

*United Nations Development Programme*



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## REQUEST FOR PROPOSAL

Development and augmentation of software components for integration into the Diia.Business Portal.

RFP No.: 513-2021-UNDP-UKR-RFP-PS4SDGs

Project: UNDP Country Office

Country: Ukraine

Issued on: 8 July 2021

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## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - Form A: Technical Proposal Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Proposal
  - Form F: Financial Proposal Submission Form
  - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [procurement.ua@undp.org](mailto:procurement.ua@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Denys Shliapkin  
Title: Procurement Assistant

Date: **July 8, 2021**

Approved by:



Name: Agnes Kochan  
Title: Operations Manager  
UNDP

Date: **July 8, 2021**



## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a>
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ( <a href="http://www.ungm.org">www.ungm.org</a> ). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a>
	2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a>
3. Eligibility	3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
	3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Comprising the Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<b>15. Only One Proposal</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<b>16. Proposal Validity Period</b>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Proposal Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<b>18. Clarification of Proposal</b>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Proposals</b>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> </ul> </li> </ul>

<p><b>Email Submission</b></p> <p><b>eTendering submission</b></p>	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>

	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial</li> </ol>

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical and Financial Proposals</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<b>31. Due Diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the</p>

	<p>following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction</li> </ul>

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary 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.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at



	<a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
<b>44. Payment Provisions</b>	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
<b>45. Vendor Protest</b>	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:</p> <p><a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a></p>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15</p> <p><a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	Application forms to be filled in English or Ukrainian; supporting documents such as local registration/licenses/certificates issued in local language may be provided without translation. In case submitting proposal in local language, UNDP may request translation of submission parts into English.
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted 12.07.2021, 15:00</p> <p>Via zoom-conference</p> <p>To express your interest to take part please send notification to e-mail <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> <b>point out tender reference 513-2021-UNDP-UKR-RFP-PS4SDGs in subject</b>, the title of the company, names and positions of the representatives including contact details in the body of e-mail. Link to skype conference will be provided upon processing your inquiry.</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed

8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	<p>United States Dollar Local currency (UAH) is also acceptable. The proposal will be fixed in the currency proposed. In case of proposal in local currency, the amount will be converted to USD based on actual UNORE currency rate for comparison. <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a></p> <p>Financial proposals must include VAT and other applicable indirect taxes.</p>
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>E-mail address dedicated for this purpose: <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a></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 bidders.</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>
14	23	Deadline for Submission	<b>Till 22.07.2021, Thursday, 10:00 AM (GMT +3:00) Kyiv time / 03:00 AM (GMT -4:00) New York time</b>
14	22	Allowable Manner of Submitting Proposals	<p><b>Submission through e-tendering system</b></p> <p>Proposals must be submitted in the online eTendering system in the following link: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> using your username and password.</p> <p>How to find the event and tender documentation:</p> <p>Do not hesitate to contact <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> if you find any issues using the e-tendering system.</p>

			<p>Bidders are also strongly advised to go through additional materials on using eTendering (i.e. videos, manual) posted here:</p> <p><a href="https://www.undp.org/procurement/business/resources-for-bidders">https://www.undp.org/procurement/business/resources-for-bidders</a></p> <p>Please <b>do not duplicate your submission</b> to <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a>. This address is used only for questions and answers.</p>
15	22	Proposal Submission Address	<p>Proposals must be submitted in the online eTendering system by the following link: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> using your username and password.</p> <p><b><u>Please note that bids received through any means will not be considered.</u></b></p>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files, <b>ZIP archives</b> only</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ The Technical Proposal and the Financial Proposal files <b>MUST BE COMPLETELY SEPARATE</b> and each of them must be uploaded individually and clearly labelled.</li> <li>▪ <b>The Financial Proposal file must be encrypted with a password</b> so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>▪ Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> <li>▪ Time Zone to be Recognized: [Kyiv +3]</li> <li>▪ <i>Other conditions: Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i></li> </ul>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70% of the obtainable score of 700 points, which is 490 points.</p>
18		Expected date for commencement of Contract	<i>August 16, 2021</i>

19		Maximum expected duration of contract	9 months
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services <a href="https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017_0.pdf">https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017_0.pdf</a>
23		Other Information Related to the RFP	

## Section 4. Evaluation Criteria

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### Required documents

- Company Profile, which should not exceed fifteen (15) pages, containing (but not limited to):
  - 1) Brief description of the organization, including the year and country of incorporation, previous experience in implementing similar projects and competitive advantages, relevance of specialized knowledge and experience.
  - 2) General organizational capability which is likely to affect implementation: management structure, project management controls, quality assurance mechanisms, extent to which any work would be subcontracted (if so, provide details).
  - 3) Portfolio of the previous similar projects (at least three (3) links to websites, web-based platforms, portals, marketplaces, or similar must be provided along with information on the role of the Applicant company and works performed).
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.
- Certificate of Registration of the business.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country.
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years.
- Statement of Satisfactory Performance (reference letters) from at least Top 2 Clients in terms of Contract Value the past three years. Reference Letters should reflect the nature of projects implemented, their results and role of the Applicant.
- Duly signed Technical and financial proposals as per Forms A, B, F and G. Financial proposal must be in a separate file and password protected.
- Structure of the Team, including names, positions in the team and CVs for key personnel that will support the implementation of this project as per Form E, Section 3. CVs should demonstrate qualifications in the areas relevant to this assignment.
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- Technical Concept and Proposed Methodology, comprising at minimum of:
  - 1) Implementation plan, including the Gantt schedule or project schedule, indicating project activities/stages, staff responsible for each area of activity, as well as the appropriate time for their implementation.
  - 2) Description of Applicant's approach to implementation of software components' functionality, respecting technical and functional requirements outlined in the TOR.

These documents should demonstrate the Bidder's responsiveness to the ToR by addressing the requirements, as specified, point by point, providing a detailed description of the essential characteristics and demonstrating how the proposed methodology will allow to meet or exceed functional and technical requirements.

Technical and functional requirements in the body of this RFP are numbered. It is mandatory that Bidder's Proposal preserves the numbering system for easy reference. In case Technical Concept suggested by the Bidder envisages additional functions, they need to be mentioned separately (please indicate "A\_number" in the ID field for additional functions).

## Preliminary Examination Criteria

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

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 documentation, including documentation regarding the company’s legal status and registration

Offers must comply with general administrative requirements:

- a) properly registered and licensed company
- b) at least 3 years in the field of software development

Other information is available on <http://www.undp.org.ua/en/tenders>; For the information, please contact [procurement@undp.org.ua](mailto:procurement@undp.org.ua)

## Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective

<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	At least 3 (three) years of professional experience in software development	Form D: Qualification Form
<b>Financial Standing</b>	Financial stability demonstrated by copies of balance sheets or audit reports past 2 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

## 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 on the basis of 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. 300)**. All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 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 awarded to the bidder that submitted the winning proposal.

## Technical evaluation criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's experience and reputation on the market	140
2.	Bidder's proposed methodology and product concept	210
3.	Key Personnel	350
	<b>Total</b>	<b>700</b>

Evaluation forms for technical proposals follow. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Assessment of technical proposal:		Maximum score
<b>Experience of the company submitting the proposal</b>		
1.1	Duly registered company with experience of at least three (3) years in software development: <i>{3 years of experience – 25 points; 4-5 years – 28 points</i>	35



	<i>6-7 years – 30 points; 8 years and more – up to 35 points}</i>	
1.2	Experience in at least one (1) similar project implemented with for public authorities: <i>{1 project – 25 points, 2-3 projects – 27 points, 4 projects and more – 30 points}</i>	30
1.3	Experience in the creation of at least three (3) projects of similar size and scope (i.e. websites, web-based platforms, portals, marketplaces, online platforms, or similar), including provision of technical support or maintenance, development of user manuals or other technical documentation: <i>{3 projects – 30 points, 4-5 projects – 33 points; 6 projects and more – 35 points}</i>	35
1.4	Quality of provided company profile information, including sufficient information provided on general organizational capability, which is likely to affect implementation, including: <i>{- management structure and project management controls, names and positions in the team, CVs for key personnel – 4 points - quality assurance mechanisms – 3 points - extent to which any work would be subcontracted (or not) – 3 points}</i>	10
1.5	Positive feedback from previous clients regarding relevant projects, the quality of works completed, and the role of the Applicant as embodied in the reference letters: <i>{2-3 reference letters that quote excellent performance – 8 points; 4 reference letters and more – 10 points}</i>	10
1.6	Experience in integrating or linking websites or software components with state registers or databases <i>would be an asset.</i> <i>{no experience – 0 points; availability of experience – 10 points}</i>	10
1.7	Experience in working with international organizations <i>{no experience – 0 points; availability of experience – 10 points}</i>	10
<b>Overall score</b>		<b>140</b>

<b>Assessment of technical proposal</b>		Maximum score
<b>Proposed Technical Proposal and Methodology</b>		
2.1	The relevance of the technical proposal to the objectives and tasks of the TOR and the quality of the proposed approach: <i>{-All essential aspects, including general requirements, stages and activities, are addressed in sufficient detail – 5 points; -Describes how the Bidder intends to provide warranty services in sufficient details about technical, organizational capacities and competences of the Bidder and conditions of service – 10 points; - Describes how the Bidder intends to provide technical support services in sufficient details about technical, organizational capacities and competences of the Bidder and conditions of service – 10 points}</i>	25
2.2	Technical proposal includes description of Applicant's approach to implementation of software components' functionality, respecting technical and functional requirements outlined in the TOR.	170

	<p><i>{- Functional requirements addressed demonstrating how the Bidder will meet or exceed them – 110-points - 130 points;</i></p> <p><i>- Technical requirements addressed demonstrating how the Bidder will meet or exceed them –20 points;</i></p> <p><i>- The Bidder provides suggestions or/and recommendations to allow for more efficient execution of the assignment and/or development of required functionality – additional 20 points}</i></p>	
2.3	<p>Work plan and timelines:</p> <p><i>{- Work plan is well elaborated, feasible, envisages all the stages, activities and deliverables outlined in ToR – 6 points;</i></p> <p><i>- Work plan includes visualized work schedule – 4 points;</i></p> <p><i>- Key activities in the work plan developed in the optimal sequence for the most efficient completion of works - 5 points}</i></p>	15
<b>Overall score</b>		<b>210</b>

<b>Assessment of technical proposal</b>		<b>Maximum score</b>
<b>Personnel</b>		
<b>Team Leader/Project Manager</b>		
3.1	Higher education in Computer Science, Engineering, Management or Social Science, Management, Economics, Public Administration or other relevant <i>(Bachelor's degree or equivalent – 7 points, Master or equivalent - 8 points, PhD or equivalent – 10 points).</i>	10
3.2	Experience in management of IT projects <i>(5 years – 35 points, 6-8 years – 37 points, 9 years and more – 40 points).</i>	40
3.3	Experience in implementing similar projects proved with links to websites, web-based platforms, portals, marketplaces, or similar along with information on the role and works performed <i>(3 projects – 35 points, 4-5 projects – 37 points, 6-8 projects – 40 points; 10 projects and more – up to 45 points).</i>	45
3.4	Language command <i>(Ukrainian/Russian and working knowledge of English – 3 points, Ukrainian/Russian and fluent English – 5 points).</i>	5
Interim score according to criteria 3.1–3.4		100
<b>Database Architect/Developer</b>		
3.5	Higher education in Computer Science, Engineering, Management, Management, Economics, Public Administration or Social Science <i>(Bachelor's degree or equivalent – 3 points, Master or equivalent – 4 points, PhD or equivalent – 5 points).</i>	5
3.6	Experience in the field of software development <i>(5 years – 15 points, 6-7 years – 18 points, 8-9 years – 23 points; 10 years and more – 25 points).</i>	25
3.7	Experience with similar projects in software architecture or database development or design proved through participation in similar role in similar projects. <i>(1 project – 10 points,</i>	20

	2-3 projects – 12 points, 4-5 projects – 15 points; 6-7 projects – 17 points; 8 projects and more – 20 points).	
Interim score according to criteria 3.5–3.7		50
<b>UX/UI Specialist/Designer</b>		
3.8	Higher education in Design, Computer Science or relevant field (Bachelor's degree or equivalent – 3 points, Master or equivalent – 4 points, PhD or equivalent – 5 points).	5
3.9	Experience in the field of software development, graphic design, UI/UX design or similar. (3 years – 9 points, 4-5 years – 11 points, 6-7 years – 13 points; 8 years and more – 15 points).	15
3.10	Experience with similar projects proved through portfolio provided along with the information on the role and works performed (1 project – 7 points, 2-3 projects – 10 points, 4-5 projects – 13 points; 6 projects and more – 15 points).	15
3.11	Experience working with Diia.Business web-design kit – 15 points.	15
Interim score according to criteria 3.8-3.11		50
<b>Software Development Engineer</b>		
3.12	Higher education in Computer Science, Engineering, Management, Economics, Public Administration or Social Science (Bachelor's degree or equivalent – 3 points, Master or equivalent – 5 points).	5
3.13	Experience in the field of software development (3 years – 15 points, 4-5 years – 17 points, 6-7 years – 19 points; 8-9 years – 21 points; 10 years and more – 24 points).	24
3.14	Specific professional experience proved through participating in at least one (1) similar project, in which he/she held a position or Programmer, Developer, Software development engineer or similar. (1 project – 13 points, 2-3 projects – 15 points, 4-5 projects – 18 points; 6 projects and more – 20 points).	20
Interim score according to criteria 3.12–3.14		49
<b>Software Tester/Quality Assurance Engineer</b>		
3.15	Higher education in Computer Science, Engineering, Management, Economics, Public Administration or Social Science (Bachelor's degree or equivalent – 3 points, Master or equivalent – 5 points).	5
3.16	Experience in the field of software development and/or software quality assurance. (3 years – 12 points,	20

	4-5 years – 15 points, 6-7 years – 17 points; 8-9 years – 19 points; 10 years and more – 20 points).	
3.17	Experience with similar projects (1 project – 11 points, 2-3 projects – 13 points, 4-5 projects – 15 points; 6 projects and more – 18 points).	18
3.18	Language requirements: fluent Ukrainian (5 points).	5
Interim score according to criteria 3.15–3.18		48
<b>Technical Writer</b>		
3.19	Higher education in Computer Science, Engineering, Management, Economics, Social Science, Linguistics, Business/Public Administration, Law or other relevant. (Bachelor's degree or equivalent – 3 points, Master or equivalent – 4 points, PhD or equivalent – 5 points).	5
3.20	At least two (2) years of experience in the field of software development, eliciting technical requirements, writing technical documentations and procedural materials for multiple audiences or similar (2 years – 12 points, 3-4 years – 14 points, 5-6 years – 16 points; 7-8 years – 18 points; 9 years and more – 20 points).	20
3.21	Professional experience proved through portfolio of at least one (1) technical document, user or administrator manual, specification or similar documentation earlier prepared (copies or links must be provided along with the CV). (1 relevant document – 14 points, 2-3 relevant documents – 16 points, 4-5 relevant documents – 18 points; 6 relevant documents and more – 20 points).	20
3.22	Language command (Ukrainian, Russian, working knowledge of English – 3 points; Ukrainian, Russian, fluent English – 5 points).	5
Interim score according to criteria 3.19–3.22		50
3.23	Is gender diversity ensured in the team? {partially ensured – 1 point, close to 50/50% balance - 3 points}	3
<b>Overall score</b>		<b>350</b>

## Section 5. Terms of Reference

<b>Project name:</b>	1) Private Sector Engagement for the Sustainable Development Goals (PS4SDGs), # 00125945 2) Strengthening MSMEs Business Membership Organizations in Ukraine (Phase II), # 00094897
<b>Description of Assignment:</b>	Development and augmentation of software components for integration into the Diia.Business Portal
<b>Starting Date of Assignment:</b>	June 2021
<b>Duration of Assignment:</b>	9 months (June 2021 – March 2022), comprising of 3 months for development works and 6 months of warranty and technical support services
<b>Supervisor's Title:</b>	Project Manager

### 1. GENERAL INFORMATION

#### 1.1. Abbreviations and terms

Abbreviation	Description
BDS	Business Development Services
BMO	Business Membership Organization
BSI	Business Support Infrastructure
CCI	Chamber of Commerce and Industry
DBMS	Database Management System
EDI	Electronic Data Exchange
EEPO	Entrepreneurship and Export Promotion Office
FAQ	Frequently Asked Questions
F_number	Functional requirement to the software component
GIIN	Global Impact Investing Network
GISD	The Global Investors for Sustainable Development Alliance
IDPs	Internally displaced persons
IFC	International Finance Corporation
HTTPS	Hyper Text Transfer Protocol Secure
IIP	Impact Investment Platform
IIPS	Integrated Information Protection System (known in Ukrainian as KSZI)
MDT	Ministry of Digital Transformation
MEDT	Ministry for Development of Economy, Trade and Agriculture of Ukraine
MSMEs	Micro, Small and Medium Enterprises
MVP	Minimum Viable Product
PS4SDGs	The Private Sector Engagement for the Sustainable Development Goals
QA	Quality Assurance
R_number	Technical requirement to the software component
RFP	Request for Proposals
SASB	Sustainability Accounting Standards Board
SDGs	Sustainable Development Goals

SMEs	Small and Medium Enterprises
SSSCIP	State Special Communications Service of Ukraine
TOR	Terms of Reference
ToT approach	Training of Trainers approach
UNDP	United Nations Development Programme
USROU	The United State Register of Legal Entities, Individual Entrepreneurs and Public Organizations of Ukraine

## 1.2. Background

The private sector is an important strategic partner for UNDP's mission to achieve sustainable development by eradicating poverty in all its forms and dimensions, accelerating structural transformations for sustainable development and building resilience to crises and shocks. Micro-, small and medium-sized enterprises (MSMEs) provide work for more than 4 million people in Ukraine. The Government of Ukraine has been increasing its efforts to undertake economic reforms and create business enabling environment for enterprises, strengthen the position of MSMEs in the economy. The socio-economic impact of the COVID-19 pandemic has deepened the challenges faced by MSMEs. Necessary measures to contain the virus through quarantines, travel restrictions, and lockdown of cities have resulted in a significant reduction in demand and supply. Since the lockdown, the Ukrainian Chamber of Commerce and Industry estimated that 700,000 SMEs have closed. One-third of business owners (mainly micro-entrepreneurs) have claimed a 90-100% drop in revenue since quarantine and have laid off up to 50% of staff. To address COVID-related threats, UNDP Ukraine currently implements a number of projects pertaining to private sector development and MSMEs support in Ukraine through its Inclusive Development, Recovery and Peacebuilding portfolio.

**The Private Sector Engagement for the Sustainable Development Goals (PS4SDGs)** project aims to strengthen the capacity of the private sector for value creation that aligns with the Sustainable Development Goals (SDGs) and supports the transition to a sustainable green economy. The project works with SMEs and partners with key private sector actors to develop products, services and business models that accelerate the achievement of the Sustainable Development Goals. The project focuses on four components that expand opportunities for the private sector to practice SDG entrepreneurship: a) increase the capabilities of SMEs and other private sector actors for SDG entrepreneurship and business innovation; b) increase market opportunities for SMEs that adopt SDG business practices; c) catalyze impact investment opportunities for SMEs for SDG impact, and d) improve the enabling conditions for SMEs for SDG impact.

**The Strengthening MSME Business Membership Organizations Project (Phase II)** project aims to enhance growth and competitiveness and strengthen the voice of MSMEs in Ukraine through more professional, demand-driven and client-oriented Business Membership Organizations. Business membership organizations (BMOs) – an essential component of the business support infrastructure faces several challenges which are due weaknesses of the BMO sector and low capacity, sustainability and maturity of BMOs in terms of service provision strategy alignment and low level of awareness and understanding of existing and/or potential benefits of BMOs among current and potential member businesses. The Project aims to expand BMO coverage throughout Ukraine and is expected to positively impact on their ability to attract members, promote constructive cooperation with governmental structures and to contribute to policy development leading to MSMEs sector growth. The Partner BMOs have been selected as a result of a competitive process based on clear and transparent criteria and will be delivered tailored support to improve their institutional, organizational, financial, as well as communication capacities to represent the interests of the private sector. The group of Partner BMOs includes 27 organizations of different profiles and geographic coverage: National CCI, six regional CCIs, eight regional universal BMOs and twelve industry associations.

