

United Nations Development Programme



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REQUEST FOR PROPOSAL

Services linked to expanding the functionality of the "Diia.gov.ua" portal
(Electronic application for a pension services)

RFP No.: 385-2021-UNDP-UKR-RFP-DIA

Project: UNDP Country Office

Country: Ukraine

Issued on: 16 July 2021

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Section 1. Letter of Invitation

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):

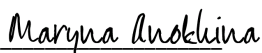
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form 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, 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.

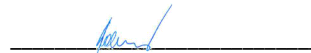
Issued by:



Name: Maryna Anokhina
Title: Procurement Analyst a.i.

Date: **July 16, 2021**

Approved by:



Name: Agnes Kochan
Title: Operations Manager
UNDP

Date: **July 16, 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 https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d
	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 (www.ungm.org). 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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
	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 http://www.un.org/depts/ptd/pdf/conduct_english.pdf
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.

4. Conflict of Interests	<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"> 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; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <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"> 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <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. PREPARATION OF PROPOSALS	
5. General Considerations	<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>
6. Cost of Preparation of Proposal	<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>
7. Language	<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>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

Comprising the Proposal	<ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<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>
10. Technical Proposal Format and Content	<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>
11. Financial Proposals	<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>
12. Proposal Security	<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"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails:

	<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>
13. Currencies	<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>
14. Joint Venture, Consortium or Association	<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>

15. Only One Proposal	<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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or 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; 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 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.
16. Proposal Validity Period	<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>
17. Extension of Proposal Validity Period	<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>
18. Clarification of Proposal	<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>
19. Amendment of Proposals	<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.
20. Alternative Proposals	<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>
21. Pre-Bid Conference	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.
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<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>
Hard copy (manual) submission	<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"> 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. 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"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS

<p>Email Submission</p> <p>eTendering submission</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"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; 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. 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. <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"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. 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. 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. 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: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
<p>23. Deadline for Submission of Proposals and Late Proposals</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>24. Withdrawal, Substitution, and Modification of Proposals</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>
25. Proposal Opening	<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>
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<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>
27. Evaluation of Proposals	<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"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals
28. Preliminary Examination	<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>
29. Evaluation of Eligibility and Qualification	<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"> 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; They have a good financial standing and have access to adequate financial

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> 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; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical and Financial Proposals	<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;">TP Rating = (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;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;">Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
31. Due Diligence	<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"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; 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; 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; 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; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<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>
33. Responsiveness of Proposal	<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>
34. Nonconformities, Repairable Errors and Omissions	<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"> 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; b) if there is an error in a total corresponding to the addition or subtraction

	<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>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	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.
36. Award Criteria	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.
37. Debriefing	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.
38. Right to Vary Requirements at the Time of Award	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.
39. Contract Signature	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.
40. Contract Type and General Terms and Conditions	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 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default 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.
42. Bank Guarantee for Advanced Payment	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

	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&action=default
43. Liquidated Damages	<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>
44. Payment Provisions	<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>
45. Vendor Protest	<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>http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<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>http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</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 20.07.2021, 11:00</p> <p>Via zoom-conference</p> <p>To express your interest to take part please send notification to e-mail procurement.ua@undp.org point out tender reference 385-2021-UNDP-UKR-RFP-DIA in subject, 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. https://treasury.un.org/operationalrates/OperationalRates.php</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: procurement.ua@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission unless UNDP determines that such an extension is necessary and communicates a new deadline to the 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 http://procurement-notice.undp.org
14	23	Deadline for Submission	Till 02.08.2021, Monday, 10:00 AM (GMT +3:00) Kyiv time / 03:00 AM (GMT -4:00) New York time
14	22	Allowable Manner of Submitting Proposals	<p>Submission through e-tendering system</p> <p>Proposals must be submitted in the online eTendering system in the following link: https://etendering.partneragencies.org using your username and password.</p> <p>How to find the event and tender documentation:</p> <p>Do not hesitate to contact procurement.ua@undp.org 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>https://www.undp.org/procurement/business/resources-for-bidders</p> <p>Please do not duplicate your submission to procurement.ua@undp.org. 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: https://etendering.partneragencies.org using your username and password.</p> <p><u>Please note that bids received through any means will not be considered.</u></p>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files, ZIP archives only ▪ All files must be free of viruses and not corrupted. ▪ The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. ▪ 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. ▪ 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: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/ ▪ Time Zone to be Recognized: [Kyiv +3] ▪ <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>
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	Till December 2021
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 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
23		Other Information Related to the RFP	

