto Sans font, size 11) outlining the summary of the training courses on the topic and step-by-step approach on digitalizing a business and accessing online trade. Namely, the booklet should contain answers on the following questions: how digitalization of a business can help to promote a brand, to access online trade and increase sales, to improve communication and online marketing of the company; what needs to create a good online store and how to effectively operate it. The booklet should be developed in two versions: for the web use and for printing.

Output:

- A list of evaluation indicators developed based on training modules for the pre/post-training self-evaluation survey and agreed with the Programme;
- Pre-training survey and end-of training developed and agreed with the Programme;
- Knowledge, information and handout materials for the training developed and agreed with the Programme;
- An Inception Report developed and submitted to the Programme.

The program of two-day training should cover but not be limited to the following topics:

- How to digitalize a business so it can access online trade and increase sales?

(introduction to digital transformation and its' economic, business, social and human rights impact; basic digital business processes management. Online trade and sales management in the digital era, practical guide and experience of national and international companies, MSME's payment processing system, digital payment solutions, delivery systems operating in Ukraine, etc.);

- How e-commerce and digital marketing can promote a brand and improve online business communication (introduction to digital marketing, clients and types of shopping behavior, type of product(s), brand and its positioning in the market, customer service, marketing principles for strategic planning, sales & marketing harmonization, strategic sales management and promotion, consumer promotion, trade promotion, direct marketing, event marketing and content creation in e-commerce, etc.)

- Guidance on online stores creation and administration (introduction on how to create an online store and instructions how to effectively operate it, specifics of online stores functioning on national and international marketplaces Common national and international online sales platforms for MSMEs, their strengths and weaknesses: general marketplace (Rozetka.ua, Prom.ua, Amazon.com, AliExpress, etc.), auction marketplace (newAuction.com.ua, SkyLots.org, eBay.com, etc.), social media (Facebook,

Instagram, Pinterest, etc.), classified listings websites (OLX.ua, etc.), comparison shopping engines (Hotline.ua, etc.), individual online stores and other channels;

The minimum learning outputs shall be:

- Enable participants to design a pre-event advertising campaign;
- Enable participants to create a package of promotional materials for exhibition activities;
- Strengthen participants' time management, public speaking and presentation skills;
- Help participants to develop market research and competitors' analysis skills;
- Help participants to develop a post-event communication plan.

Estimated implementation period: up to 20 calendar days after the Contract start date.

Deliverable 2. - Announcement for training on business exhibition activities and selection of participants.

Output:

- A text of the announcement in the Ukrainian language developed and agreed with the Programme containing overall information on the training programme, its objectives, geography, training company and other relevant information;
- An electronic one-page brief of training sessions that contains information on curriculum, schedule, trainers and application process is developed for each training;
- Online registration form for training developed using any of the open source platforms and agreed with the Programme;
- Registration launched for at least 10 calendar days, and information widely disseminated using relevant online resources. The Programme shall place the announcement and links to the online registration form at official UN RPP resources;
- A system of selection of training participants developed. The system should provide a transparent mechanism/scoring system for selection of participants (at least 160) and the waiting list (at least 100) who have the propensity to entrepreneurship (through questionnaires, or other effective methods proposed by the Contractor). The list of participants should be approved by the Programme.
- Refusal letters were sent to all applicants who were not selected for participation. The letter should be agreed with the Programme;
- A list of refused and selected participants to be shared with the Programme;
- The equal access to the training for people with disabilities and taking into account the gender balance should be ensured;
- Interim report № 1 submitted and approved by the Programme.

Conditions and requirements to applicants:

- Official residence in the target areas is required. Residents of local communities as well as IDPs who reside in one of the three target regions are invited to apply;

- Applicants should express their willingness to digitalize their business activities in one of the target regions within one of the prioritized value chains or potential business niches and duly indicate it in their application forms;
- Applicants may submit only one application and participate only in one training session;
- Applicants who qualify themselves as internally displaced persons should indicate their status in the application forms;
- Equal participation of women and men should be promoted.

Estimated implementation period: up to 35 calendar days after the Contract start date

Deliverable 3 - Training Delivery.