During this assignment, the Contractor, following functional (*Annex A*) and technical (*Annex B*) requirements outlined in this TOR, will develop, customize and/or augment (upgrade) user-friendly online software components and sections to be deployed at the Diia.Business portal, specifically:

- *Impact Investment Platform (new component)*, aiming at raising the awareness of the existing impact investment projects of Ukrainian enterprises, MSMEs in particular, eligible for impact investing and connecting them with potential impact-oriented investors.
- *Business Support Infrastructure Catalogue (augmentation of the component)* in a basic functionality that will provide information about organizations that support entrepreneurs in specific areas, as well as its comprehensive sub-component *Business Membership Organizations Catalogue (new component)* aimed to raise entrepreneurs' awareness about BMOs, facilitate the selection of BMOs by providing access to the database with basic facts about BMOs and their contact information, and help entrepreneurs make an informed and intentional selection of BMOs based on how these organizations meet businesses' needs regarding the protection of their rights, representation of their interests, and provision of services.
- *Business Aid Catalogue (new component)* that will provide information about grants, international assistance projects and other financial and technical/advisory support opportunities available to Ukrainian entrepreneurs and their associations.
- *SDGs for Business (new component)* that will provide information on 17 SDGs with a focus on business community, allow for interactive testing for entrepreneurs to select the goals applicable to their business, offer recommendations and guidance on learning and development opportunities, as well as showcase success stories of entrepreneurs that have implemented SDGs in their business models.
- *Special Projects Diia.Business (new section)* that will provide information on the webinars that took place in social networks of Diia.Business by relevant categories, as well as will allow to download the reports on the results of the webinars in a user-friendly format.
- *Consultations for Entrepreneurs (augmentation of the existing component)* that provides a functionality to offer online and offline consultations from experienced experts to entrepreneurs.
- *Services and Opportunities (augmentation of the existing component)* that features a single catalogue with opportunities and services for both beginners and experienced entrepreneurs.
- *Online School for Entrepreneurs (augmentation of the existing component)* that features training courses on how to start and develop a business.
- *Partners (augmentation of the component)* that features discounts, promotions and free opportunities for entrepreneurs from Diia.Business partners.
- *Entrepreneur's Handbook (augmentation of the component)* that features an encyclopedia for beginners and experienced entrepreneurs with useful articles on financial management, systematization of business processes, online marketing and much more.
- *Find an Idea (augmentation of the component)* that features a list of prospective business ideas that require minimal start-up capital, as well as lists of necessary documents for starting a business and templates of all working documents.
- *Hubs (augmentation of the component)* that features information about the opportunities and services that can be obtained in the support centers for entrepreneurs Diia.Business in cities.

### 1.3. Approach to implementation

The development of the software components to be integrated into the Diia.Business Platform is planned with the use of a stage-by-stage approach to implementation, consisting of five (5) main stages:

1. **The first stage** involves creating the specification and design layouts for each software component to be developed under this assignment, including consultations with stakeholders and detailed analysis/audit of the existing infrastructure and system architecture, related materials, recommendations, and conclusions. Any existing data and data from other sources for integration is to be identified during this stage.
2. **The second stage** will include the development of the software components, as per approved

specifications and design layouts, launch of a beta version (MVP) in the testing environment; configuration of all functionalities and set up of electronic data exchange with other relevant information systems, as required.

3. **The third stage** involves testing the work and safety of the software solution for quality assessment and making the software components ready to be deployed to the Diia.Business portal.
4. **The fourth stage** provides for the integration of the software components into Diia.Business Portal, including placement on the recipient's hardware and software infrastructure (local or cloud), testing and launch. Transfer of any pre-existing data without change and losses, as well as set up of linkages to external data sources is to be done at this stage. The UNDP reserves the right to involve a third party (a company specializing in quality assurance) in the acceptance process, if needed. This stage also includes preparation on short video-manuals on the usage of the software components.
5. **The fifth stage** involves the provision of warranty and technical support services within six (6) months after the acceptance of the software components. This stage includes both *warranty support* to correct any deficiencies in system functionality or software configuration, troubleshoot system functionality development (configuration) issues that are not detected during the testing and acceptance stages, as well as *additional technical support services* (to be reported by workhour) to maintain the developed components and introduce minor updates to the software components, as requested and pre-approved by UNDP.

#### 1.4. Functional requirements

The software components must be developed, configured, and augmented in alignment with information, objectives, and functional requirements (*F\_001 - F\_123*) outlined in *Annex A, which constitutes essential mandatory elements and form an integral part of this TOR.*

#### 1.5. Technical requirements

The software components must be developed taking into consideration technical requirements outlined in *Annex B to this TOR* for functionality and software of the Diia.Business Portal (*R\_001 - R\_007*) and respecting other technical requirements to the software (*R\_008 - R\_021*). *Annex B constitutes essential mandatory elements and form an integral part of this TOR.*

#### 1.6. Language requirements

The user interface of the software components shall be in the Ukrainian to match Diia.Business existing functionality. While designing the software components, the possibility of translating the interface into another language (English) shall be provided for.

All software documentation, Administrator/User Manuals, training/explanatory videos shall be prepared in the Ukrainian language.

Interim and Final Reports on the status of works shall be provided in English.

The choice of programming languages shall be made at the first stage of implementation and must allow to integrate the software modules into the existing Diia.Business Portal.

#### 1.7. Requirements for user training

The Contractor is expected to ensure at least one (1) virtual (online) meeting to introduce the new software components to Diia.Business Administrators.

The written User/Administrator Manual should be prepared for each software component by the end of the fourth stage of the development and must contain at least (but not limited to): user roles, system functionality and key functions for each user role, FAQ.

The Contractor will also prepare a series of short (1-2 min each) explanatory videos introducing the key functions of the software components for each user role. The videos must follow the visual styling discussed



in planning meetings, aligned with UNDP requirements, and approved throughout the process. Training materials shall be prepared in Ukrainian.

### 1.8. Requirements for integration with other information systems

The software components must be developed ready for deployment to and integration with Diia.Business portal.

The software modules shall ensure the export of data for further use by information systems and information resources (existing or under development), as required by final specification. This implies implementation by the Contractor of the access assurance system (API) for universal integration and data exchange with any other information systems and information resources, as required by final specification. At the same time, the system shall distinguish between data that can be exported and confidential data that cannot be exported.

Some software components may envisage automatic sourcing of external data into the system (e.g. USROU). The Contractor must ensure secure data integration and exchange, as well as further regular update, if required.

### 1.9. Monitoring and reporting requirements

The Contractor will work under the overall supervision of the Project Manager and in close coordination with the Project Team.

The Contractor is expected to organize regular fortnightly meetings to report on progress and discuss the results with UNDP (and key stakeholders, if required) on each of the software components. The Contractor must document the meetings with written minutes (format to be provided by UNDP) and submit the latter to UNDP within two (2) working days after each meeting. Meeting minutes are to be delivered in electronic format approved by UNDP and in Ukrainian.

Completion of every Deliverable should be accompanied by an Interim or Final Report which should be submitted to UNDP for review and approval.

Monthly Reports on Warranty Support and Technical Support Services must be provided to UNDP for review and approval.

All reports to UNDP shall be submitted electronically (.docx, \*.xlsx, \*.pptx, \*.pdf or other formats agreed with UNDP).

### 1.10. Procedure for registration and transfer of work results

After completion of the software development, the Contractor shall submit the results of the development to UNDP, namely:

- Financial and technical certificate of acceptance and transfer of rendered services (in three originals).
- Software components with the source code (on external drive).
- License or license agreement (two originals) for the accompanying software (if it requires obtaining such a license), with property rights to the right to use the software components (if applicable), registered in the manner prescribed by law.
- Technical documentation, including the final technical specification, administrator/user manuals (as required by the assignment).

Acceptance of the results of the work performed will be carried out by a commission consisting of authorized persons of the UNDP, the Contractor and, if deemed necessary by UNDP - a third party QA organization.

UNDP project will be responsible solely for the acceptance of the software instance (master copy) from the Contractor (preferably with its detailed description according to GOST series 19) and for the transfer of such product to the beneficiary without bearing responsibility for building an IIPS or for any consequences of using such software.

#### 1.11. Intellectual property

Ownership to the developed software components will belong to UNDP and will be further transferred to the final beneficiary/recipient (Ministry of Digital Transformation) as a master copy of software with relevant documentation developed during this assignment. UNDP is furnishing the code only and is not responsible for the use of this code, including (but not limited to) further maintenance of secure data exchange with other information systems or databases, and/or certification by SSSCIP (IIPS/KSZI) or IIPS/KSZI modernization.

It is recommended to build the software components using technologies that do not require additional licensing. If the Contractor's offer provides for the use of technologies or systems requiring licensing, or any other intellectual property that already exists, the Contractor shall provide UNDP and the Recipient with perpetual and unlimited user licenses to fully use the services. The Contractor must obtain all necessary copyright and other Intellectual Property Right permissions before making any third-party material available as auxiliary material for the purpose of the implementation of the software components.

#### 1.12. Warranty and technical support requirements

As part of the initial agreement, the warranty services shall be provided by the Contractor during defects liability period of 6 (six) months from the date of deployment to Diia.Business portal and final acceptance of the master copy of software components. The Contractor shall assure the removal of incidents and problems which occurred in the use of the software components. The Applicant must describe in the technical proposal the activities which will be carried out by him to meet this requirement. The warranty technical support does not imply additional financial costs to UNDP or Beneficiary. It is expected that the Contractor will resolve critical issues (such as serious errors that cause termination of the implemented components without possibility of implementation of workaround solution; system totally dysfunctional; users cannot use system or cannot run key parts of the system etc.) within 24 hours; non-critical issues (functional mistakes that imply serious problems in the system; performance problems or limitations in the use of certain functionalities; system can be used only partially or only with the imposed limitations) within 48 hours, while minor issues (normal operation of the system is available with minimal restrictions; workaround exists that enables users to achieve goals; non-functional minor error that do not cause a serious problem - such as a problem with the documentation etc.) shall be resolved within one week from the moment of reporting.

The Contractor shall also envisage in the technical proposal at least 32 working hours of additional technical support services per month during these six (6) months – in total 192 working hours. The Contractor will report monthly on the usage of technical support hours, unused hours shall be transferred to the following month(s). All works to be completed using technical support hours shall be pre-approved by UNDP before commencement, otherwise UNDP reserves the right not to accept these works at the end of the respective monthly period. It is expected that support for minor low priority issues will be provided not later than within one working week, normal priority issues – within three working days, and high priority and critical issues within one working day since approval of works.

The Applicant must present the way in which he intends to provide the services required and his technical, organizational capacities and competences which confirm his capacity to provide quality services.

## 2. DELIVERABLES AND TIMELINE

The Contractor must deliver a “turnkey” solution, including project management, preparation and coordination of the software components development, quality assurance tests, professional assistance during the warranty period and technical support consultancy. The offer must include detailed description of the proposed services.

Activities of Stages 1-4 may be run simultaneously, as expedient. The Contractor is expected to propose the optimal sequence of tasks for the most efficient completion of works.

ACTIVITIES	DELIVERABLES
<b>STAGE 1: DESIGN</b>	<b>Three (3) weeks from the date of the Agreement</b>
<b>Activity 1.1:</b> Prepare a detailed plan with fixed timelines for the development and implementation of the software components.	<b>Deliverable 1.1:</b> Inception Report with detailed implementation plan developed and submitted to UNDP for approval.
<p><b>Activity 1.2:</b> Carry out a detailed analysis of the available resources, related materials, recommendations, and conclusions.</p> <p>Identify all existing data at Diia.Business portal that needs to be preserved and transferred at a later stage, as well as all the new/additional data to be integrated.</p> <p>Make a list of IT systems and databases (existing or under development), with which it will be necessary to perform an electronic data exchange.</p> <p>Organize meetings with relevant stakeholders (UNDP and others as instructed by UNDP) and prepare the final specification for the software components.</p>	<p><b>Deliverable 1.2:</b> Detailed specifications for all software components developed in consultation with UNDP and relevant stakeholders, taking into account the available resources, existing system architecture and needs in data migration and exchange, and submitted to UNDP for approval, including:</p> <ol style="list-style-type: none"> <li>1) Detailed specification for IIP component.</li> <li>2) Detailed specification for BSI / BMO Catalogue component.</li> <li>3) Detailed specification for Business Aid Catalogue component.</li> <li>4) Detailed specification for SDGs for Business component.</li> <li>5) Detailed specification for Special Projects Diia.Business section.</li> <li>6) Detailed specifications for augmentation work (for system-wide user and product functionality, components: Consultations for Entrepreneurs, Services and Opportunities, Online School for Entrepreneurs, Partners, Entrepreneur’s Handbook, Find an Idea, Hubs) (new documentation prepared or changes introduced to the existing).</li> </ol>
<b>Activity 1.3:</b> Suggest variants of graphic design of all modules of each of the software components (up to 3 variants, taking into account the requirements of Diia.Business web-design kit).	<p><b>Deliverable 1.3:</b> Visualization of graphic design developed and submitted to UNDP for approval, including:</p> <ol style="list-style-type: none"> <li>1) Visualization of graphic design for all modules of the IIP component.</li> <li>2) Visualization of graphic design for all modules of the BSI / BMO Catalogue component.</li> <li>3) Visualization of graphic design for all modules of the Business Aid Catalogue component.</li> <li>4) Visualization of graphic design for all modules of the SDGs for Business component.</li> </ol>

	<p>5) Visualization of graphic design for the Special Projects Diia.Business section.</p> <p>6) Visualization of graphic design for all modules and sections to be augmented (for system-wide user and product functionality, components: Consultations for Entrepreneurs, Services and Opportunities, Online School for Entrepreneurs, Partners, Entrepreneur's Handbook, Find an Idea, Hubs).</p>
<b>STAGE 2: MVP DEVELOPMENT</b>	<b>Two (2) months from the date of the Agreement</b>
<b>Activity 2.1:</b> Develop and configure the functions of the software components in accordance with the prepared detailed specification and design in accordance with agreed layouts.	<b>Deliverable 2.1:</b> The functions of software components are developed and configured in accordance with the requirements of the prepared detailed specification and the graphic design is developed in accordance with the agreed layouts.
<p><b>Activity 2.2:</b> Run the software components in pilot mode for testing (MVP).</p> <p>Organize meetings to collect feedback from UNDP, key partners and Diia.Business administrators for each of the software components.</p>	<p><b>Deliverable 2.2:</b> Beta versions of software components are ready and launched for testing.</p> <p>Links shared with UNDP (and other stakeholders if requested by UNDP) for review and feedback.</p> <p>Meetings organized for collecting feedback from UNDP and key partners, as required.</p>
<b>Activity 2.3:</b> Configure data exchange/ integration with other IT systems and databases, as required by specification.	<b>Deliverable 2.3:</b> Specification of interfaces for the automation of data exchange (API) prepared and submitted to UNDP (if required). The system is integrated with relevant external information systems in accordance with specifications (if required by final specification).
<b>Activity 2.4:</b> Prepare draft User/Administrator Manual with key information on software components functionality. The Manual must contain at least (but not limited to): user roles, system functionality and key functions for each user role, FAQ. User Manual must be visual to the extent possible.	<p><b>Deliverable 2.4:</b> The draft version of the User/Administrator Manual has been prepared and submitted to UNDP for review and approval for new software components.</p> <p>Existing User Manuals (if any) updated for augmented (upgraded) software components.</p>
<b>STAGE 3: QUALITY ASSURANCE</b>	<b>Three (3) months from the date of the Agreement</b>
<b>Activity 3.1:</b> Prepare test scenarios and a detailed test plan.	<b>Deliverable 3.1:</b> Test scenarios
<p><b>Activity 3.2:</b></p> <p>Performance testing (under load and peak load), iterative (including corrective actions)</p> <p>Safety testing, iterative (including corrective actions). Preparation of a report on test results.</p>	<b>Deliverable 3.2:</b> Report on performed tests developed and submitted to UNDP for review.
<b>STAGE 4: DEVELOPMENT AND TRAINING</b>	<b>Three (3) months from the date of the Agreement</b>

<p><b>Activity 4.1:</b> Analyse the results of the beta version testing and validation meetings with UNDP and key partners, apply corrective changes.</p>	<p><b>Deliverable 4.1:</b> Report on software corrective changes resulting from piloting.</p>
<p><b>Activity 4.2:</b> Complete implementation of all functionalities. Deploy the system on the Recipient's infrastructure, integrate with Diia.Business Portal. Organize briefing for system administrators with ToT approach to introduce developed functionality of the software components.</p>	<p><b>Deliverable 4.2:</b> Fully functional versions of software components developed and integrated into Diia.Business Portal. All augmentations made to components and sections in accordance with specifications. Briefing meeting(s) for system administrators organized, as required.</p>
<p><b>Activity 4.3:</b> Integrate the data and information without changes or losses. Publish additional materials and information, as requested by UNDP. <i>Note: UNDP will provide the Contractor with information and data for publication (may be in .pptx, .xls, .doc, .jpg, .pdf or other formats), BUT the Contractor is fully responsible for correct publication, edit and update of ALL the provided materials for proper functioning of all software components.</i></p>	<p><b>Deliverable 4.3:</b> Existing data and documents from the Diia.Business portal or other systems, as required, integrated without changes or losses. All information and data provided by UNDP properly entered and published. Required data exchange with external databases/informational sources configured. Report on data/information transfer, data exchange setup, materials publication prepared and submitted to UNDP.</p>
<p><b>Activity 4.4:</b> Complete final quality assurance of the software components and apply corrective changes, if requested by UNDP. Finalise Administrator/User Manual integrating the comments from UNDP.</p>	<p><b>Deliverable 4.4:</b> Report on implemented functionality (all functions according to the specifications) and final QA tests submitted to UNDP for review and approval. Compiled and documented source code provided to UNDP. Technical acceptance-transfer certificate and technical documentation, including final Administrator/User Manuals, prepared and submitted to UNDP.</p>
<p><b>Activity 4.5:</b> Develop at least 7 short (1-3 min) explanatory videos (screen recording videos introducing the key functions of the software components. Issues to be covered (tentative): - How to add projects to IIP? - How to find projects on IIP and initiate contact? - How to add/edit BSI/BMO, use analytics? - How to find BMO for MSME? - How to add/edit opportunities, use analytics? - How to add/edit donor profile?</p>	<p><b>Deliverable 4.5:</b> At least 7 short (1-3 min) videos developed and cleared with UNDP. All videos published within FAQ sections of the relevant software components.</p>

- How to find opportunities for business?	
<b>STAGE 5: Warranty and technical assistance</b>	<b>During six (6) months from the deployment with monthly reporting</b>
<p><b>Activity 5.1: Warranty Period</b></p> <p>Warranty support to correct any deficiencies in the functionality or software configuration six (6) months after the transfer of a master copy of the software components.</p> <p>Troubleshooting of faults related to the development/adjustment of the functionality and not defined during the testing and acceptance stages.</p> <p>Providing any available updates and modifications to the installed IT solution, including DBMS and other third-party software.</p>	<p><b>Deliverable 5.1:</b> Information on the provision of warranty support services during the warranty period (if applicable for the period) included into Detailed monthly report on the provision of Technical Support Services.</p>
<p><b>Activity 5.2: Technical Support Services</b></p> <p>Provide technical support services (up to 192 workhours during the whole period), including for minor system updates and works not envisaged in original specification to improve Diia.Business functionality during six (6) months after the software components launch.</p> <p><i>NOTE: All technical support works must be authorized by UNDP prior to commencement and documented.</i></p> <p><i>UNDP reserves the right not to accept the works at the end of the month if their execution wasn't pre-approved by UNDP.</i></p> <p><i>Envisaged technical support to be paid as per actual use, proven by relevant reports.</i></p>	<p><b>Deliverable 5.2:</b> Detailed monthly report on the provision of Technical Support Services with information on services provided and respective workhours submitted to UNDP for review and approval by 5<sup>th</sup> day of the following month after the reporting one.</p>

### 3. PROPOSED PAYMENT SCHEDULE

The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. A preliminary schedule is provided below.

- After completion of Stage 1 and submitting Interim Report – 20% of total amount without Stage 5
- After completion of Stage 2 and submitting Interim Report – 30% of total amount without Stage 5
- After completion of Stage 3 and submitting Interim report – 20% of total amount without Stage 5
- After completion of Stage 4 and submitting Final report – 30% of total amount without Stage 5
- Monthly during implementation of the Stage 5 based on Monthly Interim Reports with information on services provided and workhours used for Technical Support Services.

### 4. EXPERIENCE AND QUALIFICATION REQUIREMENTS

#### 5.1. Company Qualifications Requirements



- Duly registered company with experience of at least three (3) years in software development.
- At least three (3) similar projects completed, i.e. development and update of software and mobile applications, websites, marketplaces, online platforms or similar, including provision of technical support or maintenance, development of user manuals or other technical documentation.
- At least one (1) similar project implemented for public authorities (samples/links should be provided).
- Experience in integrating or linking websites or software components with state registers or databases *would be an asset*.
- Experience in working with international organizations and donor agencies *will be an asset*.

## 5.2. Key Personnel Qualifications Requirements

The Contractor must ensure availability of sufficient personnel for timely and quality completion of the assignment. Required minimum qualifications for key personnel are outlined below.

### Team Leader / Project Manager

- At least a Bachelor's degree (or equivalent) in such fields as Computer Science, Engineering, Management, Economics, Social Science, Public Administration or other relevant.
- Minimum five (5) years of proven professional experience in management of IT projects.
- At least three (3) similar projects successfully implemented (links to websites, web-based platforms, portals, marketplaces, online platforms, or similar must be provided along with information on the role and works performed).
- Language requirements: fluent Ukrainian, working knowledge of English. Fluency in English will be an asset.

### Database Architect / Developer

- At least a Bachelor's degree (or equivalent) in such fields as Computer Science, Engineering, Management, Economics, Social Science, Public Administration or other relevant.
- At least five (5) years of experience in the field of software development.
- Strong knowledge and extensive skills in software architecture or database development or design proved through participation in at least one similar project, in which he/she held a position of Database Architect, Database Developer or similar.

### UX/UI Specialist / Designer

- At least a Bachelor's degree (or equivalent) in Design, Computer Science or relevant field.
- At least three (3) years of proven experience in the field of software development, graphic design, UI/UX Designer or similar.
- Specific professional experience proved through portfolio of at least three (3) design projects (must be provided along with information on the role and works performed).
- Experience working with Diia.Business web-design kit would be a strong advantage.