Section 4. Evaluation Criteria

Required documents

- Organizational profile which should not exceed ten (10) pages but should include references to previous experiences, work with state entities and provide other information necessary to make an informed selection based on the company's reputation and track record.
- 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.
- 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. Technical proposal should be explaining how the organization proposes to approach the task at hand and overcome possible difficulties and risks
- 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;

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.

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:

- properly registered and licensed company
- at least 7 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

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
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	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
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	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
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	At least 7 (seven) years of professional experience in software development	Form D: Qualification Form
Financial Standing	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

¹ 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 contract and where all appeal instances available to the Bidder have been exhausted.

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	250
2.	Bidder's proposed technical approach	200
3.	Key Personnel	250
	Total	700

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.

Technical Proposal Evaluation Form 1	Points obtainable	Company		
		A	B	C
Expertise and standing of the organization submitting the proposal				

1.1	<p>Reputation of Organization and Staff / Credibility / Reliability / Industry Standing</p> <ul style="list-style-type: none"> Well-known reputable market player, demonstrating financial stability – 50 points; Small-size organization, meeting minimum requirements to experience and financial standing – 40 points. 	50			
1.2	<p>Positive feedbacks from previous clients (including government clients and counterparts, if applicable) regarding relevant projects and the quality of works completed as embodied in the letters of recommendation.</p> <ul style="list-style-type: none"> 5 or more letters of recommendation that quote excellent performance – 50 points; 3-4 letters of recommendation that quote highly satisfactory or excellent performance – 45 points; At least 2 letters of recommendation that quote satisfactory performance – 40 points. 	50			
1.3	<p>Years of experience in the market of software development, as demonstrated by the company profile that is to be submitted with the proposal</p> <ul style="list-style-type: none"> Over 15 years – 60 points; From 12 to 15 years – 50 points; From 7 to 11 years – 40 points; 	60			
1.3	<p>Relevance of the 2 (two) projects (software packages, designed information systems) carried out with state entities at the central level (any government branch) or international technical assistance projects, as demonstrated by the company profile</p> <ul style="list-style-type: none"> 3 (three) or more highly relevant projects, considering the scope and nature of services provided – 70 points; At least 2 (two) highly relevant projects, considering the scope and nature of services provided – 65 points; At least 2 (two) relatively relevant projects, which scope or nature are slightly relevant – 60 points. 	70			

1.4	Previous work with the "Diia.gov.ua" portal as an asset	20			
Total for Form 1		250			

Technical Proposal Evaluation		Points Obtainable	Company		
Form 2			A	B	C
Proposed technical approach					
2.1	Clarity and relevance of the proposed approach: <ul style="list-style-type: none">Highly-detailed methodology and clear identification of implementation steps – 75 points;Demonstrated understanding of all necessary stages and complexity of the assignment - 65 points;Proposed approach requires clarifications and further development - 60 points.	Up to 75			
2.2	Insightful risk analysis and proposed ways to reduce / address risk: <ul style="list-style-type: none">Clear and realistic identification of all potential risks involved and thoughtful strategy for their mitigation – 75 points;Adequate risk mitigation strategy proposed – 70 points;General understanding of context and goals of further system development – 65 pointsMultiple risks are omitted or ignored, no clear strategy for risk mitigation, context understanding is low – 60 points	Up to 75			
2.3	Presentation of understanding TOR requirements and proposed timetable / schedule of implementation: <ul style="list-style-type: none">Clear presentation promising realistic and efficient implementation of the project, timetable in line with requirements of TOR – 50 pointsOverall understanding of the assignment, timetable to be clarified and adjusted – 43 points	50			