- Deliver eight (8) 2-day training sessions to at least 160 selected participants (about 20 participants for each session) of target communities and IDPs who reside in these communities using the premises approved and provided by the Programme;
- Ensure video recording of at least one full training session conducted by each of the trainers' teams (1 recorded 2-day training course in total, the filming crew will be arranged by UN RPP). Full rights for further usage of training videos should be delegated to the Programme;
- Conduct a pre-training survey and post-training evaluation for 100% trainees. Originals of pre-training survey and end-of-training feedback forms should be provided to the Programme;
- Facilitate registration and provide a detailed review of at least one online store on existing national or international marketplace;
- Provide opportunity for each trainee to present and defend her/his business digital transformation strategy and digital marketing plan;
- Promote business projects led by women and disseminate success stories of businesses led by women during the training. Success stories shall be identify by the Contractor and approved by the Programme;
- Support trainees to identify and integrate gender and human rights issues into their business digital transformation strategy and digital marketing plan;
- Prepare and submit a post-training report to reflect the outcome of the series of training and present recommendations for subsequent interventions. The report shall cover at least the following themes: (i) processed information on participants containing data disaggregated by gender, age and territory; (ii) pre-training and post-training evaluation addressing participants' initial knowledge and end-of-training satisfaction with the training content; (iii) participants insights on the training; (iv) recommendations for further actions aiming to strengthen the entrepreneurial capacities of IDPs and local population of the target regions.

The training sessions will be organized and conducted in eight target communities (cities and towns) of Luhansk, Donetsk, Kherson and the selected areas of Zaporizhzhia oblast:

Donetsk oblast

1. Kramatorsk
2. Mariupol

Luhansk Oblast

3. Kreminna
4. Sievierodonetsk

Zaporizhzhia Oblast

5. Melitopol
6. Berdiansk

Kherson Oblast

7. Kherson
8. Nova Kakhovka

Output:

- 8 (eight) 2-day training delivered in 8 locations (one in each location) in the target areas;
- At least 160 participants from targeted communities attended the training as per the participant list and developed her/his detailed business digital transformation strategy and digital marketing plan;
- Each participant had an opportunity to present her/his business digital transformation strategy and digital marketing plan in front of the training audience followed by group discussion and feedback session;
- At least 1 business project/success story led by women was disseminated during each training;
- At least one full training session conducted by the trainers' teams recorded on video (1 recorded 2-day training in total). The filming crew will be arranged by UN RPP. Participant lists were signed by each participant and electronic copies sent to the Programme within 2 day-period after the end of each training;
- Information and handout materials were distributed among participants;
- Interim report № 2 submitted and approved by the Programme.

Requirements to the team of trainers and training conditions:

- A team leader should be assigned to coordinate overall project performance and act as a single person in charge of all project-related issues and communications with the Programme;
- A project assistant should be assigned to coordinate administrative aspects, arrange logistics of trainers and communicate with trainees;
- The information materials and presentations should address the needs of the target audience and include quality visualization, graphics, be clear and easy to perceive. All materials should contain proper visibility of UN RPP and the donors provided by the Programme;
- The average number of participants of each training is 20 people (in some cases it may be more depending on quarantine restrictions);
- Trainers travel (public transport limited to 2nd class) and accommodation should be included in the scope of the proposal;

- Travel and accommodation expenses of trainees as well as rent of premises, equipment and catering services during the training sessions, will be covered by the Programme and therefore should be excluded from the scope of the proposal.

Estimated implementation period: up to 100 calendar days after the Contract start date.

Deliverable 4 - Final stage.

Output:

- Original participant lists with signatures provided to the Programme per each day of the training in each location;
- Final report submitted and accepted by the Programme, containing but not limited to following:
 - Disaggregated participant data by gender, age and territory consolidated for all training;
 - Pre-training and post-training self-evaluation survey results and their analysis;
 - Description of participants insights on the training;
 - Recommendations for further activities to improve the entrepreneurial capacities of IDPs and local population in respective areas.

Estimated implementation period: up to 120 calendar days after the Contract start date.

RECOMMENDATIONS TO METHODOLOGY OF SERVICE PROVISION:

General recommendations

The Contractor is responsible for ensuring proper security of project team members. It is recommended to consult with UNDP on security in the region, especially before the field phase of the assignment. All costs regarding the conduction of the events in frames of this assignment realization should be included in the budget proposal.