### Software Development Engineer

- At least a Bachelor's degree (or equivalent) in such fields as Computer Science, Engineering, Management, Economics, Social Science, Public Administration or other relevant.
- At least three (3) years of experience in the field of software development.
- Specific professional experience proved through participating in at least one (1) similar project, in which he/she held a position of Programmer, Developer, Software development engineer or similar.

### Software Tester / Quality Assurance Specialist

- At least a Bachelor's degree (or equivalent) in such fields as Computer Science, Engineering, Management, Economics, Social Science, Public Administration or other relevant.

- At least three (3) years of experience in the field of software development and/or software quality assurance.
- Experience on various performance and load assurance methodology and practices, including performance Testing/Profiling/Tuning, proved through participating in at least one (1) similar project.
- Language requirements: fluent Ukrainian.

#### Technical Writer

- At least a Bachelor's degree (or equivalent) in such fields as Computer Science, Engineering, Management, Economics, Social Science, Business/Public Administration, Law or other relevant.
- At least two (2) years of experience in the field of software development, eliciting technical requirements, writing technical documentations and procedural materials for multiple audiences or similar.
- Specific professional experience with similar projects proved through portfolio of at least one (1) technical document, user or administrator manual, specification or similar documentation prepared (copies or links must be provided along with the CV).
- Language requirements: fluent Ukrainian and Russian, working knowledge of English.

## 5. DOCUMENTS TO BE SUBMITTED IN A TECHNICAL PROPOSAL

The Bidder is expected to examine all corresponding instructions, forms, terms, and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at Bidder's risk and may affect the evaluation of the Proposal.

☒	<p><b>Company Profile</b>, which should not exceed fifteen (15) pages and must contain (but not limited to):</p> <ol style="list-style-type: none"> <li>1) <i>Brief description of the organization</i>, including the year and country of incorporation, previous experience in implementing similar projects and competitive advantages, relevance of specialized knowledge and experience.</li> <li>2) <i>General organizational capability</i> which is likely to affect implementation: management structure, project management controls, quality assurance mechanisms, extent to which any work would be subcontracted (if so, provide details).</li> <li>3) <i>Portfolio of the previous similar projects</i> (at least three (3) links to websites, web-based platforms, portals, marketplaces, or similar must be provided along with information on the role of the Applicant company and works performed).</li> </ol>
☒	<p><b>Technical Concept and Proposed Methodology</b>, comprising at minimum of:</p> <ol style="list-style-type: none"> <li>1) <i>Implementation plan</i>, including the Gantt schedule or project schedule, indicating project activities/stages, staff responsible for each area of activity, as well as the appropriate time for their implementation.</li> <li>2) <i>Description of Applicant's approach to implementation of software components' functionality</i>, respecting technical and functional requirements outlined in the TOR.</li> <li>3) <i>Structure of the Team</i>, including names, positions in the team and CVs for key personnel that will support the implementation of this project. CVs should demonstrate qualifications in the areas relevant to this assignment.</li> </ol> <p><i>These documents should demonstrate the Bidder's responsiveness to the ToR by addressing the requirements, as specified, point by point, providing a detailed description of the essential characteristics and demonstrating how the proposed methodology will allow to meet or exceed functional and technical requirements.</i></p> <p><i>Technical and functional requirements in the body of this RFP are numbered. It is mandatory that Bidder's Proposal preserves the numbering system for easy reference. In case Technical Concept suggested by the Bidder envisages additional functions, they need to be mentioned separately (please indicate "A_number" in the ID field for additional functions).</i></p>





**At least two (2) Reference Letters** from clients/customers. Reference Letters should reflect the nature of projects implemented, their results and role of the Applicant.

## 6. EVALUATION METHOD

### Evaluation and comparison of proposals

A two-stage procedure is used in evaluating proposals, the evaluation of the technical proposal is 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. At the first stage, the technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and as per below evaluation criteria. At the second stage, the price proposals of all applicants, who have attained a minimum 70% score in the technical evaluation, will be reviewed.

The overall evaluation will be completed according to the 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 (of those being technically compliant) will be selected as a baseline and the maximum number of points obtainable for the financial part (i.e. 300) will be allocated. All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 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 bidder with a winning proposal will be awarded a contract.

## ANNEX A. FUNCTIONAL REQUIREMENTS

### 1. User Functionality (Platform-Wide)

Software components developed within this assignment must be aligned with the Diia.Business existing functionality, and development of separate registration function or types of users is not envisaged.

However, augmented/upgraded functionality must be ensured for specific user groups. The following user groups/roles may be further mentioned in this document (for reference).

1	Guest Users	An ordinary visitor who is not yet registered in the system and can view publicity available information. A guest has read-only access and cannot upload or download documents.
2	Registered Users	An ordinary visitor (any individual, including an authorized representative of a legal entity) who is registered in the system using an email address or social network account (using Diia.Business registration functionality).
3	BSI/BMO representatives	Registered User that was assigned / has self-enabled access to manage/edit profile of one or several BSI/BMO organizations, and/or has requested and obtained such access.
4	IIP Entrepreneurs	Registered Users that have enabled access to Impact Investment Platform and can assess and publish projects.
5	IIP Investors	Registered Users that enabled access to Impact Investment Platform. Investors should be able to personalize their work with the IIP, i.e. filter/sort projects and save individual filters, subscribe to updates for selected entrepreneurs, save selected projects to favourites.
6	Diia.Business Consultants	Registered Users that are assigned the role of Diia.Business Consultant, who provides tailored consultations to businesses.

7	Administrators	Administrator account is reserved for people authorized to manage specific user groups and modules.
8	Super Administrators	Super Administrator account is reserved for people authorized to manage all users and modules.

### 1. System-Wide User Functionality Augmentation

Identifier	Name	Description
F_001	User Registration	Registration function should be integrated and aligned with existing Diia.Business registration function. Switching between different software components and their modules should not require additional registration. Registration of any number of users should be allowed. System should allow to provide Registered Users with different levels of augmented/upgraded functionality through assigning access and/or self-registration (access to BMO/BSI profiles, impact investment platform etc), as needed and relevant for new and upgraded modules.
F_002	Authentication	Authentication function should be integrated and aligned with existing Diia.Business authentication function. Switching between different system modules should not require additional authentication.
F_003	Password recovery	Function should be aligned with existing Diia.Business functionality. The system should ensure the possibility to recover the password upon User request.
F_004	Administrator and Super Administrator Access	Should be aligned with Diia.Business current functionality.
F_005	User Management	Should be aligned with Diia.Business current functionality. At the same time, Administrator should be able to perform the following additional actions with regard to the new software components: - Verify and/or edit information in the Registered Users profiles and linked organizations (for IIP Entrepreneurs, IIP Investors, BSI/BMOs representatives, Diia.Business Consultants, Donor representatives etc). - Approve claims from Individual Users to be assigned specific user functionality, i.e. as BSI/BMOs representatives or else. - Assign BSI/BMOs, IIP Enterprise, IIP Investor, Donor profiles for further management/editing to specific Registered User(s) and/or revoke access.
F_006	Content Management	Should be aligned with Diia.Business current functionality. At the same time, Administrator should be able to perform the following additional actions with regard to the new software components: - Add or remove business support infrastructure organizations. - Verify and/or edit new organizational profiles (BSI/BMOs, IIP entrepreneurs and investors, donor profiles etc) created by Registered Users. - Verify and/or edit descriptions of organizations and attached documents/pictures. - Mark that organizations (BSI/BMOs, IIP entrepreneurs and investors, donors etc) that are not active and/or archive them. - Add, edit or delete text/information and visuals on all pages of the software components. - Upload files, images and videos in the most popular formats (* .docx, * .xlsx, * .pptx, * .pdf, * .jpg, * .png, * .gif, * .mpg, * .wmv and similar) where relevant.

		- Insert YouTube videos and playlists to the pages of the website using HTML code.
<b>F_007</b>	Notifications Section	In the personal account of the user of the website Diia.Business develop a separate section - "Notifications". The section will contain information about new online courses, new special projects, new online consultations. Provide the ability to create and delete notifications in the administrative panel of the Diia.Business website. If the user reads the notification, it disappears (for example, according to the UI / UX design principle of Apple and other companies).
<b>F_008</b>	Company Profiles	Develop a functionality to create a company profile with the possibility for the primary consultant and administrator to put the appropriate tick, if the user - for example, exporter, manufactures products, importer, BSI/BMO representative, and has other features. The final list of categories of companies to be identified during the Stage 1 of this assignment and reflected in final specifications.
<b>F_009</b>	Account Data Editing	<p>Similar to augmentations outlined in the section "Consultations to Entrepreneurs" develop a functionality to provide an opportunity for users, administrators and super-administrators to supplement the company profile card:</p> <ul style="list-style-type: none"> <li>- Name of contact person from the company;</li> <li>- contacts (email, phone);</li> <li>- the company name;</li> <li>- sphere of activity of the company;</li> <li>- what the company exports;</li> <li>- the size of the enterprise;</li> <li>- region;</li> <li>- city;</li> <li>- number of employees;</li> <li>- countries to which the company exports goods.</li> </ul> <p>These functions can be provided in the user's personal account in the "Settings" section with more advanced options for filling out the user card. If the user represents a company, it should be possible to fill in company information. For example, after the section with filling in personal data:</p> <ul style="list-style-type: none"> <li>- I represent the company (yes / no) - put a tick;</li> <li>- the company name;</li> <li>- company description;</li> <li>- company size;</li> <li>- number of employees;</li> <li>- region;</li> <li>- city;</li> <li>- the country to which the company exports its goods.</li> </ul>
<b>F_010</b>	Feedback on Errors	Add the ability to describe the error on the site (up to 5 words). When the user selects text on the site "Found an error?" Window appears, if the user clicks "yes", the functionality should be added to describe the error. After describing the error and sending it for correction, add a pop-up window "Thank you for your attention, we will correct the error soon."
<b>F_011</b>	Open in the new window	In the search engine on the website Diia.Business provide the ability to open each material as a result of a search in a new window (now you can see all the materials found and open one of those offered directly on the stay page).

<b>F_012</b>	Become a partner page/section	Develop a separate block, or page on how to become a partner of the Diia.Business project. For example: you can prepare an author's column on the site, conduct webinars and more.
<b>F_013</b>	Allow customization for text settings panel	In the content section in the text block, provide the ability to move the text settings panel (now, if the text in the text block is very large, you can't see the text settings panel and the administrator needs to constantly go up and change the text boldness, add numbering, etc.)
<b>F_014</b>	Subscription Prompt	When authorizing users on the Diia.Business website, provide the field "Do you want to subscribe to Diia.Business news? "

## 2. System-Wide Product Functionality Augmentation

Component name	Main page (landing) - <a href="https://business.diia.gov.ua/">https://business.diia.gov.ua/</a>
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives, public

Diia.Business landing page. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua>. Requirements for functionality enhancement outlined below.

Identifier	Name	Description
<b>F_015</b>	Partners Page	Create a separate section "Partners" on the homepage of the Diia.Business website similar to the page "Partners" on the website Diia.Digital education <a href="https://osvita.diia.gov.ua/team">https://osvita.diia.gov.ua/team</a>
<b>F_016</b>	Footer Customization	In the footer of the Diia.Business website on the main page provide the following content: information on donors, copyright, disclaimer about pilot mode of the platform. Information and visuals to publish will be provided by UNDP.

## 2. Impact Investment Platform (new component)

### 3. General information and objectives

Component name	Impact Investment Platform (IIP)
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MDT representatives, MSMEs, BMOs, Investors, Public

The global investment landscape is increasingly trending towards portfolios consisting of investments with positive development impact. The impact investing market presents a good indicator of how investors have been committing significant amounts of capital towards projects with social and environmental impact. The global impact investing market size reached \$715 billion as of the end of 2019, and the IFC estimates that investor appetite in this market could grow as high as \$26 trillion in the near future. Similarly, the global green bond and green loan issuance reached a new record of \$257.7 billion in 2019, with the total amount up by 51% from 2018 figures. Building on these substantial numbers, new initiatives have emerged as a clear acknowledgement of the importance of the private sector in the financing strategy for Agenda 2030. The Global Investors for Sustainable Development (GISD) Alliance is one such initiative established by the UN Secretary General consisting of 30 private sector CEOs to accelerate and scale up finance and investment for SDGs.

To mobilize private sector resources for positive impact, it is crucial to identify and develop solutions around the main barriers limiting SDG investments. A significant challenge constraining impact and SDG investments is the difficulty of identifying bankable projects for investors. The "Annual Impact Investor Survey 2020" by GIIN finds that the lack of high-quality investment options with a track record remains a significant barrier to growth for SDG investments. Ukraine is also experiencing this particular challenge, which hinders the advancement of Ukraine's impact investment ecosystem and SDG aligned enterprises' access to financing.

An online platform for impact investing in Ukraine can help: a) increase awareness around opportunities in impact investing in the country and around how to structure impact investments; b) connect impact oriented investors and entrepreneurs to identify bankable impact investment opportunities; c) support enterprises for self-assessment regarding their screening and eligibility for impact investment; d) build capacity for investors and enterprises to measure, monitor and report impact.

As a part of this assignment, the Contractor will develop a user-friendly and easy-to-use online Impact Investment Platform (IIP) to be deployed at the Diia.Business portal, aiming at raising the awareness of the existing impact investment projects of Ukrainian enterprises, MSMEs in particular, eligible for impact investing and connecting them with potential impact-oriented investors.

The IIP must meet the functional and technical requirements specified further and be developed in a way to ensure its deployment to and integration with Diia.Business portal.

#### 4. User Functionality Augmentation

Identifier	Name	Description
F_017	Access for Users	Basic access to all modules should be available to any Guest User. Entrepreneurs after registration and/or login will have augmented functionality to personalize their work with the IIP and publish/edit their impact investment projects. Investors after registration and/or login will have augmented functionality to personalize their work with the IIP and access contacts of Entrepreneurs. The segregation of access rights to specific information on IIP projects, IIP entrepreneurs and IIP investors will be defined upon development of final specification. The Contractor must ensure to discuss the access for each user group with the UNDP and Beneficiary and outline such access rights (which information is visible to whom) for each type of users (Guests, Registered Users, IIP Entrepreneurs, IIP Investors) in the specification document prior to commencement of works.
F_018	Access for Administrators	Additional section/submodule must be created in Administrators and Super Administrators Accounts to manage all the modules, users and content of IIP.
F_019	Access and rights for IIP Entrepreneurs	If the Registered User wants to activate/enable access to Impact Investment Platform as an Entrepreneur, the system should prompt to mandatory fill in the following information (not limited to): 1) Electronic address - <i>must be verified</i> 2) Name and surname 3) Sex 4) Name of Organization 5) Role in Organization 6) Phone number 7) Website (if available) 8) Place of residence (separate fields: oblast, city) 9) Links to profiles in social networks – <i>optional</i> <i>In case some of the fields are not envisaged by current Diia.Business functionality, they need to be added by the Contractor.</i> In case Registered User is a representative of a legal entity / MSME, the system should allow to add a separate profile of this organization that will be linked to the User Profile. Organizational profile needs to contain at least the following information (not limited to): 1) Name of Organization

		<p>2) Phone number</p> <p>3) Website (if available)</p> <p>4) Location (separate fields: oblast, city)</p> <p>5) Links to profiles in social networks – <i>optional</i></p> <p>After enabling/activating access, additional Entrepreneur submodule/section must be created in Registered User Account related to IIP.</p> <p>After users has published their project, the system should allow them access for edit and update of the information (i.e. change of status of the project (looking for funding, in progress, completed etc), upload additional files/pictures to the project profile). All projects of IIP Entrepreneur need to be shown in their profile in a separate section. IIP entrepreneurs should be able to mark their project as completed/financed, enclosing relevant documents/pictures (if any, but functionality should allow at least 10 pictures/documents, up to 4MB each); and select the IIP Investor that funded the project. In such case, notification must be sent to the IIP Investor to confirm the project financing/completion (it should be possible to mark several IIP investors as funding-providers). As IIP Investor(s) confirm(s), the information on project completion will be reflected in Impact Investment Marketplace and project is marked as Completed.</p> <p>Detailed functionality and linkages to be finalized upon consultation of the Contractor with UNDP and the beneficiary and outlined in the final specification.</p>
<b>F_020</b>	Access and rights for IIP Investors	<p>If the Registered User wants to activate/enable access to Impact Investment Platform as an Investor, the system should prompt to mandatory fill in the following information (not limited to):</p> <ol style="list-style-type: none"> <li>1) Electronic address - <i>must be verified</i></li> <li>2) Name and surname</li> <li>3) Sex</li> <li>4) Name of Organization</li> <li>5) Role in Organization</li> <li>6) Phone number</li> <li>7) Website (if available)</li> <li>8) Place of residence (separate fields: oblast, city)</li> <li>9) Links to profiles in social networks – <i>optional</i></li> </ol> <p><i>In case some of the fields are not envisaged by current Diia.Business functionality, they need to be added by the Contractor.</i></p> <p>In case Registered User is a representative of a legal entity / MSME, the system should allow to add a separate profile of this organization that will be linked to the User Profile as a separate section. Organizational profile needs to contain at least the following information (not limited to):</p> <ol style="list-style-type: none"> <li>1) Name of Organization</li> <li>2) Phone number</li> <li>3) Website (if available)</li> <li>4) Location (separate fields: oblast, city)</li> <li>5) Links to profiles in social networks – <i>optional</i></li> </ol> <p>After enabling/activating access, additional Investor submodule/section must be created in Registered User Account related to IIP.</p>

		<p>IIP Investors should be able to shortlist/favourite projects, which will be reflected in their profile as a separate section.</p> <p>IIP Investors should receive notification when IIP Entrepreneur marks the project as funded by them and be able to confirm or deny the request. After confirmation, IIP Investors should be able to select if they want to have their information listed on the project profile or remain anonymous.</p> <p>Detailed functionality and linkages to be finalized upon consultation of the Contractor with UNDP and the beneficiary and outlined in the final specification.</p>
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## 5. Product Functionality Requirements

In order to effectively benefit investors and enterprises offering investment projects IIP shall feature the following five modules:

1. **SDG Entrepreneurship Manual:** an introductory interactive case-based handbook on the SDG entrepreneurship and business innovation for private sector and MSMEs.
2. **Impact Investing Tutorial:** an online tutorial on the impact investment ecosystem in Ukraine and impact measurement practices to raise awareness and build capacity in basic impact investment concepts for enterprises and potential investors.
3. **Screening Criteria Tool:** a comprehensive checklist of qualifying criteria for impact investment available for enterprises to prescreen their business models.
4. **Impact Investment Marketplace:** this component includes a template for the impact investment project profiles to be filled in by eligible enterprises and a database of such projects to facilitate the search of impact-oriented investors.
5. **Machine Learning Search Engine:** will analyze the content of the investment projects listed on IIP and match them with respective SDGs to enable impact-oriented search. This software module is pre-developed and will be provided to the Contractor by UNDP for assessment of its compatibility and technical feasibility of integration into the IIP software component within Diia.Business Portal.

## 6. Module 1. SDG Entrepreneurship Manual

The module will be structured as an introductory interactive case-based handbook for private sector and MSMEs aiming to:

- present the concept of SDGs and SDG entrepreneurship;
- increase the capabilities of MSMEs and other private sector actors for SDG entrepreneurship and business innovation;
- increase market opportunities for SMEs that adopt SDG business practices.

The outline, the content and the visual materials for the handbook will be provided by the PS4SDGs project, while its interface design and layout shall be delivered by the Contractor.

## 7. Module 2. Impact Investing Manual

The module will be structured as an online impact investment tutorial to raise awareness around the impact investing for all stakeholders in the ecosystem covering the below contents:

- The impact investing ecosystem and its contribution to SDG achievement
- Differentiation between social corporate responsibility, social entrepreneurship, and impact investing
- Drivers behind impact investing strategies
- Measurement and assessment practices for impact



- Effective metrics to optimize data-driven decision making
- Ukrainian and international examples of impact investment projects

The outline and the content for the tutorial will be provided by the PS4SDGs project, while its interface design and layout shall be delivered by the Contractor.

## 8. Module 3. Screening Criteria Tool

The screening criteria checklist (*see Appendix 1 to this section for details*) is designed to assist enterprises in conducting self-assessments and verifying their eligibility to be featured on IIP. This component will also guide enterprises on how they can align their businesses with the SDGs and existing impact investment criteria. After enterprises run eligibility checks, they will submit an application to be listed on the IIP. The Appendix 1 features the key questions that need to be answered by IIP Entrepreneur to self-identify their eligibility. However, the approach to collection of answers may be gradual – some questions will be answered while completing the IIP Entrepreneur profile (mainly requiring data input and general information on organizations), others within an interactive checklist (yes/no and multiple-choice questions). The final list of fields and their functionality/conditionality for IIP Entrepreneur profile and Screening Criteria Self-Assessment Tool will be defined in close consultations of the Contractor with UNDP and the Beneficiary and reflected in the final specification prior to commencement of works.