Total for Form 2		200			

Technical Proposal Evaluation		Points Obtainable	Company		
Form 3			A	B	C
Personnel					
	System Architect / Team Leader (one person)				
3.1	Education: advanced University degree (Master’s/ Specialist) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field. • PhD or post-doctoral degree – 20 points • At least Master’s/ Specialist degree – 15 points	20			
3.2	Experience: at least 7 (seven) years of professional experience in managing teams to build similar electronic systems. • Over 13 years – 35 points • From 8 to 13 years - 25 points • At least 7 years – 20 points	35			
3.3	Portfolio of successfully completed projects similar to this one. • Over 20 – 35 points • Between 11 and 19 – 25 points • At least 10 – 20 points	35			
3.4	Experience of working with the Diia system or with similar citizen-oriented software systems	10			
	Subtotal	Up to 100			
	Senior Software Engineer (one person)				

3.5	<p>Education: advanced University degree (Master's/ Specialist) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field.</p> <ul style="list-style-type: none"> • PhD or post-doctoral degree – 20 points • At least Master's/ Specialist degree – 15 points 	20			
3.6	<p>Experience: at least 5 (five) years of professional experience in building similar systems.</p> <ul style="list-style-type: none"> • Over 10 years – 25 points • From 6 to 10 years - 20 points • At least 5 years – 15 points 	25			
3.7	<p>Portfolio of successfully completed projects similar to this one.</p> <ul style="list-style-type: none"> • Over 20 – 45 points • Between 15 and 19 – 40 points • Between 11 and 14 – 43 points • At least 10 – 30 points 	45			
3.8	<p>Experience of working with the Diia system or with similar citizen-oriented software systems</p>	10			
	Subtotal	Up to 100			
	Junior Software Engineer / Tester (one person)				
3.5	<p>University degree in IT, Information system management, Computer science, Mathematics, Physics or related field or demonstrated professional training in the relevant field (taken as substitute of higher education in the sphere)</p> <ul style="list-style-type: none"> • Master's/ Specialist degree – 10 points • At least Bachelor's degree or demonstrated professional training (non-degree) – 7 points 	10			

3.6	<p>Experience: at least 2 (two) years of testing software systems at the UX level and for proper internal functioning.</p> <ul style="list-style-type: none"> • Over 4 years – 20 points • From 2 to 4 years - 17 points • At least 2 years – 15 points 	20			
3.7	<p>Portfolio of successfully completed projects similar to this one.</p> <ul style="list-style-type: none"> • Over 20 – 20 points • Between 11 and 19 – 15 points • At least 10 – 10 points 	20			
	Subtotal	Up to 50			
Total for Form 3		250			

Section 5. Terms of Reference

Terms of Reference **for services linked to expanding the functionality of the "Diia.gov.ua" portal** **(Electronic application for a pension services)** **RFP/2021/385**

Project name:	UNDP: Digital, Inclusive, Accessible: Support to Digitalisation of State Services in Ukraine (DIA Support) Project
Starting date of assignment:	01 August 2021
End date (if applicable):	On or before 25 December 2021
Management arrangements:	Reporting to the DIA Support Project Manager
Selection method:	Highest Combined Score (based on the 70% technical offer and 30% price weight distribution). Two-step procedure with the highest number of points in a combined assessment of both technical qualifications and the price proposal
Payment arrangements:	30 days net (payments linked to deliverables)

1. BACKGROUND

Ukraine has made significant strides in digitalizing the state and its functions. Successes of the Prozorro system, implementation of the national interoperability system for state registries (Trembita), increasing the transparency of public sector through open-data initiative, development of digital public services under "State in smartphone" initiative are well-known and documented. The Ministry of Digital Transformation (MDT) created in 2019 aims to continue and expand this trend. Most recently, the Government-launched the "Diia.gov.ua" e-services delivery web-portal and its namesake mobile application. These digital products embody the newest trends of digitalization for citizens.