IV. DELIVERABLES

| # | Deliverables | Period of completion (as from the start of the assignment), calendar |
|----|---|---|
| 1. | A list of evaluation indicators developed based on training modules for the pre/post-training self-evaluation survey and agreed with the Programme; pre-training and end-of training survey developed and agreed with the Programme; knowledge, information and handout materials for the training developed and agreed with the Programme; an Inception Report developed and approved by the Programme. | 20 days |

| | | |
|----|--|----------|
| 2. | The training has been announced and advertised and the training participants selected; an electronic one-page brief of training sessions that contains information on curriculum, schedule, trainers and application process is developed for each training course; an Interim report № 1 submitted and approved by the Programme. | 35 days |
| 3. | 8 (eight) 2-day training courses delivered in all 8 locations (one in each location) in the target areas with at least 160 participants from targeted communities. Information and handout materials were distributed among participants and Interim report № 2 submitted and approved by the Programme. | 100 days |
| 4. | Original participant lists with signatures provided to the Programme per each day of the training in each location and Final Report submitted and accepted by the Programme. | 120 days |

NB: The schedule of the training sessions and their quantity might be changed in case of COVID-19 related restrictions. Any changes to be discussed with the contracted company in case of necessity.

V. BID PRICE AND SCHEDULE OF PAYMENT

The contract price shall remain fixed for the period of the contract.

Payments will be linked to deliverables and executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.

-
- After achieving of the deliverable 1 and submission of the Inception Report – 15%;
- After achieving of the deliverable 2 and submission of the Interim Report No. 1 – 15%;
- After achieving of the deliverable 3 and submission of the Interim Report No. 2 – 50%;
- After achieving of the deliverable 4 and submission of the Final report – 20%.

VI. MONITORING/REPORTING REQUIREMENTS

The Contractor will directly report to the UN RPP Specialist on Entrepreneurship Promotion on regular basis. The Contractor will participate in the Project meetings (by Skype, Zoom or other tools) and will share work progress. The Contractor shall submit the following reports according to the UN RPP format and guidelines. The format of reports shall be agreed at the first stage of the contract implementation, but the Programme reserves the right to make further changes and clarifications in the report form.

Types of reports:

1) Inception and interim reports submitted in Ukrainian, including reports on the work accomplished, results, monitoring, and financial indicators:

- Inception report – 20 calendar days after the Contract starting date;
- Interim report No. 1 – 35 calendar days after the Contract starting date;
- Interim report No. 2 – 100 calendar days after the Contract starting date.

2) Final narrative report including a summary of activities and results, lessons learned and conclusions, as well as the final financial report reflecting the whole period of contract – no later than 120 calendar days after the Contract starting date. The report should be submitted in Ukrainian and in its' summary in English. Data should be disaggregated by gender, age groups and other categories as required by the Programme.

All reports and survey results to the Programme shall be transmitted electronically (Formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication with the attached final product.

The Contractor shall comply with the system of monitoring, evaluation and quality control introduced by the Programme, and also provide the necessary information, reports and statistical data according to the predetermined schedule *or* as soon as possible (within a reasonable time).

The inception report, interim reports and the final report shall follow the pre-set template agreed with the Programme that includes both substantial and financial parts and shall be shared with the respective official.

As a quality assurance measure, the Programme representatives will be present at the opening and closure of the training courses in some locations (if the quarantine measures allow) to conduct interviews with participants and receive feedback on the quality of the Contractor's work. Zoom broadcasting of each training course will be organized by the logistic company so the Programme specialist could monitor the courses of the training programme. The Contractor shall facilitate the process by presenting the Programme with all necessary contacts of the trainees and shall refrain from influencing the impartiality of the assessment procedures.

IV. EXPERIENCE AND QUALIFICATION REQUIREMENTS

- Organization/company with valid registration;
- Experience in the organization and management of business training programmes (at least three years);
- Experience in the implementation of training programmes (at least two programmes with a total number of trainees at least 200 people per each programme).
- Experience of previous successful cooperation with international organizations will be considered as an asset;
- At least 2 (two) recommendation letters from the previous Customer/Partner related to the training course implementation.