The questions will be formulated to embrace information on the enterprise based on the following categories:

- **Impact Management Norms:** the company should clearly define its impact norms according to the five dimensions of impact provided by the Impact Management Project<sup>2</sup>. They include the following dimensions:
  - **What:** details what outcomes the enterprise contributes to and how important the outcomes are to stakeholders.
  - **Who:** indicates which stakeholders are experiencing the outcome and how underserved they are in relation to the outcome.
  - **How much:** measures how many stakeholders experienced the outcome, what degree of change they experienced, and how long they experienced the outcome for.
  - **Contribution:** clarifies whether an enterprise's and/or investor's efforts resulted in outcomes that were likely better than what would have occurred otherwise.
  - **Risk:** explains the likelihood that impact will be different than expected.
- **Impact Classification:** the enterprise should define its impact mission and self-identify into the following classes of impact investments provided by the Impact Management Project:
  - **Act to avoid harm:** the enterprise prevents or reduces significant effects on important negative outcomes for people and the planet.
  - **Benefit stakeholders:** the enterprise not only acts to avoid harm, but also generates various effects on positive outcomes for people and the planet.
  - **Contribute to solutions:** the enterprise not only acts to avoid harm, but also generates one or more significant effects on positive outcomes for otherwise underserved people and the planet.
- **SDG Indicators:** the enterprises should also classify how their business activities align with the SDGs. This can be articulated in the enterprises impact mission statement and link their impact goals with the SDG indicators. By definition, most SDG indicators, are quantifiable.

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<sup>2</sup> <https://impactmanagementproject.com/>



The outline and the content for the checklist will be provided by the PS4SDGs project, while its interface design and layout shall be delivered by the Contractor. The user's access to the template in the Module 4 should be conditional on completing the checklist in the Module 3.

## 9. Module 4. Impact Investment Marketplace

This component will be designed as an interactive database with the purpose of bringing together impact-oriented enterprises and projects with investors. In this context, the marketplace component will feature two integral sections:

1. The online template for submitting impact-oriented investment project for listing on IIP to be filled in by the aspiring enterprise.
2. The open-access interactive database of impact investment projects equipped with a market intelligence search robot to highlight prioritized investment opportunity areas and regional incentives.

### 4.1. Investment Project Template

#### 4.1.1. Classification and Information

Filling in the online investment project template applicants will provide details about their business model, evidence of their work, define their mission, and outline their operations. The applicant will self-categorize their enterprise according to the sectors and sub-sectors found in the SASB Sustainable Industry Classification System that most closely align with their activities (it is desired that this information is sourced automatically). This classification system helps categorize company and investor activity under a sustainability lens and provides a common language for all participants. In addition, the enterprises should provide standard company and market analytics information. They should report on their sources of revenue, market size, regions of operation, growth rates, revenue streams, number of employees, investor profiles they wish to attract and any other relevant information.

#### 4.1.2. Impact Performance

The enterprises will be required to rank themselves and provide verifiable data on their performance on the IRIS+<sup>3</sup> core impact metrics. These metrics help provide quantifiable measures of impact for enterprises and projects. The core metrics of IRIS+ follow the format of the Impact Management Project's five dimensions of impact. For each dimension (what, who, how much, contribution and risk), this methodology requires the definition of the key outcome being measured and how it will be measured according one or more IRIS+ metrics.

#### 4.1.3. Financial Performance

The financial performance requirements include:

- **Net present value (NPV)** estimations determined by the time value of money.
- **Internal rate of return (IRR)** expressed in percentages and defines the annualized rate of earnings on an investment.
- **Risk-adjusted return on capital (RAROC)** evaluations factoring in risk to the computation of financial returns by accounting for expected losses against the income generated by capital.

#### 4.1.4. Due Diligence

Due diligence questions include:

- risk profiles.
- share-holding patterns.
- documentary evidence of registration and licensing certificate.

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<sup>3</sup> <https://iris.thegiin.org/metrics/>

#### 4.1.5. Contact Information

The applicant will be requested to provide contact information, including name of the contact person and email address (automatic verification is required). This information should be used to facilitate matches with interested investors via the online feedback form and should not be accessible for the IIP users. The system should ensure automatic pre-filling of this information from the IIP Entrepreneur profile, as available.

#### 4.2. Impact Investment Projects Database

Upon proper completion of the impact investment project template the IIP shall generate the investment project profile encompassing the information on their business models, SDG-orientation, impact and financial performance. Completed investment project profiles shall be organized in the interactive online database equipped with a market intelligence search robot to highlight prioritized investment opportunity areas and regional incentives. The database shall enable sorting (based on the listing date, stage of the project (looking for financing, in progress, completed etc) budget, rate of return, etc.) and filtering (based on SDG, sector, oblast/region, budget, etc.) of the listed projects. Detailed list of variables for filtering and sorting will be compiled by the Contractor in consultations with UNDP and the Beneficiary and described in the final specification.

The outline and the content for the template will be provided by the PS4SDGs project, while the interface design and layout of the impact investment marketplace shall be delivered by the Contractor. Listing investment projects on IIP shall be made possible under two modalities: automatically or upon IIP administrator approval (if enabled).

Interested investor should be able to get in touch with the representative of the respective investment project via the online feedback form, which will include brief description of the investor's profile and contact email address (automatic verification is required).

### 10. Module 5. Machine Learning Search Engine

This module will perform the content analysis of the impact investment projects listed on IIP and access to which extend they are focused on each of the 17 SDGs. Impact-oriented investors will be able to identify projects primarily focused on the SDG of their particular interest. Such focus shall be included as one of the filters to the impact investment projects database in Module 4. Prototype of this software module (SDG-focused machine learning search engine) is pre-developed and will be provided to the Contractor by UNDP for assessment of its compatibility and technical feasibility of integration into the IIP software component within Diia.Business Portal. The Contractor shall investigate the possibility to upgrade the prototype in order to ensure its compatibility with IIP and Diia.Business Portal and perform the integration of this module, if technically possible.

Identifier	Name	Description
F_021	Five (5) modules of the IIP	<p>Minimum functionality per each module is outlined above.</p> <p>The outline and the content for sections will be provided by UNDP, while the interface design, layout, development and entry/publication of all provided content shall be delivered by the Contractor.</p> <p><b><i>It is expected that the Contractor will further detail specific functions of the IIP Module upon consultations with the relevant stakeholders (UNDP and Beneficiary's experts) and develop a final specification during the Stage 1 of this assignment.</i></b></p>

### 11. Appendix 1. Application template for the Online Impact Investment Platform

The application template for the Online Impact Investment Platform in Ukraine is designed to pre-assess the impact and financial performance of all interested enterprises to determine their eligibility to be featured on the Platform. As previously discussed, the application review process should ideally be conducted by a Steering Committee with technical expertise to evaluate submissions by interested enterprises. The evaluation can be conducted by an artificial intelligence tool for the sections of the

application where the responses required are non-textual or are selection-based such as multiple-choice, rank-ordering, text slider or scale questions.

Overall, the application template consists of three components:

- i. Assessment on the business model of the enterprise.
- ii. Questions about the impact objectives, performance and outcomes of the enterprise.
- iii. (Non-mandatory) questions on the expected financial performance of an enterprise.

### Business Model

- This section will request enterprises to elaborate on their sectors and subsectors of activity, business plans and relevant company information.

### Impact Performance

- This section will utilize the Impact Management Project's five dimensions of impact and impact classification categories as well as standardized impact evaluation metrics, contribution to the Sustainable Development Goals (SDGs) and other relevant questions to decide on the impact intentionality, performance and potential impact outcomes of interested enterprises.













### Financial Evaluation

- This section will request (but not oblige) enterprises to provide information on their expected financial performance and other relevant categories such as financials risks, investment timeframe and market sizing.

Below provides the draft set of questions under each component that applying enterprises will answer to be featured on the Platform.

### Business Model Classification and Company Information

- a. **Business Model:** Please describe your business model in detail and select a sector specification.
  - i. **Sector and Sub-Sector Classification:** Please select the sector and subsector categories that most closely align with your business model according the [SASB Sustainable Industry Classification System](#) (with education as an additional sector). Applicants can select from a drop-down menu according to the following categories:

<b>Consumer goods</b>  <ul style="list-style-type: none"> <li>• Apparel &amp; textiles</li> <li>• Consumer discretionary</li> <li>• Consumer goods retail</li> </ul>	<b>Food &amp; beverage</b>  <ul style="list-style-type: none"> <li>• Food<sup>2</sup></li> <li>• Beverages</li> <li>• Food &amp; beverage retail</li> <li>• Restaurants</li> <li>• Tobacco</li> </ul>	<b>Renewables &amp; alternative energy</b>  <ul style="list-style-type: none"> <li>• Alternative energy</li> <li>• Forestry &amp; paper</li> </ul>	<b>Technology &amp; communications</b>  <ul style="list-style-type: none"> <li>• Technology</li> <li>• Internet media &amp; services</li> <li>• Semiconductors</li> <li>• Telecommunications</li> </ul>
<b>Extractives &amp; mineral processing</b>  <ul style="list-style-type: none"> <li>• Coal</li> <li>• Construction materials</li> <li>• Metals &amp; mining</li> <li>• Oil &amp; gas</li> </ul>	<b>Health care</b>  <ul style="list-style-type: none"> <li>• Biotechnology &amp; pharmaceuticals</li> <li>• Health care retail</li> <li>• Health care providers</li> <li>• Medical technology</li> </ul>	<b>Resource transformation</b>  <ul style="list-style-type: none"> <li>• Industrials</li> <li>• Chemicals</li> </ul>	<b>Transportation</b>  <ul style="list-style-type: none"> <li>• Air transportation</li> <li>• Automobiles</li> <li>• Marine transportation</li> <li>• Land transportation</li> </ul>
<b>Financials</b>  <ul style="list-style-type: none"> <li>• Capital markets</li> <li>• Corporate &amp; retail banking</li> <li>• Insurance</li> </ul>	<b>Infrastructure</b>  <ul style="list-style-type: none"> <li>• Utilities</li> <li>• Infrastructure</li> <li>• Real estate</li> <li>• Waste management</li> </ul>	<b>Services</b>  <ul style="list-style-type: none"> <li>• Media</li> <li>• Hospitality &amp; recreation</li> <li>• Consumer services</li> </ul>	<b>Education<sup>1</sup></b>  <ul style="list-style-type: none"> <li>• Formal education</li> <li>• Education infrastructure</li> <li>• Education technology</li> </ul>

- ii. **Business model:** Please describe your business model in detail.
- b. **Enterprise Information:** Please provide additional information about your enterprise/project.
  - i. **Launch date:** What is the launch date of your enterprise?
  - ii. **Location:** Where is your enterprise based?
  - iii. **Number of employees:** How many employees work for your enterprise?
  - iv. **Revenues:** What is the revenue range of your enterprise (total revenues from commercial activities before deducting taxes and other expenses) for the previous fiscal year?
    - i. 0-1,500 USD
    - ii. 1,500 – 15,000 USD
    - iii. 15,000 – 65,000 USD
    - iv. 65,000 – 250,000 USD
    - v. 250,000- 1,250,000 USD
    - vi. 1,250,000 USD + higher
    - vii. My enterprise has not yet completed a 12 months fiscal period
    - viii. I don't want to answer
  - v. **Scale of Operations:** At what scale does your enterprise operate?
    - i. Local/provincial
    - ii. Regional
    - iii. National
    - iv. International
  - vi. **Investors:** Please list your main investors.
  - vii. **Contact information for the impact investment platform:** Please provide the relevant contact information for the staff member(s) who will be responsible for the communications regarding the impact investment platform.
  - viii. **Social media engagement (visibility):** Please list your social media profiles.

### Impact Performance

- a. **Impact Motivation:** What are the specific development challenges or opportunities that your enterprise wishes to address?
  - i. Add your own problems and opportunities: (textual response)
  - ii. There can alternatively (or in addition) be a multiple choice list according to the enterprise's sector classification, with options such as:
    - ✓ Food loss or spoilage due to the lack of efficient cold chains and warehouses,
    - ✓ Soil quality degradation due to the use of pesticides,

- ✓ The emergence of sustainable production mechanisms that will optimize water consumption in the textile industry,
  - ✓ The potential to source products from and incorporate local producers and/or disadvantaged communities into e-commerce networks,
  - ✓ Over-reliance on fossil fuels due to the lack of affordable renewable alternatives in the domestic and commercial spheres,
  - ✓ The potential to digitally innovate or use emerging smart design principles in various industries to increase energy efficiency,
  - ✓ The lack of access to health services in remote rural areas,
  - ✓ The potential to generate employment through health tourism services in various regions,
  - ✓ Inadequate sustainable mobility methods in urban areas,
  - ✓ Addressing the gaps in the infrastructure for waste processing and recycling facilities in various regions,
  - ✓ Inadequate training and/or vocational certification in specialized employment categories,
  - ✓ Providing day-cares to increase women's participation in employment,
  - ✓ Reincorporating a previously conflict-stricken zone back into the economy,
  - ✓ The opportunity to incorporate innovative financial methods (such as microcredits and micro insurance) to increase the financial inclusivity of marginalized groups, and etc.
- b. Impact Goals:** Please share information about your impact goals, using the [Sustainable Development Goals \(SDGs\)](#) as a framework:
- i. **Goals to Achieve Positive Impact:** Which of the 17 SDGs does your business model aim to contribute to? Please select from the relevant [SDGs and their associated targets](#) for your plans to achieve positive impact (The SDGs will be listed, and once a certain goal is selected, the relevant SDG targets will be available for selection.)
  - ii. **Goals to Minimize Harm:** Does your enterprise prevent or work to reduce any negative effects of regular commercial activities on people or the environment, such as curbing CO2 emissions or reducing child labor in the supply chains? Please select from the relevant SDGs and their associated targets for your goals to minimize harm. (The SDGs will be listed, and once a certain goal is selected, the relevant SDG targets will be available for selection.)
- c. Impact Obstacles and Opportunities:** What are the obstacles or opportunities that are limiting or increasing the ability of your enterprise to reach its impact goals?
- i. Add your own problems and opportunities: (textual response)
  - ii. There can alternatively (or in addition) be a multiple choice list, with options such as:
    - ✓ Lack of access to finances
    - ✓ Issues related to visibility and inadequate access to information
    - ✓ Regulatory problems
    - ✓ Lack of know-how or technical personnel
    - ✓ Infrastructural problems
    - ✓ Incentives provided for the location/investment category
    - ✓ Increased public awareness about a certain issue area
- d. Inputs/Activities:** What are the inputs and activities of your business that specifically address your impact goals?
- e. Outputs (Short-Term):** What are the specific changes (short-term outputs) you expect to bring about as a result of your key inputs and activities?
- f. Outcomes (Medium-Term):** What are specific outcomes you are expecting in the mid-term?
- g. Expected Results (Long-Term Impact):** What is the specific impact you are expecting in the long-term?
- h. Indicator Selection:** Identify indicators that help you measure your output. You can select from the database of globally accepted indicators aligned with the SDGs, or you can add your own (e.g. the IRIS+ indicators could be added for selection here, which can be filtered by the SDGs selected in the

prior category and the sector). There are 31 core IRIS+ metric sets that are aligned with the SDGs. Some examples are as follows, but the full list can be accessed [here](#) and integrated into the application portal with the relevant filtering options:



- i. **IRIS+ metrics aligned with SDG 1 (No Poverty):** Many IRIS+ metrics align with SDG 1 such as *Client Households: Low Income (PI7318)*, as an indicator of the number of unique households that were clients of the organization during the reporting period; *Client Households: Minorities/Previously Excluded (PI3268)*; *Client Households: Rural (PI8163)*; *Distributor Individuals: Low Income (PI2125)*; *Distributor Individuals: Minorities/Previously Excluded (PI8470)*; *Full-Time Employees: Disabilities (OI2003)*; *Supplier Organizations: Local (PI6385)*, and other such demographic categories. There are other relevant indicators intended for poverty and social responsibility assessment purposes such as *Poverty Assessment (PD3569)* as an indicator of whether the organization assesses the poverty levels of its intended stakeholders and *Social Impact Objectives (OD6247)*, which describes the social impact objectives pursued by the organization (based on a multiple-choice questionnaire).



- ii. **IRIS+ metrics aligned with SDG 2 (Zero Hunger):** There are numerous IRIS+ metrics aligned with SDG 2 such as the *Average Client Agricultural Yield: Smallholder (PI9421)*, as an indicator of the average agricultural yield per hectare, of clients (who were smallholder farmers) of the organization; *Average Supplier Agricultural Yield: Smallholder (PI1405)*, as an indicator of the average agricultural yield per hectare of smallholder farmers who sold to the organization; *Child Stunting Prevalence (PI3594)*, as an indicator of the ratio of children within the area served by the organization who experienced stunting as of the end of the reporting period; *Client Households: Rural (PI8163)*, as an indicator of the number of unique rural households that were clients of the organization during the reporting period, and other such information categories. There are also more general catch-all metrics such as *Climate Resilience Strategy (OI2092)*, which indicates whether the organization implements a strategy to address the effects of climate change on the organization's operations; *Disease/Condition Addressed (PI1533)*, describing the diseases/conditions addressed by the organization's products or services provided during the reporting period; *Ecological Restoration Management Area (PI9556)*, referring to the area of land under ecological restoration management; *Land Directly Controlled and Sustainably Managed (OI6912)*, indicating the area of land directly controlled by the organization and under sustainable cultivation, and etc.



- iii. **IRIS+ Metrics aligned with SDG 3 (Good Health):** Metrics in this category include *Client Spending: Health (PI7395)*, the amount of money spent by the client on health costs during the reporting period; *Health Intervention Completion Rate (PI3902)*, the percentage of the organization's clients, or patients, who successfully completed the course of a health intervention during the reporting period; *Healthcare Facilities (PI1017)*, the number of healthcare units/facilities under the organization's management as of the end of the reporting period; *Patients Screened (PI6845)*, the number of patients screened for medical conditions, illnesses, or risk factors during the reporting period, and etc.



- iv. **IRIS+ Metrics aligned with SDG 4 (Quality Education):** Some exemplary metrics in this category include *Average Student Test Score (PI9024)*, the average test score (as a percent of a perfect score) earned by students served by the organization during the reporting period; *Classroom Area per Student (PI5380)*, the area of classroom space per student during the reporting period; *Educational Resource to Student Ratio (PI4279)*, the number of textbooks or digital educational resources per student provided by the organization during the reporting period; *Employee Training Hours (OI7877)*, the number of training hours provided for employees (full-time, part-time, or temporary) during the reporting period; *Extracurricular Programs Offered (PD9759)*, describing the extracurricular activities that the educational organization offers to its students; *Organizations Trained (PI6065)*, the number of organizations that received training from the organization during



the reporting period; **School Enrollment: Poor (PI7254)**, the number of poor students enrolled as of the end of the reporting period, and etc.

- v. **IRIS+ Metrics aligned with SDG 5 (Gender Equality)**: Some indicators include **Caregivers Employed: Responsive (OI3115)**, the number of caregivers who are responsive to children's needs and who are employed by the organization as of the end of the reporting period; **Client Individuals: Female (PI8330)**, the number of unique women who were clients of the organization during the reporting period; **Distributor Individuals: Female (PI6659)**, the number of female individuals who served as distributors of the organization's products/services during the reporting period; **Diverse Representation Policy (OI9485)**, which indicates whether the company has a written policy on diverse representation and a system to monitor compliance with this policy; **Earnings of Distributor Individuals: Female (PI2551)**, indicating the earnings generated by female individual distributors from selling the organization's products/services during the reporting period; **Fair Compensation Policy (OI3819)**, explaining whether the organization has a written policy to compensate employees fairly and equitably and a system to monitor compliance with this policy; **Full-time Employees: Female (OI6213)**, the number of paid full-time female employees at the organization as of the end of the reporting period; **Full-time Employees: Female Managers (OI1571)**, the number of paid full-time female management employees (managers) at the organization as of the end of the reporting period, and etc.



- vi. **IRIS+ Metrics aligned with SDG 6 (Clean Water and Sanitation)**: Information categories in this section include **Area of Fresh Water Bodies Present (PI7170)**, the surface area of freshwater bodies present during the reporting period on protected land; **Ecological Restoration Management Area (PI9556)**, indicating the area of land under ecological restoration management during the reporting period; **Ecosystem Services Provided (PD8494)**, describes the ecosystem services provided by land directly or indirectly controlled by the organization, during the reporting period; **Hazardous Waste Avoided (PI2073)**, referring to the amount of hazardous waste avoided based on refurbishing/reusing/recycling as part of delivering or developing the organization's products/services during the reporting period, and etc.



- vii. **IRIS+ Metrics aligned with SDG 7 (Affordable and Clean Energy)**: Some examples include the **Building Area of Energy Efficiency Improvements (PI1586)**, referring to the area of buildings projected to receive energy efficiency improvements as a result of investments made by the organization during the reporting period; **Client Spending: Energy (PI5489)**, the amount of money spent by the client on sources of energy during the reporting period; **Energy Capacity of Product (PD2713)**, the amount of potential energy generation over the lifetime of the product based on the planned operation of the product/system; **Energy Conserved (OI6697)**, the amount of reduction in energy consumption achieved as a direct result of energy conservation and efficiency initiatives employed by the organization during the reporting period; **Energy Generated for Sale: Renewable (PI5842)**, the amount of renewable energy generated and sold to offtaker(s) during the reporting period, and etc.