With support from its partners, MDT aims to rapidly develop new and improved e-services that will offer an enjoyable and secure experience. Recently Ukraine saw the development and

implementation of several high-profile e-services in different spheres – business registration, construction, birth related services (eMalyatko), and others. At the very end of 2020, MDT launched a mechanism for individual entrepreneurs to apply for state support in the most battered economic sectors. E-service expansion, especially throughout the COVID-19 pandemic, helps citizens get no-contact access to governmental services. Such services also cut state administrative costs, bringing about more transparency into government-citizen interactions and slashing petty corruption.

Yet, rapid development of e-services poses a new challenge – widening the digital divide, that can marginalize people with disabilities, elderly, economically disenfranchised, those living in areas without internet access. With this in mind, UNDP starts its new project - Digital, Inclusive, Accessible: Support to Digitalization of State Services in Ukraine (DIA Support) Project, that aims to support e-service development rooted in the Human Rights Based Approach (HRBA).

A socio-economic context analysis helps determine general priorities for choosing specific populations that need digital solutions adapted to their needs and capabilities. For example, retired women who have the status of internally displaced persons (IDPs) and live-in extreme poverty suffer multiple vulnerabilities. According to the UN, in 2017, about 1.5 million IDPs were registered in Ukraine, with two-thirds of them being the elderly, and predominantly women. In rural areas, 48 percent of women lack access to adequate health care, 36 percent of women did not participate in decision-making in their communities, and 67 percent did not have access to broadband Internet at home.

In the Ukrainian context, groups that often fall through the cracks include women and men living below the poverty line; the elderly; women and men with different types of disabilities; women living in rural areas; young people living in conflict-affected areas; ethnic minorities (particularly the Roma) and the IDPs. Veterans returning to civilian life are another group in focus. Appropriate digital solutions for these target groups are likely to differ from the models that are suitable for large-city dwellers or those with a medium or above-medium income and round-the-clock access to quality Internet.

2. MAIN OBJECTIVE OF THE ASSIGNMENT

Ministry of Digital Transformation of Ukraine is constantly working on simplification and automation of government e-services as well as implementation of new and already working services on the rapidly developing “Diia.gov.ua” portal. Among the list of services planned for refactoring are Pension fund of Ukraine services related to pension appointment and obtaining of information from Pension fund of Ukraine registers. Currently those services are implemented on Pension fund of Ukraine portal (<https://portal.pfu.gov.ua/>), but there are a number of problems with the current implementation of these services:

- Application forms are complex and not easy to use, especially for elderly people.
- Specific requirements to scanned documents make them hard to submit.
- Personal visit to Pension fund of Ukraine is required even if application is done with use of digital signature.

Refactoring of pensions services will give an ability to reduce amount of the information required to apply for pension services with use of data exchange system of “Diia.gov.ua” portal with different government databases and IT systems. The service application forms will be reviewed by UI/UX experts, optimized for easier use and redesigned according to WCAG recommendations.

UNDP has received an official request from the Ministry of Digital Transformation of Ukraine to implement a number of pension related services on “Diia.gov.ua” portal. This includes expanding of the existing “Diia.gov.ua” functionality (adding the relevant application forms), ensuring verification of data provided by the users with Pension fund of Ukraine databases and other government IT systems and, and sending the verified data to the Unified Information System of the Social Sphere and/or Pension fund of Ukraine for further processing.

The main objective of the assignment, to be completed by a highly qualified vendor of software development services, is to help the Ministry of Digital Transformation, as well as its subsidiary bodies (e.g., “Diia” state-owned enterprise) expand the functionality of the already operational and duly certified “Diia.gov.ua” portal with following pension services:

- Submit of an application for appointment or recalculation of pension;
- Obtain a Certificate of Insured Person (OK-5 form);
- Obtain a Certificate of Insured Person (OK-7 form);
- Obtain a Certificate of income of the pensioner;
- Obtain an Extract from the Register of Insured Persons;
- Display information from the electronic pension case in the personal user profile of the “Diia.gov.ua” portal.

The vendor will also be responsible for creating of a data exchange system to transfer of a pension application to the Unified Information System of the Social Sphere and Pension fund of Ukraine IT systems. More details on the expected deliverables are presented in the next section.