The Contractor must have a team of at least 3 professionals with following roles and required qualifications:

Team Leader/Project Manager:

- 1) At least Master's (or equivalent) degree in Economy, Finance, Public Administration, Management, Psychology, Entrepreneurship or other related fields;
- 2) Minimum 3 years of professional experience in project management and/ team management,
- 3) Minimum 3 years of experience and implementation of at least 5 projects/programmes/provision of business training services;

- 4) Excellent reporting skills (reference to at least 2 project completion reports or other relevant documents of similar nature should be provided);
- 5) Excellent knowledge of Ukrainian and Russian. At least working knowledge of English is required.

Project Assistant:

- 1) At least Bachelor's (or higher) degree in Economy, Finance, Public Administration, Management, Entrepreneurship or other related fields;
- 2) Minimum 3 years of professional experience in administrative support of training and educational projects;
- 3) Experience on the hotline or in multi-crowded projects would be considered as an asset;
- 4) Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.

Trainer:

- 1) At least Bachelor's degree followed by at least 5 years of relevant experience in the field of digital marketing, e-commerce sales, branding and media relations/business communication;
- 2) Sound knowledge and proven experience in the delivering of training courses on digital marketing and e-commerce sales at least 10 training sessions conducted;
- 3) Proven facilitation experience in at least 3 training programmes;
- 4) Proven experience in developing training curriculums, publications, handout materials and manuals related to digital marketing, e-commerce sales, branding and media relations/business communication, at least 3 relevant examples shall be provided;
- 5) Excellent knowledge of Ukrainian and Russian. Excellent public speaking skills (at least 3 records of trainings or links to such records or training feedback forms to be provided).

V. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL:

| | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | A work plan with the proposed work schedule indicating the persons responsible for each area of activity; |
| <input checked="" type="checkbox"/> | Communication strategy and plan for dissemination of information about the training programme via different media channels; |
| <input checked="" type="checkbox"/> | Description of communication tools available for interaction with applicants; |
| <input checked="" type="checkbox"/> | Brief description of the application and selection process of the training participants; |
| <input checked="" type="checkbox"/> | Procedure for evaluation of the training programme including reporting process and quality control measures; |
| <input checked="" type="checkbox"/> | Personal CVs of the Project Team, including information about past experience in similar projects / assignments and samples of work from the trainers (i.e., video recordings); |
| <input checked="" type="checkbox"/> | At least 2 reference letters for the company from the previous customers/clients/partners relevant to the tasks described reflecting the nature of projects implemented, their results and the role of the applicant; |
| <input checked="" type="checkbox"/> | At least 2 reference letters for the trainer from the previous customers/clients/partners relevant to the tasks described reflecting the nature of training courses implemented. |

VI. EVALUATION CRITERIA

Evaluation and comparison of proposals

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

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

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.

Minimum evaluation criteria

(The companies/organizations that are compliant with minimum evaluation criteria will be passed to technical evaluation)

1. Organization/company with valid registration;
2. Experience in the organization and management of business training programmes (at least two programmes with a total number of participants about 200);
3. Experience in the implementation of training programmes with a total number of trainees over 100 people per 1 programme.

Technical criteria:

| Summary of Technical Proposal Evaluation Form | Score Weight | Max Points obtainable |
|--|--------------|-----------------------|
| Expertise of Firm/Organization | 28% | 200 |
| Proposed Methodology, Approach and Implementation Plan | 25% | 170 |
| Personnel | 47% | 330 |
| Total | 100% | 700 |

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

Technical Evaluation Forms:

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

Form 2. Proposed work plan, methodology and approach

Form 3. Personnel

| Assessment of technical proposal Form 1 | | Maximum score | Company / Other organization | | |
|--|---|---------------|------------------------------|---|---|
| | | | A | B | C |
| Expertise of Firm/Organization | | | | | |
| 1.1 | Experience in the organization and management of business training programmes: 3 years – 70 points, 4 and more years – 75 points. | 75 | | | |
| 1.2 | Experience in the implementation of training programmes with: - 200 trainees – 70 points; - 200 or more – 75 points; | 75 | | | |
| 1.3 | Successful experience in working with UN system organizations, other international organizations: availability of experience – 10 points, no experience – 0 points. | 10 | | | |
| 1.4 | Recommendation letters from the previous Customer/Partner related to the training course implementation; | 40 | | | |