- viii. **IRIS+ Metrics aligned with SDG 8 (Decent Work and Economic Growth)**: Information categories in this section feature metrics such as **Anti-Discrimination Policy (OI9331)**, which Indicates whether the organization has specific, written anti-discrimination policy in place for its employees and a system to monitor compliance of this policy; **Average Employee Tenure (OI2248)**, the average tenure of employees of the organization as of the end of the reporting period; **Average Insurance Premium (PI1934)**, the average amount of annualized insurance premium charged for a particular insurance product provided by the organization during the reporting period; **Cost Transparency (PI6941)**, whether the organization fully discloses all pricing and cost information for its products and services to its clients; **Employees: Minimum Wage (OI5858)**, indicating the number of full-time, part-time, and temporary employees of the organization that are earning the local minimum wage as of the end of the reporting period, and etc.





ix. **IRIS+ Metrics aligned with SDG 9 (Industry, Innovation and Infrastructure):** Some metrics in this category include ***Building Area of Energy Efficiency Improvements (PI1586)***, the area of buildings projected to receive energy efficiency improvements as a result of investments made by the organization during the reporting period; ***Business Innovation (OI4718)***, detailing whether the organization adopted or operationalized a product, internal process, technology, or financing structure that was new or not widely used in the domestic sector; ***Client Spending: Connectivity (PI2111)***, the amount of money spent by the client on connectivity costs during the reporting period; ***Climate Resilience Strategy (OI2092)***, whether the organization implements a strategy to address the effects of climate change on the organization's operations; ***Energy Capacity of Products Sold (PD1504)***, the amount of potential energy generation over the lifetime of the product for all products sold by the organization during the reporting period; ***Energy Conserved (OI6697)***, the amount of reduction in energy consumption achieved as a direct result of energy conservation and efficiency initiatives employed by the organization during the reporting period, and etc.



x. **IRIS+ Metrics aligned with SDG 10 (Reduced Inequalities):** Information categories in this section include client, supplier and employee demographics such as ***Client Households: Poor (PI1726)***, the number of unique individuals who were clients of the organization during the reporting period who came from economically disadvantaged backgrounds; ***Client Income (PI9409)***, the number of unique individuals who were clients of the organization during the reporting period reporting an increase, decrease, or no change in income; ***Client Savings Premium (PI1748)***, the ratio of the price savings obtained by the client from purchasing a product/service from the organization compared to the average price that would be otherwise paid for a similar product/service; ***Poverty Assessment (PD3569)***, whether the organization assesses the poverty levels of its intended stakeholders, and etc.



xi. **IRIS+ Metrics aligned with SDG 11 (Sustainable Cities):** Some examples feature ***Client Individuals: Provided New Access (PI2822)***, the number of unique client individuals who were served by the organization and provided access, during the reporting period, to products/services they were unable to access prior to the reporting period; ***Communities Served (PI2476)***, the number of communities where the organization's products/services were available during the reporting period; ***Target Stakeholder Setting (PD6384)***, which describes the setting of the groups of stakeholders targeted by the organization, and etc.



xii. **IRIS+ Metrics aligned with SDG 12 (Responsible Consumption and Production):** Metrics such as ***Biodegradable Materials (OI5101)***, the amount of biodegradable materials used in the organization's products (including packaging) during the reporting period; ***Climate Resilience Strategy (OI2092)***, whether the organization implements a strategy to address the effects of climate change on the organization's operations; ***Ecosystem Services Provided (PD8494)***, describing the ecosystem services provided by land directly or indirectly controlled by the organization, during the reporting period; ***Energy Consumption of Product (PD6596)***, amount of energy used by the product during the lifetime of the product, and etc. are included.



xiii. **IRIS+ Metrics aligned with SDG 13 (Climate Action):** Some metrics featured in this category include ***Climate Resilience Strategy (OI2092)***, whether the organization implements a strategy to address the effects of climate change on the organization's operations; ***Community Engagement Strategy (OI2319)***, whether the organization implements a strategy to manage its interactions with local communities affected by its operations; ***Energy Conservation Strategy (OI4531)***, whether the organization implements an energy conservation strategy to reduce its operational energy usage; ***Green Building Practices (OI6765)***, whether the organization employs green building practices; ***Recycling Policy (OI6286)***, whether the organization implements a recycling policy in its operating facilities; ***Renewable Energy Expenditures (OI9206)***, the amount of money spent by the organization for its own consumption in renewable energy infrastructure and technology at the organization's operating facilities during the reporting period; ***Social and Environmental***





**Performance Risk Assessment (OI9106)**, whether the organization assessed social and environmental risks during the reporting period, and etc.

xiv. **IRIS+ Metrics aligned with SDG 14 (Life Below Water):** This category includes metrics such as **Ecosystem Services Provided (PD8494)**, describing the ecosystem services provided by land directly or indirectly controlled by the organization, during the reporting period; **Environmental Impact Objectives (OD4108)**, describing the environmental impact objectives pursued by the organization; **Length of Coastline Restored (PI2538)**, the length of marine or freshwater coastline under ecological restoration management on protected land, land under sustainable stewardship, or land under sustainable cultivation during the reporting period; **Target Area Ecoregion (PD2854)**, indicating the eco-regions the organization seeks to benefit as of the end of the reporting period; **Target Area Protected Status (PD1676)**, the protected status of the land the organization seeks to benefit during the reporting period, and etc.

xv. **IRIS+ Metrics aligned with SDG 15 (Life on Land):** Metrics such as **Area of Land Deforested (PI1489)**, the area of land that has been deforested by the organization during the reporting period; **Area of Land Reforested (PI4907)**, the area of land that has been reforested by the organization during the reporting period; **Area of Trees Planted: Total (PI4127)**, the total area of trees planted by the organization during the reporting period; **Ecological Restoration Management Area (PI9556)**, the area of land under ecological restoration management during the reporting period; **Forest Management Plan (OI2622)**, whether the organization implements a forest management plan; **Land Directly Controlled: Cultivated (OI1674)**, the area of land directly controlled by the organization and under cultivation; **Land Directly Controlled: Treated with Pesticides (OI2569)**, the area of land directly controlled by the organization and treated with pesticides, and etc. are included.

xvi. No IRIS metrics directly align with **SDG 16 (Promote Just, Peaceful and Inclusive Societies)** & **SDG 17 (Revitalize Global Partnerships for Goals)**

i. **What is your impact agenda and how will you assess your impact goals:** Please answer according to the five dimensions of impact provided by the Impact Management Project (IMP), detailed below:

i. **What:** This category describes the outcomes the enterprise is contributing to and how important the outcomes are to stakeholders. Please provide more information on the level of outcome experienced by the stakeholder when engaging with the enterprise:

- ✓ **Value of Outcome in Current Period:** Enter the value of outcome in current period. How does your enterprise benefit your stakeholders currently in numerical terms? This is not to measure the scale of your outreach or its duration, but to provide quantifiable performance measures of the impact you are producing. For instance, it can be measured in terms of the percentage of food loss prevented, the amount of energy that is saved, the amount of income generated per hour for those employed, and etc.
- ✓ **Source of data:** Where/how did you collect your data?
- ✓ **SDG targets contributed to:** Select the SDG targets that were contributed to
- ✓ **Importance of Outcome to Stakeholders:** (Ideally this data is provided by the stakeholders, on a sliding scale)

ii. **Who:** This category describes which stakeholders are experiencing the outcome and how underserved they were prior to the enterprise's effect.

- ✓ **Stakeholder type:** Select the type of stakeholder that experiences the outcome from the list below:
  1. Customers
  2. Employees
  3. Distributors and Vendors
  4. Suppliers and Producers
  5. Planet
  6. Other (specify)



- ✓ **Geographical Boundary:** The geographical location where the stakeholder experiences the social and/or environmental outcome.
- ✓ **Stakeholder Characteristics:** This describes the socio-demographic and/ or behavioral characteristics of the stakeholders to enable segmentation.
  1. Demographic data: Please provide demographic data about your stakeholders
  2. Source of data
- iii. **How much:** This category refers to how many stakeholders experienced the outcome, what degree of change they experienced, and how long they experienced the outcome for.
  - ✓ **Scale:** The number of individuals experiencing the outcome. When the planet is the stakeholder, this category is not relevant.
    1. Number of individuals
    2. Source of data
  - ✓ **Duration:** The time period for which the stakeholder will experience the outcome
    1. Number of years the change will last
    2. Source of data
- iv. **Contribution:** This category indicates whether an enterprise's and/or investor's efforts resulted in outcomes that were likely better than what would have occurred otherwise.
  - ✓ **Depth counterfactual:** The estimated degree of change that would occur anyway for the stakeholder. Stakeholder feedback can be used to estimate the degree of change likely to occur otherwise for the stakeholder.
  - ✓ **Duration counterfactual:** Duration is the estimated time period that the outcome would last for anyway. Performance of peer enterprises, public data and/or stakeholder feedback can be used to estimate the duration of change likely to occur otherwise for the stakeholder.
- v. **Risk:** This category refers to the likelihood that impact will be different than expected.
  - ✓ The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk:
    1. Evidence risk: The probability that insufficient high-quality data exists to know what impact is occurring.
    2. External risk: The probability that external factors disrupt an enterprise's ability to deliver impact.
    3. Stakeholder participation risk: The probability that the expectations and/or the experience of stakeholders are misunderstood or not taken into account.
    4. Drop-off risk: The probability that positive impact no longer endures and/or that negative impact is no longer mitigated.
    5. Efficiency risk: The probability that the impact could have been achieved with fewer resources at a lower cost.
    6. Execution risk: The probability that the activities are not delivered as planned and do not result in desired outcomes.
    7. Alignment risk: The probability that impact is not locked into the enterprise model.
    8. Endurance risk: The probability that the desired activities are not delivered for a long enough period.
    9. Unexpected impact risk: The probability that unexpected positive and/or negative impact is being experienced by people or the planet.
  - ✓ Please select the level of risk from a sliding scale from low to high
- j. **Enterprise Impact Classification:** Please select the relevant impact classification that best describes your organization, according to IMP's [impact classes](#) described below:
  - i. A: Act to Avoid Harm- The enterprise prevents or reduces significant effects on important negative outcomes for people and planet

- ii. B: Benefit Stakeholders- The enterprise not only acts to avoid harm, but also generates various effects on positive outcomes for people and the planet
- iii. C: Contribute to Solutions- The enterprise not only **acts to avoid harm**, but also generates one or more significant effect(s) on positive outcomes for otherwise underserved people and the planet.
- iv. D: Don't know /may cause unintentional negative impact
- k. **Measuring Impact:** What is your data collection plan? A Data Collection Plan consists of 4 steps:
  - i. Articulating a purpose and defining goals for collecting and monitoring data
  - ii. Defining decision-making areas for which you need to gather evidence
  - iii. Selecting indicators for which you need to collect new or additional data
  - iv. Reviewing resources and methods that you can use to collect data

### Financial Performance

This segment demonstrates whether investing in an enterprise should be prioritized on the basis of its expected financial performance. Answers to questions in this component will not be required as applicants may not consent to disclosing financial information due to competition concerns.

- a. **Timeframe:** What is your organization's timeframe for achieving financial returns? Please explain through a detailed business plan.
- b. **Return Profile:** Please indicate the expected financial returns of your project through one of the following measures (Maybe here, we should request all enterprises to express their return expectations in terms of IRR so that we have a standardized financial measure):
  - i. What is the net present value (NPV) of your business? You can access the Excel formula to calculate your enterprise's NPV through [this link](#).
  - ii. What is the internal rate of return (IRR) of your business? The Excel formula to calculate your enterprise's IRR can be accessed [here](#).
  - iii. What is the Risk-adjusted return on capital (RAROC) of your business? An explanation of how to calculate your enterprise's RAROC can be accessed [here](#).
- c. **Investment Risks:** What are the potential investment risks associated with your business (are there any barriers to entry, economic or political instability)?
- d. **Market Sizing:** What is the potential size of the market for your business area? What is your market share?
- e. **Shareholding Patterns:** Please provide an overview of any changes in the shareholding pattern for your enterprise in the last five years.
- f. **Revenue Streams:** Please explain your future and current revenue streams.
- g. **Certificates:** Please provide a copy of your TAN, VAT, and other registration certificates.
- h. **Expenses:** Please provide a breakdown of your quarterly expenses.

## 3. BSI/BMO Catalogues (augmentation and new component)

### 12. General information and objectives

Full name	Interactive Catalogue of Business Support Infrastructure (BSI Catalogue) Business Membership Organizations Catalogue (BMO Catalogue)
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MDT and MEDT representatives, MSMEs, BMOs, Public

*Interactive catalogue of business support infrastructure* will provide information about organizations that support entrepreneurs in specific areas. Organizations in the catalogue may include entrepreneurship support centers, associations of entrepreneurs, Chambers of Commerce and Industry, regional and local development agencies, coworkings, incubators, accelerators, industrial parks, entrepreneurship support funds, technology and innovation parks, clusters, consulting and educational centers. BSI Catalogue is to be built upon existing map of business support infrastructure <https://business.diia.gov.ua/business-map>, all existing information should be transferred and integrated without losses for all types of organizations except business associations and Chambers of Commerce and Industry. For these two, UNDP will provide a

vast amount of additional information that will need to be entered into the system and will become a basis for a full-scale interactive BMO Catalogue. BMO catalogue must be linked to BSI Catalogue (as a sub-component). Basic submodules for other types of organizations of business support infrastructure should be developed too, but within the scope of this assignment UNDP will not be providing any additional data, except that currently available at the [Business Support Infrastructure Map](#). All submodules must be linked and configured to deliver data to BSI Catalogue, where it is to be aggregated and visualized.

The purpose of the *development of the BMO interactive catalogue* is to raise entrepreneurs' awareness about BMOs, facilitate the selection of BMOs by providing access to the database with basic facts about BMOs and their contact information, and help entrepreneurs make an informed and intentional selection of BMOs based on how these organizations meet businesses' needs regarding the protection of their rights, representation of their interests, and provision of services.

A recent review of the available data on the number of BMOs in Ukraine and information about active organizations has demonstrated significant information gaps. Lack of open and clear data on BMOs, their activities and business development services for MSMEs, is considered to be a one of the bottlenecks preventing MSMEs from joining and benefiting from membership in such organizations.

There are more than 92,000 non-government organizations, almost 2,500 associations, and almost 2,000 public unions in Ukraine, however statistical data does not indicate how many organizations out of these are business membership organizations, neither it shows if organizations are active and whether they may satisfy specific acute needs of the entrepreneurs. According to various business surveys, nowadays only one out of ten businesses in Ukraine is a member of at least one BMO.

During 2020-2021 UNDP conducts a mapping of active business membership organizations in Ukraine. Among other activities, the mapping comprises of developing the criteria for classification and selection of business membership organizations, as well as creating a pilot database (list) of active BMOs in Ukraine. The pilot database includes open-source information on the form of activity of the BMO, the country of its establishment, the geography of its activity, the universality of its activity, its priority industries, size of the BMO, the priority areas of its activities, the size of its target business, its target audience of entrepreneurs, as well as multilevel membership and public presence of the BMO. This information is expected to assist entrepreneurs with shortlisting BMOs for potential membership according to their needs. This data will also feed analytical reporting including information on the number of active BMOs, their structure and distribution as per open data-based criteria (location, type, organizational forms, major activities, and services and other) and relevant visualizations, which will serve as a reference for understanding the landscape of active BMOs in Ukraine. There has been also a need identified for a very practical guiding material tailored to MSMEs on evidence-based selection of BMO for joining and extended criteria to guide the entrepreneur throughout the journey in addition to basic information about BMOs, which will be incorporated into a separate module of the Catalogue. As a part of this assignment, the Contractor will develop the online BMO interactive catalogue to be deployed at the Diia.Business portal. The BMO Catalogue must meet the functional and technical requirements specified further and be developed in a way to ensure its deployment to and integration with Diia.Business portal.

### 13. User Functionality Augmentation

Identifier	Name	Description
F_022	Access for Users	<p>All modules should allow free public access for viewing to any <i>Guest User</i> without registration.</p> <p><i>Registered Users</i> will have augmented functionality to personalize work with the BSI/BMO Catalogue, add new BSI/BMOs, favourite organizations, save filters etc.</p> <p>Additional submodule should be created in User Accounts related to their work with BSI/BMO Catalogue.</p>

		Registered users should be able to personalize their work with the BSI/BMO Catalogues, i.e. filter/sort BMOs and save individual filters, subscribe to updates for selected BMOs, save BMOs to favourites.
<b>F_023</b>	Access for BSI/BMO representatives	<i>BSI/BMO representatives</i> will have augmented functionality to personalize their work with the BSI/BMO Catalogue, and edit BMO/BSI profiles information. Additional submodule should be created in User Accounts related to their work with BSI/BMO Catalogue as BSI/BMO representatives.
<b>F_024</b>	Access for Administrators and Super Administrators	Separate block/section should be created in the Administrators profiles to manage edit all modules of this component and be able to change/update information and change/upload/delete visuals.

#### 14. Product Functionality Requirements

In order to effectively benefit MSMEs, BMOs and governmental authorities, the software component shall feature the following modules:

1. **Interactive Business Support Infrastructure Catalogue:** an interactive online catalogue that would allow MSMEs to identify and/or filter business support organizations operating in specific locations. The module will contain two submodules: BSI Directory and BSI Information Dashboard.
2. **Interactive Business Membership Organizations Catalogue (sub-component to BSI Catalogue):** an interactive online database with information on active business membership organizations that would allow MSMEs to shortlist and select BMOs for potential membership. The module will contain three submodules: BMO Directory, Guide on BMOs for MSMEs and BMO Information Dashboard.
3. **BSI/BMO Catalogue User Manual:** visual guide (series of short video) on how to use and edit BSI/BMO Catalogues.

#### 15. Module 1. Interactive BSI Catalogue

*Business Support Infrastructure Catalogue (BSI Catalogue)* will provide information about organizations that support entrepreneurs in specific areas. Organizations in the catalogue may include entrepreneurship support centers, associations of entrepreneurs, Chambers of Commerce and Industry, regional and local development agencies, coworkings, incubators, accelerators, industrial parks, entrepreneurship support funds, technology and innovation parks, clusters, consulting and educational centers.

BSI Catalogue is to be built upon existing map of business support infrastructure <https://business.diia.gov.ua/business-map>, all existing information should be transferred and integrated without losses.

In addition to data transfer, UNDP will provide a vast amount of additional information related to business associations, Clusters and CCIs that will need to be entered into the system and will become a basis for a full-scale interactive BMO Catalogue (Module 2). BMO catalogue must be linked to BSI Catalogue (as a sub-component) and its data should be automatically integrated into the consolidated BSI Database and further automatically updated.

UNDP will not be providing any additional data for entry for other types of BSI organizations, except that is currently available on the Map of Business Support Infrastructure.

Basic functionality to allow adding, editing, filtering/sorting for other types of organizations of business support infrastructure should be developed too, but development of dedicated catalogues for those is not envisaged within the scope of this assignment. At the same time, software component should be developed in a way to allow easy augmentation of the BSI Catalogue functionality, i.e. through adding additional sub-components for other types of BSI Organizations.

## Sub-Module 1.2. BSI Directory (landing page)

Module should feature a directory that would allow to find and/or filter business support organizations operating in specific regions and cities (business associations, business support centers and funds, incubators and accelerators, and others). Within the scope of this assignment, the Contractor will also develop a comprehensive BMO Catalogue (Module 2) as a sub-component of BSI Catalogue.

Identifier	Name	Description
F_025	Data Sourcing	<p>BSI catalogue should contain both BMOs and other business support institutions. Entries for all types of organizations should eventually be aggregated in one consolidated database.</p> <p>Information on BMOs need to be pre-entered by the contractor from the BMO electronic database (in Excel format). Database will be provided by UNDP.</p> <p>Information for other BSIs need to be migrated from the existing map of business support infrastructure.</p> <p>Further entries on BSIs, including BMOs, are to be added manually. Respective functionality must be ensured.</p>
F_026	Add new BSI entry (except BMO, for BMO see condition)	<p>New BSI can be suggested by Registered Users or added by Administrator. In case the website domain of the suggested organization matches the domain of the Registered User email, the system will proceed with automatic publication. In other cases, publication will be pending Administrator's approval. Administrator should receive notification by email if request for new BSI is submitted.</p> <p>Creating the BSI profile should require filling in the following information.</p> <ol style="list-style-type: none"> <li>1. Category (existing list of categories at Diia.Business).</li> </ol> <p><u>Condition:</u></p> <p><u>a) If user selects "Business association", "Cluster" or "CCI", the system should direct to filling the BMO Profile (see function F_034)</u></p> <p><u>b) If user selects any other type of organizations, the profile will contain the following fields:</u></p> <p><i>==&gt; a) Fields already existing in current functionality (need to aligned)</i></p> <ol style="list-style-type: none"> <li>2. Contact person information (name, surname, email, phone) – automatically sourced from the user profile if logged in</li> <li>3. Information about the facility (Infrastructure facility name, facility address: oblast, amalgamated hromada, settlement, address)</li> <li>4. Contacts (website, email, phone)</li> <li>5. Work schedule (working days, non-working days, lunch break)</li> <li>6. Additional information (branch administrator email, photo, facility description)</li> </ol> <p><i>==&gt; b) New fields to be added/augmented</i></p> <ol style="list-style-type: none"> <li>7. USROU number (if available)</li> <li>8. Full title of the organisation – set up automatic sourcing from USROU desirable, if available (desirable)</li> <li>4. Full address - set up automatic sourcing from USROU and must be editable (desirable)</li> <li>5. Coverage area (must integrate catalogue of Oblasts for selection by the user, multiple-choice)</li> <li>6. Key functions (multiple choice): advocacy and interest representation, legal protection, export support, information services, business consulting, networking, voluntary standardization and certification, training, outsourcing of business services, other.</li> <li>7. Webpage: if available – add data verification for website link</li> </ol>



		<p>8. Facebook page: if available (data verification for Facebook link)</p> <p>9. Facebook group: if available (data verification for Facebook link)</p> <p>10. Twitter page: if available (data verification for Twitter link)</p> <p>11. Instagram page: if available (data verification for Instagram link)</p> <p>12. YouTube channel: if available (data verification for Youtube link)</p> <p>13. LinkedIn page: if available (data verification for LinkedIn link)</p> <p>14. Email address – add verification for email in the field, and further email verification</p> <p>15. Administrator email address – add verification for email in the field, and further email verification</p> <p><i>Note 1: The contractor is encouraged to suggest additional approaches to automate and simplify completion process for the BSI registration by Users/Administrators.</i></p> <p><i>Note 2: The profiles of BSI are to be built upon the existing information in Diia.Business and data should be transferred accordingly. In case some of the fields are not envisaged by current Diia.Business functionality, they need to be added by the Contractor. The list above is not exhaustive, some fields and/or conditions may be amended during the first stage of development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i></p>
<b>F_027</b>	Grant access to BSI profiles (except BMO)	<p>The system should grant editing access to BSI profiles for Registered Users with the following logic:</p> <p>1) Users registered using email address on corporate domain that matches the domain of the organization in the profile, can request access for editing and have it granted automatically. Functionality that would allow to request access by Registered User and automatically have it approved by the system, as domains match, must be introduced.</p> <p>2) Users registered using email address of the organizations already in the database, can request access for editing and have it granted automatically. Functionality that would allow to request access by Registered User (upon his email was verified) and automatically have it approved by the system, as User email and BMO email match, must be introduced.</p> <p>3) In other cases, access approval should be granted manually by the Administrator. Functionality that would allow to request access by Registered User and have it approved by the Administrator must be introduced. Registered User should be able to attach one document (in .pdf, .jpg/.png or .docx) along with the request, which would allow the Administrator to assess eligibility of such request and if the user is a legit representative. The Super Administrator should be able to opt out the manual approvals and set up automatic approvals for all requests.</p>
<b>F_028</b>	Manage BSI Representatives (including BMO)	<p>Administrator should have the rights to grant and revoke editing access to profiles of BSI organizations for all users.</p> <p>The functionality of the system must allow both granting access to several BSI organizations for one user and to one BSI for several users.</p>
<b>F_029</b>	Edit existing BSI entry (including BMO)	<p>Existing BSI entry may be updated/edited through:</p> <p>a) Any Registered User can suggest changes to existing information of any BSI organization. Changes will only be published after reviewed by this BSI representative or Administrator.</p> <p>b) BSI representative can edit data of own BSI organization.</p> <p>c) Administrator can edit data of all BSI organizations.</p>

<b>F_030</b>	Map	The map should enable users to view the location (by full address) of the BSIs along with descriptive (title, type, contacts and/or other) and visual information (picture, if uploaded). Add the ability for users to view the area name when hovering over the pin (similar to current functionality of hovering the cursor over the united territorial community). Display the boundaries of areas when clicked and their name when the amalgamated hromadas check box is not active.
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Sub-Module 1.2. BSI analytical dashboard

Sub-Module should feature analytical reporting dashboard that will source information from the Catalogue of BSIs on the number of active BSIs, their structure and distribution as per defined criteria and automatically develop interactive visualizations.

Identifier	Name	Description
<b>F_031</b>	Statistics Visualisation	Visualisation has to be organized in a Diia.Business style, allowing cross-tabulation to quantitatively analyze the relationship between multiple variables. Visualisations may include a map, column/pie charts, bar/line graphs, area charts, filters (radio buttons, multiple-choice checklists, drop-down lists) or others as will be relevant for easy-to-use and attractive visualisation of the data available in the database. ALL charts/lists on the dashboard must be interconnected, i.e. applied filter should impact all the visuals. <i>Final list of visuals and their functioning to be defined in the specification (during Stage 1 of this assignment).</i>
<b>F_032</b>	Data Sourcing	Data should be automatically sourced from the BSI directory. Data is expected to be visualised on the dashboard using the following criteria (but not limited to): category, oblast, city, coverage area, amalgamated community, key functions and/or other. <i>The list above is not exhaustive and may be amended during the first stage of development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i>

## 16. Module 2. Interactive BMO Catalogue

*Business Membership Organizations Catalogue (BMO Catalogue)* is aimed to raise entrepreneurs' awareness about BMOs, facilitate the selection of BMOs by providing access to the database with basic facts about BMOs and their contact information, and help entrepreneurs make an informed and intentional selection of BMOs based on how these organizations meet businesses' needs regarding the protection of their rights, representation of their interests, and provision of services.

Sub-Module 2.1. BMO Directory (landing page)

Module should feature an online database with information on active business membership organizations that would allow MSMEs to shortlist and select BMOs for potential membership.

The initial catalogue is expected to feature up to 400 business associations. The information to be included into the catalogue will be provided by UNDP in Excel format, while the Contractor will be fully responsible for proper feeding/entering this data into the system without changes and losses. Each organization entry should be reflected in the system as a separate profile, so that legit representatives of the organization could further request access to the profile and update/correct the data, if needed.

Identifier	Name	Description
<b>F_033</b>	Grant access to BMO profiles	The system should grant editing access to BMO profiles for Registered Users with the following logic: 1) Users registered using email address on corporate domain that matches the domain of the organization in the profile, can request access



		<p>for editing and have it granted automatically. Functionality that would allow to request access by Registered User and automatically have it approved by the system, as domains match, must be introduced.</p> <p>2) Users registered using email address that was populated to the BMOs profiles from the BMO Catalogue in Excel (provided by UNDP), can request access for editing and have it granted automatically. Functionality that would allow to request access by Registered User (upon his email was verified) and automatically have it approved by the system, as User email and BMO email match, must be introduced.</p> <p>3) In other cases, access approval should be granted manually by Administrator. Functionality that would allow to request access by Registered User (upon his email was verified) and have it approved by the Administrator must be introduced (the Administrator should be able to opt out and activate automatic approval as requested). Registered User should be able to attach one document (in .pdf, .jpg/.png or .docx) along with the request, which would allow the Administrator to assess eligibility of such request and if the user is a legit representative. Administrator should receive notification by email if request for access is submitted.</p>
<b>F_034</b>	Add new BMO entry	<p>New BMOs can be suggested by Registered Users or added by Administrator. In case the website domain of the suggested organization matches the domain of the Registered User email, the system will proceed with automatic publication. In other cases, publication will be pending Administrator's approval. Administrator should receive notification by email if request for new BMO is submitted.</p> <p>Creating the BMO profile should require filling in the following information.</p> <ol style="list-style-type: none"> <li>1. USROU number</li> <li>2. Title of the organisation (automatic sourcing from USROU desirable)</li> <li>3. Short title (if applicable)</li> <li>4. Full address (automatic sourcing from USROU desirable and must be editable)</li> <li>5. Oblast where main office is located (select from the list, single choice)</li> <li>6. City where main office is located (must integrate catalogue for selection by the user, list of cities uncovers when oblast is selected, single choice)</li> <li>7. Coverage area (must integrate catalogue of Oblasts for selection by the user, multiple-choice)</li> <li>8. Year of establishment / registration (automatic numeric 4-digit data verification)</li> <li>9. Number of members (automatic numeric data verification)</li> <li>10. Form of activity: business association, business club, public organization, public association, cluster, CCI (single choice).</li> <li>11. Country of establishment: representative office of international organization, Ukrainian (single choice).</li> <li>12. Geography of activity: local, regional, interregional, all-Ukrainian (single option, automatic cross-check with Q7 on number of oblasts selected for interregional and all-Ukrainian).</li> <li>13. Focus: sectoral, universal (single choice)</li> <li>14. Priority sectors/industries: integration of unified catalogue of industries for multiple-choice (desirable)</li> <li>15. Key functions (multiple choice): advocacy and interest representation, legal protection, export support, information services, business</li> </ol>

		<p>consulting, networking, voluntary standardization and certification, training, outsourcing of business services.</p> <p>16. Size of target business: micro-business, small business, medium business, large business, all sizes of business (multiple choice, conditional: selection of “all sizes of business” deactivate other fields BUT filter/sorting should list such organization in every category).</p> <p>17. Target entrepreneurial audience: women, youth, IDPs, ATO veterans, all business community (multiple choice, conditional: selection of “all business community” deactivate other fields BUT filter/sorting should list such organization in every category)”.  18. Availability of different membership levels: Yes/No  19. Webpage: if available (data verification for website link, to be reflected as pictogram in BMO profile)  20. Facebook page: if available (data verification for Facebook link, to be reflected as pictogram in BMO profile)  21. Facebook group: if available (data verification for Facebook link, to be reflected as pictogram in BMO profile)  22. Twitter page: if available (data verification for Twitter link, to be reflected as pictogram in BMO profile)  23. Instagram page: if available (data verification for Instagram link, to be reflected as pictogram in BMO profile)  24. YouTube channel: if available (data verification for Youtube link, to be reflected as pictogram in BMO profile)  25. LinkedIn page: if available (data verification for LinkedIn link, to be reflected as pictogram in BMO profile)  26. Manager of organization (to be automatically sourced from USROU but editing allowed).  27. Link to the latest annual report of organization: if available  28. Advocacy priorities: if available  29. Email address (conditional: identify as “Corporate Email” and highlight “green” in BMO profile if provided email has dedicated corporate domain; identify as “Free Email” and highlight “yellow” in case provided email is from free public email service)  30. Phone (format verification)  31. Public presence (automatic conditional calculation for Active/Limited/Inactive based on number of filled fields among 19-30 desirable)  32. Representative contact details (automatic fill in from User Profile – name, surname, email, phone number).</p> <p>The contractor is encouraged to suggest additional approaches to automate and simplify completion process for the BMO registration by Users/Administrators.</p> <p><i>The list above is not exhaustive, some fields and/or conditions may be amended during the first stage of the development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i></p>
<b>F_035</b>	Search BMOs	<p>The system must contain a multicriteria search engine and offer users the possibility to search across the BMOs by different attributes, including (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Keywords (across all fields)</li> <li>2. USROU number</li> <li>3. Title (from 2 characters in title of the organisation)</li> </ol>

		<p>4. Oblast where main office is located (autosuggestion as filled)</p> <p>5. City where main office is located (autosuggestion as filled)</p> <p>6. Coverage area (autosuggestion as filled)</p> <p>7. Priority sectors/industries (autosuggestion as filled)</p> <p>8. Phone (from 4 digits)</p> <p>9. Email (from 3 characters)</p> <p>The list above is tentative, some fields and/or conditions may be amended during the first stage of the BMO Catalogue development in consultations with the Contractor and relevant stakeholders. All changes, if any, to be reflected in final specification.</p>
<b>F_036</b>	Filter BMOs	<p>The system must contain a multicriteria filter and should allow Users to filter the BMOs by different attributes (single criteria and multiple criteria), including (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Oblast where main office is located (multiple choice allowed)</li> <li>2. City where main office is located (multiple choice allowed)</li> <li>3. Coverage area (multiple choice allowed for Oblasts)</li> <li>4. Years of operation (automatic calculation based on registration date and allow to select range)</li> <li>5. Size of organization: automatic identification based on number of members entered as Small/Medium/Large/Information n/a (multiple choice allowed).</li> <li>6. Form of activity: business association, business club, public organization, public association, cluster, CCI (multiple choice allowed).</li> <li>7. Country of establishment: representative office of international organization, Ukrainian (multiple choice allowed).</li> <li>8. Geography of activity: local, regional, interregional, all-Ukrainian (multiple choice allowed).</li> <li>9. Focus: sectoral, universal (multiple choice allowed)</li> <li>10. Priority sectors/industries, in case unified catalogue of industries can be integrated for selection at the stage of data entry (multiple choice allowed)</li> <li>11. Priority activities (multiple choice allowed): advocacy and interest representation, legal protection, export support, information services, business consulting, networking, voluntary standardization and certification, training, outsourcing of business services.</li> <li>12. Size of target business: micro-business, small business, medium business, large business, all sizes of business (multiple choice allowed).</li> <li>13. Target entrepreneurial audience: women, youth, IDPs, ATO veterans, all business community (multiple choice allowed).</li> <li>14. Availability of different membership levels: Yes/No (single option)</li> <li>15. Webpage available: Yes/No (condition: website link entered)</li> <li>16. Social media pages available: Yes/No (condition: link to at least one social network entered)</li> <li>17. Corporate email available: Yes/No (condition: email identified as "Corporate Email" through automatic domain check for public/corporate).</li> <li>18. Public information on management available: Yes/No (condition: information on manager entered)</li> <li>19. Public reporting available: Yes/No (condition: link to public report entered)</li> </ol> <p><i>The list above is tentative, some fields and/or conditions may be amended during the first stage of the development in consultations with the</i></p>

		<i>Contractor and relevant stakeholders. All changes, if any, to be reflected in final specification.</i>
<b>F_037</b>	Sort BMOs	The database should be organized in a way to allow selecting/deselecting (hiding) certain columns, reorganizing (moving back and forward) and sorting them (alphabetically, largest to smallest or other applicable) by all fields.  <i>The columns to be selected (shown) by default will be identified during the first stage of the development in consultations with the Contractor and relevant stakeholders and will be reflected in final specification.</i>
<b>F_038</b>	Favourite BMOs	The module should provide for the creation of an unlimited number of lists of selected BMOs and their saving. The Users should be able to mark the BMOs as Favourite and save them to lists, name and rename lists of selected BMOs.
<b>F_039</b>	Subscription to updates	The registered User should be able to subscribe and receive email notifications/alerts upon change in the details of a particular BMOs or in a list of selected BMOs.

#### Sub-Module 2.2. Guide on BMOs for MSMEs

Sub-Module will feature an introductory interactive handbook about categorization and role of BMOs for private sector and MSMEs, along with a very practical guiding material tailored to MSMEs on evidence-based selection of BMO for joining, as well as extended criteria to guide the entrepreneur throughout the journey of selecting the relevant BMO(s).

The guide is expected to feature the following (not inclusive):

- What is BMO
- BMOs role, functions and activities in Ukraine
- Benefits of being a BMO member
- How to select a BMO, key criteria
- How to join a BMO
- Benefits of joining several BMOs

*The list above is tentative, some sections may be amended during the first stage of the development in consultations with the relevant stakeholders. All changes, if any, to be reflected in final specification.*

UNDP will provide the content for the Guide, however visualisation and idea for interactive presentation, design, programming and entering of all the data should be done by the Contractor.

#### Sub-Module 2.3. BMO analytical dashboard

Sub-Module should feature analytical reporting dashboard that will source information from the Catalogue of BMOs on the number of active BMOs, their structure and distribution as per open data-based criteria (location, type, organizational forms, major activities, services and other) and automatically develop interactive visualizations.

Identifier	Name	Description
<b>F_040</b>	Data Visualisation	Visualisation has to be organized in a Diia.Business style, allowing cross-tabulation to quantitatively analyze the relationship between multiple variables. Visualisations may include a map, column/pie charts, bar/line graphs, area charts, filters (radio buttons, multiple-choice checklists, drop-down lists) or others as will be relevant for easy-to-use and attractive visualisation of the data available in the database. ALL charts/lists on the dashboard must be interconnected, i.e. applying filter should impact all the

		visuals. Final list of visuals and their functioning to be defined in the specification (during Stage 1 of this assignment).
<b>F_041</b>	Data Sourcing	Data should be automatically sourced from the BMO directory. Data is expected to be visualised on the dashboard using the following variables (but not limited to): category, oblast of main office location, city of main office location, coverage area, years of operation, size of organization, form of activity, country of establishment, geography of activity, focus, priority sectors/industries, priority activities, size of target business, target entrepreneurial audience etc. <i>The list above is not exhaustive and may be amended during the first stage of development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i>

### 17. Module 3. BSI/BMO Catalogue User Manual

This module will feature an interactive visual guide (series of video) on how to use and make edits in BSI/BMO Catalogue, with disaggregation by user roles.

Identifier	Name	Description
<b>F_042</b>	Three (3) modules of the BSI/BMO Catalogue and their submodules	Minimum functionality per each module of this components is outlined above. The content for sections (unless sourcing of data from external databases is envisaged) will be provided by UNDP, while the interface design, layout, development, linking of external databases, and entry/publication of all provided content shall be delivered by the Contractor. <i>It is expected that the Contractor will further detail specific functions upon consultations with the relevant stakeholders and develop a final specification during the Stage 1 of this assignment.</i>

### 4. Business Aid Catalogue (new component)

#### 18. General information and objectives

Component name	Business Aid Catalogue (BA Catalogue)
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MDT and MEDT representatives, MSMEs, BMOs, Donors, Public

*Business Aid Catalogue* will provide information and display database of grants, international assistance projects and other financial support opportunities available to Ukrainian entrepreneurs and their associations.

#### 19. User Functionality Augmentation

Identifier	Name	Description
<b>F_043</b>	Access for Users	Free public access for viewing to any Guest User without registration. Additional section should be created in User Accounts related to their work with the Business Aid Catalogue (if they activate this function).
<b>F_044</b>	Access for Administrators and Super Administrators	Administrators and Super Administrators will have access to add new entries and edit information on all pages. Additional section should be created in Administrator Accounts related to their work with the Business Aid Catalogue.

#### 20. Product Functionality Requirements

In order to effectively benefit MSMEs, BMOs, governmental authorities and other stakeholders, the software component shall feature the following modules:

1. **Opportunities:** display of a database of a business support opportunities.

2. **Donors:** display of donors and detailed information about them.

3. **Analytics:** reflection of general analytical information.

## 21. Module 1. Opportunities

Identifier	Name	Description
F_045	Data Sourcing	<p>It will be required to enter into the initial catalogue existing information from several data sources, including (not exhaustive):</p> <ul style="list-style-type: none"> <li>- Active/Open opportunities from the catalogue  <a href="https://sme.gov.ua/program_type/programy-mizhnarodnoyi-tehnichnoyi-dopomogy/">https://sme.gov.ua/program_type/programy-mizhnarodnoyi-tehnichnoyi-dopomogy/</a> (and also automatic sourcing is desirable as long as this catalogue is updated with new opportunities)</li> <li>- Any databases separately provided by UNDP on open opportunities in Excel format.</li> </ul>
F_046	New entry	<p>New entries can be suggested by Registered Users or added by the Administrator. Administrator should receive notification by email if request for new opportunity is submitted, and by default should pre-moderate the entry before it is published on the Diia.Business Portal. The Administrator should be able to assign selected trusted users with access rights of Moderator to publish new entries without Administrator pre-moderation. New entry should contain the following information (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Title of opportunity</li> <li>2. Type of aid (international investment project, international technical assistance, budget support programmes, analytical and advisory aid, loan, small grants, training or other)</li> <li>3. Donor (automatically sourced from donor profile if logged in, system should allow to add donor profile from the new entry dialogue window if such donor is not yet in the database)</li> <li>4. Amount (if applicable; number) and currency</li> <li>5. Target oblasts (multiple choice)</li> <li>6. Target cities (if applicable, multiple choice)</li> <li>7. Target audience (BMOs, MSMEs or other categories to be additionally defined during the development (multiple choice allowed)).</li> <li>8. Size of target business (if applicable, micro-business, small business, medium business, large business, all sizes of business; multiple choice)</li> <li>9. Target entrepreneurial audience (women, youth, IDPs, ATO veterans, all business community; multiple choice)</li> <li>10. Sectors/industries (unified catalogue of industries; multiple-choice)</li> <li>11. Application deadline (calendar), if applicable or continuous</li> <li>12. Activity period (from/to, calendar), if applicable</li> <li>13. Webpage: if available (data verification for website link)</li> <li>14. Contacts for information (name, surname, email, phone)</li> <li>15. Description of opportunity (what, for whom, for what, application requirements, details of the opportunity, other comments)</li> <li>16. Upload picture related to the programme</li> <li>17. Select SDGs relevant to this support opportunity (multiple choice) – should contain visual of each of 17 SDGs and short name. Upon hover, short description of this SDG should be shown.</li> </ol> <p><i>The list above is not exhaustive, some fields and/or conditions may be amended during the first stage of the development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i></p>



<b>F_047</b>	Filter	<p>The system must contain a multicriteria filter and should allow Users to filter support opportunities by different attributes (single criteria and multiple criteria), including (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Target oblasts (multiple choice allowed)</li> <li>2. Target cities (multiple choice allowed)</li> <li>3. Target audience: business membership organizations, public organizations, public associations, clusters, CCIs, MSMEs or other to be additionally defined during the development (multiple choice allowed).</li> <li>4. Target sectors/industries (multiple choice allowed). Unified catalogue of industries may be integrated for selection.</li> <li>5. Size of target business: micro-business, small business, medium business, large business, all sizes of business (multiple choice allowed).</li> <li>6. Target entrepreneurial audience: women, youth, IDPs, ATO veterans, all business community (multiple choice allowed).</li> <li>7. Donor (multiple choice allowed)</li> <li>8. Type of aid</li> <li>9. SDGs</li> </ol> <p><i>The list above is tentative, some fields and/or conditions may be amended during the first stage of the development in consultations with the Contractor and relevant stakeholders. All changes, if any, to be reflected in final specification.</i></p>
<b>F_048</b>	Search	<p>The system must contain a multicriteria search engine and offer users the possibility to search across the database by different attributes, including (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Keywords (across all fields)</li> <li>2. Oblast (autosuggestion as filled)</li> <li>3. Sectors/industries (autosuggestion as filled)</li> </ol> <p><i>The list above is tentative, some fields and/or conditions may be amended during the first stage of the BMO Catalogue development in consultations with the Contractor and relevant stakeholders. All changes, if any, to be reflected in final specification.</i></p>
<b>F_049</b>	Opportunity pages	After publication each opportunity should have a separate page with key information on it, relevant visuals, and links to the related external webpages and resources.
<b>F_050</b>	Export	The user shall have the ability to export a specific selected list of opportunities in .csv or .xls formats. The list of fields available for export to be defined in final specification upon consultations of the Contractor with UNDP and the Beneficiary.
<b>F_051</b>	Archive	Opportunity must automatically change status to expired/completed as entered application/activity period ended.