| | | | | | |
|-------------------------|---|-----|--|--|--|
| | 2 letters – 25 points; 3 letters – 30 points, 4 and more letters – 40 points. | | | | |
| Overall score on Form 1 | | 200 | | | |

| Assessment of technical proposal Form 2 | | Maximum score | Company / Other organization | | |
|--|---|------------------|---------------------------------|---|---|
| | | | A | B | C |
| Proposed Methodology, Approach and Implementation Plan | | | | | |
| 2.1 | How well-elaborated is the communication strategy to disseminate information on the training programme? <ul style="list-style-type: none">- The communication strategy demonstrates general understanding of the goals to be achieved, but it has a lack of details regarding a mechanism of effective information dissemination – 30 points.- The communication strategy outlines a mechanism of effective information dissemination about the training programme and UN RPP in general - 40 points.- The communication strategy is precise and clear, it prescribes the mechanism of achieving all communication goals and objectives, the stages are described in details and includes an additional recommendations of actions to obtain the best result - 50 points | 50 | | | |
| 2.2 | How well developed is a system of feedback and communication with applicants? <ul style="list-style-type: none">- The tool for registration of applications provides online format and prompt registration, identification of repeated applications, granting the status of each application, the possibility of automatic responses to participants and creation of a database and mailing list but lacks a telephone hotline – 30 points;- The approach provides an online tool for registration of applications (including prompt registration, identification of repeated applications, granting the status of each application, the possibility of automatic responses to participants and creation of a database and | 40 | | | |

| | | | | | |
|-------------------------|---|-----|--|--|--|
| | mailing list) and a telephone hotline (cellular and landline network) and details its method, the schedule and features of its operation – up to 40 points. | | | | |
| | - | | | | |
| 2.4 | <p>How well-developed is the procedure for evaluation of the training programme including reporting process and quality control measures?</p> <ul style="list-style-type: none"> - The proposed evaluation procedure meets the assignment timeframe, is general in nature, without detailed analysis of the training programme outputs – 30 points; - The proposed evaluation procedure meets the assignment timeframe, contains detailed description of pre- and post-training activities to assess the trainees' level of knowledge and skills and the Contractor's capacity to provide detailed analysis of the training programme outputs –40 points; | 40 | | | |
| 2.5 | <p>How well-elaborated is the proposed plan of work and suggested timeline?</p> <ul style="list-style-type: none"> - The developed work plan is general in nature, without description and details - 15 points; - The developed work plan contains a description and in general meets the Project tasks - 30 points; - The developed work plan describes in detail the algorithm of the training programme implementation with indication of the involved specialists and the gradual transfer of the work results - 40 points. | 40 | | | |
| Overall score on Form 2 | | 170 | | | |

| Assessment of technical proposal Form 3 | | Maximum score | Company / Other organization | | |
|--|-----------------------------|------------------|------------------------------|---|---|
| | | | A | B | C |
| Personnel | | | | | |
| | Team Leader/Project Manager | | | | |

| | | | | | |
|---|---|-----|--|----|--|
| 3.1 | Experience in project management and team management (3 years – 20 points, 4-5 years – 25 points, 6 years and more – 30 points). | 30 | | | |
| 3.2 | Implementation of projects / programmes / provision of business training services: <ul style="list-style-type: none"> - total experience (3 years – 15 points, 4–6 years – 20 points, 7 years and more – 25 points); - number of business training projects/programmes implemented (5 projects/programmes – 16 points, 6-9 projects/programmes – 20 points, 10 projects/programmes and more – 25 points). | 50 | | | |
| 3.3 | Higher education in Economy, Finance, Public Administration, Management, Psychology, Entrepreneurship or other related field (Master's (or equivalent) – 5 points, PhD or higher – 10 points). | 10 | | | |
| 3.4 | Excellent reporting skills (reference to at least 2 open source reports – 10 points, 3 and more – 15 points) | 15 | | | |
| 3.5 | Language command (Ukrainian, Russian) and English working level – 3 points, Ukrainian, Russian and English (fluent level) – 5 points). | 5 | | | |
| Interim score according to criteria 3.1–3.5 | | 110 | | 69 | |
| | Other Experts – Project Assistant: | | | | |
| 3.6 | Professional experience in administrative support of training and educational projects (3 years – 10 points, 4–6 years – 15 points, 7 years or more – 25 points). | 25 | | | |
| 3.7 | Experience of work on the hotline or in multi-crowded projects (0 project – 0 points, 1 projects – 5 points, 3 projects and more – 10 points). | 10 | | | |
| 3.8 | Education in Economy, Finance, Public Administration, Management, Entrepreneurship or related field (Bachelor's degree– 8 points, Master's or higher – 10 points). | 10 | | | |
| 3.9 | Language command: <ul style="list-style-type: none"> - Ukrainian, Russian – 3 points; - Asset: English (working level) – 2 points. | 5 | | | |
| Interim score according to criteria 3.6–3.9 | | 50 | | | |