## 22. Module 2. Donors

This module will display the list of donors who offer grants or other financial support opportunities.

Identifier	Name	Description
<b>F_052</b>	Donor Entry/ Profile	<p>New entries can be suggested by Registered Users or added by the Administrator. Administrator should receive notification by email if request for new entry is submitted.</p> <p>New entry should contain the following information (but not limited to):</p> <ol style="list-style-type: none"> <li>1. Title of the Donor organization</li> </ol>

		<p>2. Country of the Donor organization</p> <p>3. Legal address</p> <p>4. Oblast in Ukraine where representative office is located (select from the list, single choice)</p> <p>5. City in Ukraine where representative office is located (must integrate catalogue for selection by the user, list of cities uncovers when oblast is selected, single choice)</p> <p>6. Target sectors/industries: integration of unified catalogue of industries for multiple-choice preferred</p> <p>7. Size of target business: micro-business, small business, medium business, large business, all sizes of business (multiple choice, conditional: selection of “all sizes of business” deactivate other fields BUT filter/sorting should list such organization in every category).</p> <p>8. Target entrepreneurial audience: women, youth, IDPs, ATO veterans, all business community (multiple choice, conditional: selection of “all business community” deactivate other fields BUT filter/sorting should list such organization in every category)”. </p> <p>9. Webpage: if available (data verification for website link)</p> <p>10. Facebook page: if available (data verification for Facebook link)</p> <p>11. Twitter page: if available (data verification for Twitter link)</p> <p>12. LinkedIn page: if available (data verification for LinkedIn link)</p> <p>13. Email address</p> <p>14. Phone (format verification)</p> <p>15. Priority SDGs (multiple choice)</p> <p><i>The list above is not exhaustive and may be amended during the first stage of development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i></p>
<b>F_053</b>	Data Sourcing	It will be required to enter into the initial catalogue existing information from several data sources, including (not exhaustive) the database of existing donors to pre-populate the donor profiles. The database will be provided by UNDP in .docx, *.xlsx or other editable formats and the Contractor will be responsible to enter and publish all the information without changes or losses.
<b>F_054</b>	Donor Data Edit	The system should allow Administrator to edit Donor entries.

### 23. Module 3. Analytics

This module will reflect general analytical information.

Identifier	Name	Description
<b>F_055</b>	Data Visualisation	Visualisation has to be organized in a Diia.Business style, allowing cross-tabulation to quantitatively analyze the relationship between multiple variables. Visualisations may include a map, column/pie charts, bar/line graphs, area charts, filters (radio buttons, multiple-choice checklists, drop-down lists) or others as will be relevant for easy-to-use and attractive visualisation of the data available in the database. ALL charts/lists on the dashboard must be interconnected, i.e. applying filter should impact all the visuals. Final list of visuals and their functioning to be defined in the specification (during Stage 1 of this assignment).
<b>F_056</b>	Data Sourcing	Data should be automatically sourced from the database of aid opportunities for business. Data is expected to be visualised on the dashboard using the following variables (but not limited to): open



		opportunities/grants, active/completed projects, donor, donor country, target regions/cities, target audience, sectors/industries, size of target business, target entrepreneurial audience etc. <i>The list above is not exhaustive and may be amended during the first stage of development in consultations with relevant stakeholders. All changes to be reflected in final software component specification.</i>
<b>F_057</b>	Map	This module shall also feature a map of Ukraine with possibility of switching to opportunities targeted to specific regions of Ukraine.

## 5. SDGs for Business (new component)

### 24. General information and objectives

Component name	Sustainable Development Goals for Business (SDGs4B)
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

*SDGs for Business (new section)* that will provide information on 17 SDGs with a focus on business community, allow for interactive testing for entrepreneurs to select the goals applicable to their business, offer recommendations and guidance on learning and development opportunities, as well as showcase success stories of entrepreneurs that have implemented SDGs in their business models.

### 25. User Functionality Augmentation

#### User Functionality Augmentation (Diia.Business Administrator, back-end)

Identifier	Name	Description
<b>F_058</b>	Content and User Management	Additional section must be created in the Administrator profile to manage the content of the module.

#### User Functionality Augmentation (Diia.Business SuperAdministrator, back-end)

Identifier	Name	Description
<b>F_059</b>	Content and User Management	Additional section must be created in the Super Administrator profile to manage the content of the module.

#### User Functionality Augmentation (Registered Users, front-end)

Identifier	Name	Description
<b>F_060</b>	Business Representative Functionality	Additional section must be created in Registered User Profile if the user selects/enables in the profile functionality as representative of the business that seek to achieve specific SDGs. Expected functionality is similar to the one to be developed for IIP Entrepreneurs and will be detailed in final specification that will be developed during the first stage of this assignment.

### 26. Product Functionality Requirements

In order to effectively benefit the users, the section shall feature the following seven (7) modules:

1. **SDGs for Business:** the module will provide information on 17 Sustainable Development Goals with a focus on the business community. This module should link to SDG Entrepreneurship Manual (Module 1 of the 2. Impact Investment Platform). Information and visuals for this module will be provided by UNDP, while the Contractor is fully responsible for final specification, design/layout and entry of all provided data.
2. **SDGs Manual for Business:** the module will provide information for entrepreneurs on what goals of sustainable development the company can achieve in the course of its activities (page with visual and

textual information). The module may include sections when additional information uncover as user clicks on specific goals, i.e. it should allow entrepreneurs to select the SDG goal that the entrepreneurs seek to achieve in business in the near future to contribute to achievement of the SDG targets related to adaptation to climate change, reducing poverty and economic inequality, fostering innovation, promoting and incorporating sustainable production and consumption practices, ensuring proper governance mechanisms and respect to human rights in business operations, and outline relevant information and recommendations for the selected goal. Information and visuals for this module will be provided by UNDP, while the Contractor is fully responsible for final specification, design/layout and entry of all provided data.

3. **SDGs Learning:** the module shall feature the list of resources and trainings related to SDGs for business (as a media carousel, or links and integration into the module, if relevant and technically possible). The module should also link to UNDP Course on SDGs for Business on Prometheus Learning Platform. Information and visuals for this module will be provided by UNDP, while the Contractor is fully responsible for final specification, design/layout and entry of all provided data.
4. **Entrepreneurs Catalogue (Success Stories):** a visual gallery of motivating success stories about enterprises/entrepreneurs that implement the SDG goals into their business models and/or have declared it. The module should allow to sort/filter stories by up to 5 variables (specific SDGs, oblast of enterprise, industry, size of business, type of project – these fields need to be added as variables into new story entries etc). The stories will be published by Administrators and relevant functionality must be added by the Contractor. The fields for story entry will include (but not limited to) title, name of the enterprise, text of the story (text formatting functionality and opportunity to add pictures within the text must be ensured), variables to be used for sorting/filter. Information and visuals for pre-filling this module (up to 15 stories) will be provided by UNDP, while the Contractor is fully responsible for final specification, design/layout and entry/publication of all provided data.
5. **Development Support Catalogue:** a list of support programs and activities for entrepreneurs aimed at achievement or related to sustainable development goals. This module should automatically source the opportunities with SDGs from the Business Aid Catalogue (Opportunities). The Contractor should suggest the most efficient way to link the two modules to avoid duplication of entries and allow entrepreneurs to access, sort and filter information in a user-friendly way. The detailed functionality of this module to be finalized upon consultations of the Contractor with UNDP and the Beneficiary and reflected in the final specification.

Identifier	Name	Description
F_061	5 modules of SDGs for business	Minimum functionality per each module is outlined above. Detailed specification is to be identified and developed during the first stage of this assignment.  The outline and the content for sections will be provided by UNDP, while the interface design, layout, development and entry of all provided content shall be delivered by the Contractor.

## 6. Special Projects Diia.Business (new section)

### 27. General information and objectives

Component name	Special Projects Diia.Business
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, MDT representatives

The section will provide information on the webinars that took place in social networks of Diia.Business by relevant categories and will allow to upload/download the reports on the results of the webinars in a user-friendly format.

### 28. User Functionality Augmentation

Identifier	Name	Description
F_062	Upload Reports	Functionality of Diia.Business Administrator and Super Administrator profiles should be augmented to allow for upload of reports relevant to specific webinars that took place in Diia.Business social media.

## 29. Product Functionality Requirements

Identifier	Name	Description
F_063	Webinars Catalogue	The Catalogue shall allow to automatically link the webinars that took place at Diia.Business social networks (Facebook, Youtube, LinkedIn and/or others) to the section and to place them into different sections of relevant categories.
F_064	Categorization	It should be possible to assign categories/tags to webinars. Webinars of different categories must be placed in different sections.
F_065	Search / Filter	It should be possible to search / filter webinars by categories, dates, social network and/or other 2-3 variables. Final list of variables to be provided by UNDP/Beneficiary.
F_066	Upload / Download Reports	It must be possible to generate and download reports ("white papers") on the results of the webinars in a user-friendly format. It must be also possible to upload the reports related to the webinars.

## 7. Consultations for Entrepreneurs (augmentation)

### 30. General information and objectives

Component name	Consultations for entrepreneurs
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, Business Consultants, MDT representatives

Consulting section provides a functionality to offer online and offline consultations from experienced experts to entrepreneurs. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/consulting>. Requirements for functionality enhancement outlined below.

### 31. User Functionality Augmentation

#### User Functionality Augmentation (Diia.Business Consultant, back-end)

Identifier	Name	Description
F_067	Consultation history	Add a user consultation history with all consultants to the consultant's personal account.
F_068	Provide feedback	Add a consultant feedback field about the user who requested the consultation. This feature should help other consultants see the results of other consultations. Only consultants can see this feedback.
F_069	Receive feedback	Add a feature for consultants to view user feedback on the results of a consultation in the personal account.
F_070	User consultation history	Add a feature for consultants to see roadmaps and attached documents to users from all user consultations, as well as user feedback on each consultation.
F_071	Consultation status	Add the status of own consultations (future, canceled, completed) in the administrative panel of the Diia.Business website.
F_072	Customer profile	Add a function for the consultant to add information about the user (his personal card) in the appropriate fields in the personal account (number of employees, field of activity, available credits, questions that were at the consultation, etc.).
F_073	Linking video	Add an optional field in the personal account of the consultant to download the link to the video of the consultation (only for the video

		format of the consultation), which will be seen by the consultant, administrator and super administrator.
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#### **User Functionality Augmentation (Diia.Business Administrator, back-end)**

Identifier	Name	Description
F_074	Register user for consultation	Add a feature for the consultant administrator to self-register offline and online consultations for a specific time to a specific consultant.
F_075	Change time of consultation	Add a feature for the administrator to change the time and date of the offline and online consultation.
F_076	Data access segregation	Add a function that will provide that in the personal account, the administrators of each individual support center for entrepreneurs Diia.Business can see only their own records of the center for offline and online consultations.
F_077	Type of consultation	Add a field about the type of consultation (online / offline) in the personal account of administrators.
F_078	Reporting	Add a feature that will allow administrators to see and be able to download attached roadmaps and documents to the user from all consultations, as well as the entrepreneur's feedback on the consultation.
F_079	User Management	Add a "users" block/section in the admin panel, where administrators can see data about consultations among all users, as well as the history of each user and the number of consultations.
F_080	Access to User Comments	Make the "Comment for user consultation" field mandatory. This field should be available for viewing in the admin panel with the ability to quickly download and copy the request.
F_081	Email Distribution and Documents Upload	In the administrative panel to each consultation to provide the function of adding a separate e-mail with separate content, as well as the ability to attach separate templates of documents that should be read to the client before a specific consultation.

#### **User Functionality Augmentation (Diia.Business SuperAdministrator, back-end)**

Identifier	Name	Description
F_082	Data Export	Add a feature that will allow super-administrators to export an Excel file with information about users who have been consulted (conditional "unloading").
F_083	Data Disaggregation	Add the function of forming a table based on the consultations on the formation of unloading in Excel by periods of division by support centers for entrepreneurs Diia.Business (1 center - a separate file), as well as provide data from the personal account of users.
F_084	Type of consultation	Add a field about the type of consultation (online / offline) in the personal account of super administrators.
F_085	User Management	Add to the super-administrator admin panel to the "users" block the ability to view consultation data among all users. This feature is intended to allow you to view the history of each user and the number of consultations.
F_086	Email Distribution and Documents Upload	Add an optional block "What documents and links to look at before the consultation to make the consultation effective and save time" after registering for the consultation <a href="https://imgur.com/JtbWLzf">https://imgur.com/JtbWLzf</a> The super administrator will add such documents when creating a consultation or editing it.

		In the administrative panel to each consultation to provide the function of adding a separate e-mail with separate content, as well as the ability to attach separate templates of documents that should be read to the client before a specific consultation.
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### User Functionality Augmentation (Registered Users, front-end)

Identifier	Name	Description
F_087	Change Consultation Time	Add a function that will allow the user to change the time of the consultation without canceling it (provide a fuse, not earlier than 2 hours before the start of the consultation).
F_088	Mandatory Additional Information	<p>Additional mandatory field "Additional information before the consultation" for the user and provide additional information about the user (personal data):</p> <ul style="list-style-type: none"> <li>• the size of the enterprise;</li> <li>• region;</li> <li>• city;</li> <li>• whether there are employees and the number;</li> <li>• other information.</li> </ul> <p>This information should be automatically integrated into the user's personal card in the administrative panel of the Diia.Business website, as well as in the user's personal account.</p>
F_089	Mandatory Comment	Make the "Comment for user consultation" field mandatory. This field should be available for viewing in the admin panel with the ability to quickly download and copy the request.
F_090	Preparatory Documents	<p>Add an optional block "What documents and links to look at before the consultation to make the consultation effective and save time" after registering for the consultation <a href="https://imgur.com/JtbWLzf">https://imgur.com/JtbWLzf</a></p> <p>The super administrator will add such documents when creating a consultation or editing it, and they must be shown to the user.</p>
F_091	Information Sharing	Add an "additional information for the consultant" block so that the user can share the necessary business information during the consultation.
F_092	Add Review	The section reviews of real users (the section will contain photos + videos, name, short history, links on social networks). For implementation review: possibly linked to the general product of the consultation and the specific center.

### 32. Product Functionality Augmentation

Identifier	Name	Description
F_093	Consultation Completion Confirmation	Develop an additional e-mail after the successful completion of the consultation. "Congratulations, you have successfully completed the consultation and you can now sign up for other available consultations + add links to other sections of the Diia.Business website to this newsletter."
F_094	Display User Reviews	The section reviews of real users (the section will contain photos + videos, name, short history, links on social networks). For implementation review: possibly linked to the general product of the consultation and the specific center.
F_095	Type of consultation	Add after the block "cost" in the consultation field - block "format" and prescribe it offline, online, offline + online. This information will be posted on a separate consultation page.

<b>F_096</b>	Consultation Information Card	Add a separate consultation card that will contain detailed questions that can be addressed and consultation, reservations, consultant photos, partner logos, and user feedback.
<b>F_097</b>	Consultation Location	In the consultation card you need to provide a field where consultations are held (in which cities and business support centers Diia.Business). The information will be displayed in a separate consultation card.
<b>F_098</b>	Partners Information	Banner "partners" who provide consultations within the project with logos, or just names with a breakdown by direction (marketing, etc.) + links to sites / social networks
<b>F_099</b>	Highlight new consultations	Add a field to the consultation card "new consultations" (new), if these are new consultations added on the website (provide for the possibility of automatic deletion of the status "new consultation" in 2 weeks).
<b>F_100</b>	Self-register as Diia.Business Consultant	Add a "become a project consultant" button with a form that will contain: <ul style="list-style-type: none"> <li>• Name</li> <li>• Topic of the consultation</li> <li>• Description of the consultation</li> <li>• Contacts (phone, email, webpage if available)</li> <li>• Block for adding a word / PDF CV document or the ability to add a link to a Google summary document</li> <li>• Ask for consent to the processing of personal data.</li> <li>• Ask for understanding on the fee for consultation: "I am aware that consultations are provided free of charge ....".</li> </ul> Final list of fields and approach to implementation is to be defined in the final specification that will be developed at the stage 1 of this assignment.
<b>F_101</b>	Situational Consulting	Provide for the possibility of situational consulting. Example. Diia.Business conducts consultations on the basis of another offline platform, where experts of the Diia.Business project provide specialized consultations once a month. Entrepreneurs cannot register through the Diia.Business website, because they first need to go through the primary, so everyone who undergoes such consultations does not go through the system. It is necessary to provide a function when there is a separate group of consultations, which can be booked immediately without the initial consultation.

## 8. Services and Opportunities (augmentation)

### 33. General information and objectives

Component name	Services and opportunities ( <a href="https://business.diia.gov.ua/services">https://business.diia.gov.ua/services</a> )
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

Services and opportunities section features a single catalogue with opportunities and services for both beginners and experienced entrepreneurs. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/services>. Requirements for functionality enhancement outlined below.

### 34. Product Functionality Augmentation

Identifier	Name	Description
<b>F_102</b>	Personalized links for sections and subsections	1. Add active personalized links to sections and subsections (existing functionality allows to only have a general link to the page and links to direct services and companies). List of divisions:

		<ul style="list-style-type: none"> <li>• Prepare to start your own business (and all the sections where you can press "+")</li> <li>• Study and get advice (and all sections where you can press "+")</li> <li>• Use all the opportunities to support small and medium-sized businesses (and all sections where you can click "+")</li> <li>• Banking programs (and all departments where you can click "+")</li> <li>• Use online services (and all sections where you can click "+")</li> </ul>
<b>F_103</b>	Interlinking to other modules	Add new links to BSI/BMO Catalogues, Business Aid Catalogue and other relevant.

## 9. Online School for Entrepreneurs (augmentation)

### 35. General information and objectives

Component name	National online school for entrepreneurs ( <a href="https://business.diia.gov.ua/school">https://business.diia.gov.ua/school</a> )
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

National online school for entrepreneurs features training courses on how to start and develop a business. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/school>. Requirements for functionality enhancement outlined below.

### 36. User Functionality Augmentation

#### User Functionality Augmentation (Diia.Business Administrator and Super Administrator, back-end)

Identifier	Name	Description
<b>F_104</b>	Download database of users	Add the ability to download list of emails of all users who have taken the course.
<b>F_105</b>	User Database Management	Add the ability to the user database section to view those who have taken courses and received a certificate, as well as to view feedback and rate assessments of users after completing the course. Conditionally. Unloading of those who have passed courses with binding to fields in a personal account of users

### 37. Product Functionality Augmentation

Identifier	Name	Description
<b>F_106</b>	Notification	In the administrative panel to each course can be added e-mails about: <ul style="list-style-type: none"> <li>• successful completion of the course by sending a certificate</li> <li>• reminders and encouragement to complete the course if the person has left the passage halfway</li> <li>• reminders and encouragement to take the final test if the person left the course before the final test</li> <li>• announcement of a new course on the website with an incentive to take it</li> </ul> The user asks questions that he has left after the course. The Diia.Business team collects questions and posts answers.
<b>F_107</b>	Feedback from Trainees	Add a block "Feedback from trainees."
<b>F_108</b>	Feedback from Users	Add a user feedback feature after receiving a star certificate and comment.
<b>F_109</b>	Q&A	Add a separate page with questions and answers from the course experts, which will be constantly updated. User should be able to ask



		questions. Diia.Business team should be able to gather questions and publish responses.
<b>F_110</b>	Text Formatting Functionality	Add the function of bold text and other rich text editing functions, as well as picture upload.
<b>F_111</b>	Programme Description Block	Add to the description on the page of one course a block with a brief description of the program.

## 10. Partners (augmentation)

### 38. General information and objectives

Component name	Partners (partners' proposals) - <a href="https://business.diia.gov.ua/partners">https://business.diia.gov.ua/partners</a>
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

Section features discounts, promotions and free opportunities for entrepreneurs from Diia.Business partners. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/partners>. Requirements for functionality enhancement outlined below.

### 39. Product Functionality Augmentation (front-end)

Identifier	Name	Description
<b>F_112</b>	Individual links to categories	Add the ability to create individual links to the pages of specific categories.
<b>F_113</b>	Application for placement	Add a block of application forms from companies for the placement of proposals (on the principle of the infrastructure map) and automated verification after moderation. Required information to fill in: <ul style="list-style-type: none"> <li>the company name;</li> <li>scope of activity of the company / what type of services is provided by the company,</li> <li>links to the company's website / social networks;</li> <li>contact details of the person who will fill in the form (name, phone, e-mail);</li> <li>link to the company logo as in JPG or PNG format;</li> <li>the name of the service or promotion offered to entrepreneurs by the company description of the service / promotion and terms of provision (free or with a discount under the promo code);</li> <li>discount promo code.</li> </ul>
<b>F_114</b>	Deadline for promotions	Add a field "deadline to promotions". (optional field). Predict field date + completed (hidden / archive) + indefinite.

## 11. Entrepreneur's Handbook (augmentation)

### 40. General information and objectives

Component name	Entrepreneur's Handbook - <a href="https://business.diia.gov.ua/handbook">https://business.diia.gov.ua/handbook</a>
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

Section features an encyclopedia for beginners and experienced entrepreneurs with useful articles on financial management, systematization of business processes, online marketing and much more. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/handbook>. Requirements for functionality enhancement outlined below.