| | Other Experts – Trainer: | | | | |
|-------------------------|---|-----|--|--|--|
| 3.10 | Higher education followed by the relevant practical experience in the field of digital marketing, e-commerce sales, branding and media relations/business communication (5 years – 35 points, 6 years and more – 40 points). | 40 | | | |
| 3.11 | Delivery of training on digital marketing and e-commerce sales: <ul style="list-style-type: none"> - Overall proven experience (3 years – 20 points, 4 years and more– 25 points; - Number of training sessions conducted (10 training sessions – 20 points, over 10 training sessions – 25 points. | 50 | | | |
| 3.12 | Proven facilitation experience (3 training programmes – 10 points, 4–5 programmes – 15 points, 6 or more – 20 points). | 20 | | | |
| 3.13 | Proven experience in developing training curriculums, publications, handout materials and manuals related to digital marketing, e-commerce sales, branding and media relations/business communication (3 materials – 35 points, 4 and more materials – 40 points). | 40 | | | |
| 3.14 | Language command (Ukrainian, Russian), excellent public speaking skills – 3 records of trainings or links to such records or training feedback forms - 10 points, 4 or more records of trainings or links to such records or training feedback forms – 20 points | 20 | | | |
| | Interim score according to criteria 3.10–3.14 | 170 | | | |
| Overall score on Form 3 | | 330 | | | |

VII. ESTIMATED COST OF ASSIGNMENT

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. All costs associated with the implementation of services should be included in the financial proposal (such as development of video, adaptation, advertising, travel, living allowances, salary of staff, stationary, etc.).

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

Cost breakdown per deliverables

| No. | Deliverables | Percentage of Total Price (Weight for payment) | Price without VAT, indicate currency |
|-----|--------------|--|--------------------------------------|
|-----|--------------|--|--------------------------------------|

| | | | |
|--|---------------|------|--|
| 1. | Deliverable 1 | 15% | |
| 2. | Deliverable 2 | 15% | |
| 3 | Deliverable 3 | 50% | |
| 4. | Deliverable 4 | 20% | |
| Total all-inclusive cost without VAT, indicate currency | | 100% | |

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 | Cost per unit, currency | Amount, currency excl. VAT* |
|-----------|---|-------------|---------------|--------------------------------|------------------------------------|
| 1 | Personnel | | | | |
| 1.1 | Team Leader/Project Manager | | | | |
| 1.2 | Project Assistant | | | | |
| 1.3 | Trainer | | | | |
| 1.4 | Other members of the team, if needed | | | | |
| 1.5 | | | | | |
| ... | ... | | | | |
| 2 | Administration Costs (if necessary) | | | | |
| 2.1 | Communication (Internet/Phone/etc.) | | | | |
| 2.2 | | | | | |
| 2.3 | | | | | |
| ... | Other (if any - to define clearly activities/costs) | | | | |
| 3 | Travel and Lodging | | | | |
| 3.1 | Travel for 1 person | | | | |
| 3.2. | Accommodation of organizers and trainers/speakers | | | | |
| 3.3 | Allowance of organizers and trainers/speakers | | | | |
| 4 | Other costs (if any - to define clearly activities/costs) | | | | |
| 4.1 | Handouts and self-study materials for eight 2-days training courses | | | | |
| 4.2 | Development of one knowledge material and training brief | | | | |

| | | | | | |
|-----|---|--|--|--|--|
| | | | | | |
| ... | ... | | | | |
| | Total (please indicate currency) | | | | |

NB Amounts in both tables must be equal as they represent the same financial proposal from different aspects.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[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 95-2021-UNDP-UKR-RFP-RPP dated 6/2/2021, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

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

- a) A letter of interest / letter of offer, which outlines previous experience in implementing similar programs and competitive advantages of the applicant company;;*
- b) Dully filled in and Signed Form for Submission of Proposal (Annex 3);*
- c) Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided;*
- d) Copies of other licenses or certificates (if any);*
- e) At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant;*
- f) At least 2 reference letters for the trainer from the previous customers/clients/partners relevant to the tasks described reflecting the nature of training courses implemented*
- g) Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).**
- h) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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:

¹ This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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

B. Proposed Methodology for the Completion of Services

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

- *A work plan with the proposed work schedule indicating the persons responsible for each area of activity;*
- *Communication strategy and plan for dissemination of information about the training programme via different media channels;*
- *Description of communication tools available for interaction with applicants;*
- *Brief description of the application and selection process of the training participants;*
- *Procedure for evaluation of the training programme including reporting process and quality control measures.*

C. Qualifications of Key Personnel

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract;*
- d) At least 2 reference letters for the trainer from the previous customers/clients/partners relevant to the tasks described reflecting the nature of training courses implemented.*

D. Cost Breakdown per Deliverable*

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

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

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

| Deliverables [list them as referred to in the RFP] | Percentage of Total Price (Weight for payment) | Amount, currency, excl. VAT |
|---|---|--|
| Delivery of output 1 | | |
| Delivery of output 2 | | |
| Delivery of output 3 | | |
| Delivery of output 4 | | |

| | | |
|---|------|--|
| Total (please indicate currency) | 100% | |
|---|------|--|

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

E. Cost Breakdown by Cost Component:

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

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

| Nº | Activity/Costs | Unit | Number | Cost per unit, currency | Amount, currency excl. VAT* |
|-----------|---|-------------|---------------|--------------------------------|------------------------------------|
| 1 | Personnel | | | | |
| 1.1 | Team Leader/Project Manager | | | | |
| 1.2 | Project Assistant | | | | |
| 1.3 | Trainer | | | | |
| 1.4 | Other members of the team, if needed | | | | |
| 1.5 | | | | | |
| ... | ... | | | | |
| 2 | Administration Costs (if necessary) | | | | |
| 2.1 | Communication (Internet/Phone/etc.) | | | | |
| 2.2 | | | | | |
| 2.3 | | | | | |
| ... | Other (if any - to define clearly activities/costs) | | | | |
| 3 | Travel and Lodging | | | | |
| 3.1 | Travel for 1 person | | | | |
| 3.2 | Accommodation of organizers and trainers/speakers | | | | |
| 3.3 | Allowance of organizers and trainers/speakers | | | | |
| 4 | Other costs (if any - to define clearly activities/costs) | | | | |
| 4.1 | Handouts and self-study materials for eight 2-days training courses | | | | |
| 4.2 | Development of one knowledge material and training brief | | | | |

| | | | | | |
|-----|---|--|--|--|--|
| | | | | | |
| ... | ... | | | | |
| | Total (please indicate currency) | | | | |

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

* Dear partners!

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

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

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

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

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

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

Уважаемые партнеры!

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере 329-2020-UNDP-UKR-RFP-RPP производиться в рамках выполнения проекта международной технической помощи.

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

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

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

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

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


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

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

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

Annex 4

Model Contract

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

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| Факс: Email: | Fax: Email: |
| 14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: + Email: | 14. UNDP Contact Person's Name: Title: Address: Telephone number Email: |
| 15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ | 15. Contractor's Bank Account to which payments will be transferred: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU |
| Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку: <ol style="list-style-type: none"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ. 7. <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій</p> | This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order: <ol style="list-style-type: none"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine. 7. <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> |

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| <p>формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p> | | <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p>IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p> | |
| Від імені Підрядника / For the Contractor | | Від імені ПРООН / For UNDP | |
| Підпис / Signature: | | Підпис / Signature: | |
| Ім'я / Name: | | Ім'я / Name: | |
| Посада / Title: | | Посада / Title: | |
| Дата / Date: | | Дата / Date: | |