## 41. User Functionality Augmentation

### User Functionality Augmentation (Diia.Business Administrator and Super Administrator, back-end)

Identifier	Name	Description
F_115	Individual links	Provide the ability to add an active link to the organization that supported the publication in the admin panel in the title (Supported by: title of organization with an active link to the company website)

## 12. Find an Idea (augmentation)

### 42. General information and objectives

Component name	Find an idea - <a href="https://business.diia.gov.ua/idea">https://business.diia.gov.ua/idea</a>
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

Section features a list of prospective business ideas that require minimal start-up capital, as well as lists of necessary documents for starting a business and templates of all working documents. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/idea>. Requirements for functionality enhancement outlined below.

## 43. User Functionality Augmentation

### User Functionality Augmentation (Diia.Business Users, front-end)

Identifier	Name	Description
F_116	Suggest an Idea	Add a feedback form block to provide a description of a business idea for those who want to share a business idea that is not already on the site. This can be done by users authorized on the site with the obligatory indication of information (personal data): <ul style="list-style-type: none"> <li>- Name</li> <li>- contacts (email, phone)</li> <li>- the size of the enterprise</li> <li>- region</li> <li>- city</li> <li>- number of employees.</li> </ul> <i>Final functionality to be detailed in the specification that will be developed by the Contractor at the Stage 1 of this assignment.</i>

## 13. Hubs (augmentation)

### 44. General information and objectives

Component name	Hubs - <a href="https://business.diia.gov.ua/hubs">https://business.diia.gov.ua/hubs</a>
Stakeholders	Customer: United Nations Development Programme in Ukraine Recipient: Ministry of Digital Transformation Users: MSMEs, BMOs, MDT representatives

Section features information about the opportunities and services that can be obtained in the support centers for entrepreneurs Diia.Business in cities. Existing version and its functionality can be reviewed and assessed by the link: <https://business.diia.gov.ua/hubs>. Requirements for functionality enhancement outlined below.

## 45. User Functionality Augmentation

Identifier	Name	Description
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<b>F_117</b>	Contact with potential partners (for hub representatives)	Add ability to receive completed forms from partners to the mailboxes of each hub so that representatives of the hub can communicate directly with partners.
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#### 46. Product Functionality Augmentation

Identifier	Name	Description
<b>F_118</b>	Hub's page Format	It will be required to change format of the page of business support centers Diia.Business. Detailed instructions will be provided during the Stage 1 of the assignment and reflected in final specification.
<b>F_119</b>	Allow to suggest a new support center	Required to provide a form of feedback for those partners who want to open a support center for entrepreneurs Diia.Business in their city
<b>F_120</b>	Become a support center's partner	<p>On the page of a specific center of support for entrepreneurs Diia.Business add a form for those who want to become a partner of the center in their city (region), which will include filling in detailed information:</p> <ul style="list-style-type: none"> <li>- Name of contact person from the company</li> <li>- contacts (email, phone)</li> <li>- the size of the enterprise</li> <li>- region</li> <li>- city</li> <li>- number of employees</li> <li>- description of the proposal for partnership (up to 1 thousand characters)</li> </ul> <p>And also provide a special block on the benefits and possible areas of partnership.</p> <p><i>Final functionality to be detailed in the specification that will be developed by the Contractor at the Stage 1 of this assignment.</i></p>
<b>F_121</b>	Direct contact with selected hubs	Add ability to forward completed forms from partners to the mailboxes of each hub so that representatives of the hub can communicate directly with partners.
<b>F_122</b>	External links	Provide on the pages of each support center for entrepreneurs in cities the ability to add individual links to the websites of the centers, social networks (Facebook, Telegram, Instagram etc.)
<b>F_123</b>	Catalogue of existing/future hubs	On the main page of the Diia.Business website, add a list of Diia.Business business support centers with the statuses "already open" and "will be open". Users can click on these centers and go to the website of a particular center.

## ANNEX B. TECHNICAL REQUIREMENTS

### 1. Technical requirements for functionality and software of the Diia.Business Portal

Identifier	Name	Description
R_001	Cross-browser compatibility	<p>The website should be displayed correctly in the following versions of browsers:</p> <p><u>Desktop:</u>            Google Chrome – 72+            Opera – 66+            Firefox Mozilla – 65+            Edge Chromium – 79+ Safari – 10.1+</p> <p><u>Mobile:</u>            iOS Safari – 11+            Android Chrome – 70+            Android Firefox – 64+            Samsung Internet – 8+</p> <p>Minor differences in rendering / properties / behavior of elements on different browsers and devices are permissible.</p>
R_002	Adaptive layout	<p>The design of the pages of the website should provide a correct display on various devices connected to the Internet and dynamically adjust to the specified size of the browser window.</p> <p>The page interfaces need to adjust:</p> <ul style="list-style-type: none"> <li>• For computers (desktop) — page width from 1280 px;</li> <li>• For tablets — page width from 768 to 1279 px;</li> <li>• For mobile devices — page width from 360 to 767px.</li> </ul> <p>Acceptable site differences on desktops, laptops, and mobile devices may include:</p> <ul style="list-style-type: none"> <li>• differences in display on various mobile devices with different specifications of the screen, browser and OS.</li> <li>• display of the tablet version on phones (for example, may occur on "phablet" devices).</li> <li>• display of the version for phones on tablets (for example, for tablets with a small screen diagonal).</li> <li>• display of the desktop version on tablets (for example, for tablets with a large diagonal and screen resolution).</li> <li>• display modifications (mobile / tablet / desktop) when changing the orientation of the device (portrait / landscape modes).</li> </ul> <p>The display in tablet mode adapts automatically depending on the screen characteristics of the device.</p>
R_003	Basic requirements	<ul style="list-style-type: none"> <li>• The site must display correctly when running software that blocks the display of advertising information.</li> <li>• Language versions:               <ul style="list-style-type: none"> <li>- Ukrainian version.</li> </ul> </li> <li>• Each page of the site must have a unique and humorous URL.</li> <li>• A unique favicon must be developed and installed for the site.</li> <li>• The site must ensure the correct handling of emergencies caused by incorrect user actions.</li> <li>• The site must be displayed correctly and function on mobile devices, as well as on devices with TouchScreen function.</li> </ul>

<b>R_004</b>	<b>Layout requirements</b>	<ul style="list-style-type: none"> <li>● The pages of the web page must be developed in accordance with the latest versions of the current HTML 4, 5 and CSS 2, 3 standards. The w3c validator should not detect errors, warnings are allowed.</li> <li>● The pages must have a block layout. Internal blocks should be indented.</li> <li>● Tabs should be used for indents.</li> <li>● UTF-8 encoding should be used.</li> </ul>
<b>R_005</b>	<b>Security requirements</b>	<p>When developing software code, the developer must use secure programming methods, including:</p> <ul style="list-style-type: none"> <li>● Usage of a trusted hardware platform with functions to protect against declared capabilities at the system and application levels.</li> </ul> <p>The site must provide:</p> <ul style="list-style-type: none"> <li>- Prevention of unauthorized access to information and (or) transfer of it to persons who do not have the right to access information;</li> <li>- Passwords from administrator accounts must be stored in an encrypted state.</li> </ul> <p>Each account created for or managed by an application must have a unique identifier.</p> <p>Provide information security according to OWASP Top 10 2017, namely:</p> <ul style="list-style-type: none"> <li>● A1: 2017-Injection</li> <li>● A2: 2017-Broken Authentication</li> <li>● A3: 2017-Sensitive Data Exposure</li> <li>● A4: 2017-XML External Entities (XXE)</li> <li>● A5: 2017-Broken Access Control</li> <li>● A6: 2017-Security Misconfiguration</li> <li>● A7: 2017-Cross-Site Scripting (XSS)</li> <li>● A8: 2017-Insecure Deserialization</li> <li>● A9: 2017-Using Components with Known Vulnerabilities</li> <li>● A10: 2017-Insufficient Logging &amp; Monitoring</li> </ul>
<b>R_006</b>	<b>SEO requirements</b>	<p>1. Link - tag A with the attribute href All links must be tagged with A, and the landing page address is specified as an href attribute</p> <p>2. Optimization of outgoing external links External links from the domain transfer weight to external resources, so to maintain the internal control weight of the site, you need to close the original links with the attribute rel = "nofollow"</p> <p>3. Human-readable URLs To improve the indexing and ranking of the site implement the correct URL structure.</p> <ul style="list-style-type: none"> <li>● Use only lowercase letters</li> <li>● Use only Latin letters</li> <li>● Use the standard character transliteration option.</li> </ul> <p>●Reference to the law on transliteration rules: <a href="https://zakon2.rada.gov.ua/laws/show/55-2010-%D0%BF">https://zakon2.rada.gov.ua/laws/show/55-2010-%D0%BF</a></p> <ul style="list-style-type: none"> <li>● Replace characters, spaces, all characters except letters and numbers with a hyphen;</li> <li>● Replace two or more hyphens in a row with one;</li> <li>● Delete a hyphen if it is the first or last URI character;</li> </ul> <p>4. Robots.txt Editing the robots.txt file should be available in the admin panel.</p>

		<p>The file should not be available for deletion. It should not be possible to add another file.</p> <p>5. Sitemap - xml, html</p> <p>The site map should contain a complete list of pages of the site open for indexing.</p> <p>The site map should be updated automatically and cached for 24 hours</p> <p>Specification: <a href="https://www.sitemaps.org/protocol.html">https://www.sitemaps.org/protocol.html</a></p> <p>6. Map of redirects</p> <p>Configure 301 redirects from duplicate pages (/ index, /index.php, /index.html, etc.) Pages from / configure 301 redirects to a page without /, for work these are two different pages.</p> <p>7. Alt attribute for images</p> <p>All images on the site must contain the alt attribute.</p> <p>Implement automatic generation of the value of the alt attribute for images, based on the name of the page on which the images are located.</p> <p>Example: Alt: [h1 page on which the image is located] - photo [serial number of the image on the page]</p> <p>8. Title tags, H1 and meta tags</p> <p>For each page of the site to implement the ability to adjust the value of tags:</p> <p>Title - used in the name of the tab and snippet.</p> <p>H1 - visible page element - page title.</p> <p>Meta name = "description" - can be used by search engines to generate a snippet. Texts field.</p> <p>9. Scripts in head and body</p> <p>It is necessary to implement the ability to add analytics scripts, widgets to the head and body tags:</p> <ol style="list-style-type: none"> <li>1. before the / head tag;</li> <li>2. after the body tag;</li> <li>3. before the / body tag.</li> </ol> <p>10. Tags Open Graph</p> <p>For each page of the site to implement the ability to adjust the value of the fields:</p> <ul style="list-style-type: none"> <li>• og: title - text field, line</li> <li>• og: description - text field, multi-line</li> <li>• og: image - upload an image</li> <li>• og: url - page address, generate automatically</li> <li>• Specification: <a href="http://ogp.me/">http://ogp.me/</a></li> </ul> <p>11. Bread crumbs</p> <p>For each page of the site, except the main one, it is desirable to display a block of breadcrumbs under the menu, above the content.</p> <p>Elements of bread crumbs must be formatted with micro-markup - JSON</p> <p>Specification: <a href="https://schema.org/BreadcrumbList">https://schema.org/BreadcrumbList</a></p> <p>12. Download speed is a priority!</p> <p>You need to configure the compression of images and scripts on the server, configure the caching of images, scripts and styles.</p> <p>Speed test: <a href="https://developers.google.com/speed/pagespeed/insights/">https://developers.google.com/speed/pagespeed/insights/</a></p>
R_007	Additional technical requirements	<ul style="list-style-type: none"> <li>• At the request of the Contractor, the Customer must create additional subdomains for the administrative panel, api, switch NS-s according to the server on which the site will be hosted, and provide SSH access to the server (Site server operating system - Ubuntu 18.04 or CentOS)</li> </ul>

		<ul style="list-style-type: none"> <li>● Mandatory requirement to use the purchased DDos attack protection service. (Implemented by purchasing a ready-made solution at the discretion of the Customer).</li> <li>● Use of client-server architecture.</li> <li>● Programming language - PHP</li> <li>● Database management system - MySQL</li> <li>● Back end development requirements: Yii2 framework.</li> <li>● Requirements for front end development: Vue.js framework; Nuxt.js framework.</li> <li>● Separation of the site administration module and the site itself</li> </ul> <p>The site administration module and the site itself must be architecturally divided into two different site segments. Access to the segment (site) of administration is provided by a separate network port (other than 443/80).</p> <p>The API module must be architecturally located in a separate segment (site). Access to the API segment (site) is provided by a separate network port (other than 443/80).</p> <p>Description of the technical architecture of the site system, procedures for issuing releases / updates will be performed by the Contractor within and within the terms of site development.</p>
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## 2. Additional technical requirements to the software modules

Identifier	Name	Description
R_008	Compatibility requirements	The software components shall be compatible with the python-based software and meet the technical requirements of the Diia.Business Portal, provided in R_001-R_007. Developed components shall be deployed to the Diia.Business Portal server.
R_009	Requirements for stylistic design	Stylistic design should correspond to the style of the Diia.Business Portal and use its color schemes, graphic elements, and fonts. The software components must be designed according to the Diia.Business web-design kit (will be provided by UNDP)
R_010	Accessibility Requirements	<ol style="list-style-type: none"> <li>1. Software components must be accessible by any user connected to the Internet using standard devices (desktop stations, portable computers and other mobile devices).</li> <li>2. The user graphic interface must have a responsive design.</li> <li>3. It must be ensured that the data is correctly displayed when the user disables graphic or disallows scripts.</li> <li>4. Assistance mechanisms must be provided to support entry and receipt of information, as well as context-sensitive help.</li> <li>5. The system should allow to activate high-contrast version.</li> <li>6. The system should allow to activate colorblind mode.</li> <li>7. Alternative text attributes (alt) must be filled in for all graphic elements that do not have a decorative function, with a clear description of the image and its function.</li> <li>8. The system should provide for changing the size of the font up to 200% without loss of content and functionality.</li> <li>9. It is expected that all software components will be as intuitive as possible to allow for all categories of target users to assess easily without any</li> </ol>



		specific knowledge of computer or electronic device handling, IT and design skills.
<b>R_011</b>	<b>Linguistic requirements</b>	The user interface of the software components shall be in the Ukrainian language to match Diia.Business existing functionality. While designing the software components, the possibility of translating the interface into another language shall be provided for.
<b>R_012</b>	<b>Data verification</b>	The system should provide validation of values for individual fields, field combinations (phone numbers, email addresses, etc.) based on intramural adaptive templates.
<b>R_013</b>	<b>Sustainability of versions</b>	The software must allow modification and development, as well as support easy transition to updated versions.
<b>R_014</b>	<b>Data exchange</b>	The electronic data exchange between the software modules and external information resources will be performed through secured web services.
<b>R_015</b>	<b>Notifications</b>	The software modules shall support the internal notifications and alerts by pop-up windows and/or sending email messages using predefined templates to the users.
<b>R_016</b>	<b>Requirements regarding informational security</b>	<p>The software modules must support the following informational security requirements according to the Information Security Standard:</p> <ol style="list-style-type: none"> <li>1. Information integrity – maintaining and assuring the accuracy and completeness of data over its entire lifecycle.</li> <li>2. Confidentiality – protection from unauthorized access to data; and</li> <li>3. Availability – to ensure the availability of the information when needed.</li> </ol> <p>The system should meet state requirements in the field of technical and / or cryptographic information security.</p> <p>If the pages of the software components contain links to the information resources of other websites, the terms of operation of the latter should not violate the security policy established for the software modules.</p>
<b>R_017</b>	<b>Reliability of data</b>	The components should provide automatic control of the correctness and completeness of input data where possible. Data that cannot be verified automatically is checked for formal correctness by the Administrator.
<b>R_018</b>	<b>Backup</b>	The components should provide for automatic regular backup of the data. In case of a software failure or an emergency, the system should ensure the restoration of work from the last fixed stable status. Emergency means crash or "freezing" of the processes, system errors that were not detected when setting up and testing the system, failures in software or in electrical supply.
<b>R_019</b>	<b>Log of system errors</b>	The components should log system messages and bugs within subsystems for further analysis and configuration changes if necessary.
<b>R_020</b>	<b>Warranty requirements</b>	The warranty services shall be provided by the Contractor during defects liability period of 6 (six) months from the date of final acceptance of the software components. The Contractor shall assure the removal of incidents and problems which occurred in the use of the software components. Detailed requirements outlined in section 1.11 of this ToR.
<b>R_021</b>	<b>Technical support requirements</b>	The Contractor is obliged to provide additional technical support for the for improvements and update of the software components during 6 (six) months from the date of its deployment to the Diia.Business Portal server. Technical support hours should be included by the Applicant into the financial proposal and must be further reported by the Contractor monthly. Detailed requirements outlined in section 1.11 of this ToR.

## **ANNEX C. REQUIREMENTS OF APPLICABLE LAW**

- Resolution of the CMU of 29 March 2006 No. 373, “On approval of the rules of information protection in information, telecommunication, information systems” (as amended);<sup>4</sup>
- Resolution of the CMU of 12 August 2009 No. 869, “On approval of the general requirements for software products purchased and developed upon request of public authorities” (as amended);<sup>5</sup>
- Resolution of the CMU of 10 July 2003 No. 1433, “On approval of the Procedure for using computer software by executive authorities” (as amended);<sup>6</sup>
- Resolution of the CMU of 4 February 1998 No. 121, “On approval of the list of obligatory stages of works during design, implementation and operation of hardware and software” (as amended);<sup>7</sup>
- USPD 19.102-77, Unified system for program documentation. Development phases.
- USPD 34.201-89, Automated systems. Creation phases;
- ND TZI 3.7-003-05, “Procedure of performing works for creating an IIPS in an IS”.<sup>8</sup>

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<sup>4</sup> <https://zakon.rada.gov.ua/laws/show/373-2006-п#Text>

<sup>5</sup> <https://zakon.rada.gov.ua/laws/show/869-2009-п#Text>

<sup>6</sup> <https://zakon.rada.gov.ua/laws/show/1433-2003-п#Text>

<sup>7</sup> <https://zakon.rada.gov.ua/laws/show/121-98-п#Text>

<sup>8</sup> <https://tzi.com.ua/downloads/3.7-003-2005.pdf>

## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in password protected file via email. Electronic format of submission only)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	▪ as per Section 4, required documents

## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b>  (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture                      **OR**                      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
 Signature: _____	 Signature: _____
 Date: _____	 Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	



## Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			

Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  - b) Historic financial statements must be audited by a certified public accountant;
  - c) Historic financial statements must correspond to accounting periods already completed and audited.
- No statements for partial periods shall be accepted.

## Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's experience and reputation on the market

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability
- 1.5 Gender equality policies and commitments in place

### SECTION 2: Bidder's capability and expertise

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 Detailed organizational structure of the Company, including quantity of qualified personal available.
- 2.2 Information about financial state past 3 years.
- 2.3 Quality assurance.
- 2.4 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.5 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Demonstrate how you plan to integrate gender equality and women empowerment measures in the execution of the contract
- 2.8 Portfolio of the previous similar projects (at least three (3) links to websites, web-based platforms, portals, marketplaces, or similar must be provided along with information on the role of the Applicant company and works performed).
- 2.9 Technical Concept and Proposed Methodology, comprising at minimum of:
  - Implementation plan, including the Gantt schedule or project schedule, indicating project activities/stages, staff responsible for each area of activity, as well as the appropriate time for their implementation.
  - Description of Applicant's approach to implementation of software components' functionality, respecting technical and functional requirements outlined in the TOR.

### SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

#### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

## Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Proposer must prepare the Financial Proposal **in a separate password protected file**, 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 the 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.

The bidders are requested not to modify/alter lines but keep them in their financial proposal.

### A. Cost Breakdown per Deliverables\*

No	Deliverables as referred to in the TOR	Percentage of Total Price (Weight for payment)	Amount excl. VAT, currency	VAT, currency (if applicable)	Amount including VAT, currency
1	Stage 1				
2	Stage 2				
3	Stage 3				
4	Stage 4				
5	Stage 5				
	<b>Total</b>	<b>100%</b>			

*\*Basis for 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.

The bidders are requested not to modify/alter lines but keep it in their financial proposal.

No	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency excl. VAT	VAT, currency (if applicable)	Amount including VAT, currency
<b>1</b>	<b>Personnel</b>						
1.1	Team Leader / Project Manager		1				
1.2	Database Architect / Developer		1				
1.3	UX/UI Specialist / Designer		1				

1.4	Software Development Engineer		1				
1.5	Software Tester / Quality Assurance Specialist		1				
1.6	Technical Writer		1				
1.7	Other experts (as required)						
<b>2</b>	<b>Administration Costs (if necessary)</b>						
2.1	Communication (Internet/Phone/etc.)						
2.2	Office rent						
2.3	Other (if any – to define clearly activities/costs)						
<b>3</b>	<b>Technical Support Services during 6 months</b>	hour	192				
3.1	...(please specify if necessary)						
3.2	...						
<b>4</b>	<b>Other costs (if any - to define clearly activities/costs)</b>						
4.1	...						
4.2	...						
	<b>Total</b> (please indicate currency)						

“Duly authorized to sign the proposal for and on behalf of” \_\_\_\_\_

(Name of Organisation): \_\_\_\_\_

Signature/Stamp of Entity/Date: \_\_\_\_\_

Name of representative: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone/Fax: \_\_\_\_\_

Email: \_\_\_\_\_