3. SCOPE OF WORK AND EXPECTED OUTPUTS

The selected vendor will work under supervision and guidance of UNDP with close cooperation with Ministry of Digital Transformation, Ministry of Social Policy and the “Diia” state-owned enterprise or other relevant entities to expand the functionality of the “Diia.gov.ua” portal. After the necessary expansions and updates, a registered user of the “Diia.gov.ua” portal, would be able to:

- Authenticate themselves to enter the portal via BankID, MobileID, digital signature or Diia-ID (already available);
- Choose one of the pension related services from the list of e-services available on the “Diia.gov.ua” portal;
- Access the relevant application form for the chosen service (to be designed by the vendor);
- Throughout the application process, get verified against the relevant Pension fund of Ukraine databases (API data exchange and verification confirmation with the Unified Information System of the Social Sphere and/or Pension fund of Ukraine IT systems to be designed by the vendor);
- Throughout the application process, get verified against other state databases, should that be necessary, to pre-validate data in the draft application form (API data exchange and verification confirmation to be designed by the vendor);
- Securely sign and ship the application, through the “Diia.gov.ua” portal to the Unified Information System of the Social Sphere and/or Pension fund of Ukraine IT system for further processing (transfer of application data to be designed by the vendor; once the data is successfully submitted, processing on the “Diia.gov.ua” end is complete);
- Receive a notification from the “Diia.gov.ua” portal of processing steps of an application and resulting documents (if applicable).

The following functionalities should be available for the end-users of the expanded "Diia.gov.ua" portal both on the client and government side:

1. **Citizen-clients** – citizens of Ukraine (18 years of age and older) are able to fill out, sign and submit an application in electronic via "Diia.gov.ua" portal for one of the following services:
 - Appointment of pension;
 - Recalculation of pension;
 - Obtaining of a Certificate of Insured Person (OK-5 form);
 - Obtaining of a Certificate of Insured Person (OK-7 form);
 - Obtaining of a Certificate of income of the pensioner;
 - Obtaining of an Extract from the Register of Insured persons;
 Citizen-clients are also able to view general information from Pension fund of Ukraine databases on themselves in personal profile of "Diia.gov.ua" portal.
2. **Pension fund of Ukraine** – receive the information provided by citizen-clients in their applications, process this information in their own IT system, inform citizen-clients on processing results via "Diia.gov.ua" portal.

The following data exchange connections should be implemented on behalf of "Diia.gov.ua" portal:

1. **Data exchange with Unified Information System of the Social Sphere** for obtaining of certificates of Insured persons, certificate of income of the pensioner and Extract from the Register of Insured persons. The data exchange should use SOAP protocol and XML data format.
2. **Data exchange with Pension fund of Ukraine** IT system for appointment and recalculation of pension e-services. The data exchange should use REST architecture and JSON data format.

"Trembita" data exchange system should be used as a secure transport for data exchange if corresponding system has established connection via "Trembita".

The logic of the business-process for Appointment of pension includes the following steps (the finalized chain may differ from the one presented below):

1. A user logs in through the means of authorization envisaged by the "Diia.gov.ua" portal.
2. The user selects "Appointment of pension" service.
3. A check is performed via data exchange with Unified Information System of the Social Sphere if the person is listed in the Insured person register:
 - If there is no record in the Insured person register – the corresponding message is displayed and further application for certificate is blocked;
 - If a record is found in the Insured person register – user can continue with the application.
4. The first step of application form is filled by user including selection of pension type and confirmation of intent to receive a pension ID.
5. The user proceeds to second step.
6. The second step of application form is filled by user including his/her personal data and contact information.
7. The user proceeds to third step.
8. The third step of application form is filled by user including information about document that identifies applicant and information about disabilities.
9. The user proceeds to fourth step.
10. The web-portal gets data for fourth step form via information exchange with the Pension fund of Ukraine IT system.

11. The fourth step of application form is filled by user including information about current work, dependents, other pensions, type of payment.
12. The user proceeds to fifth step.
13. The web-portal gets data for fifth step form via information exchange with the Pension fund of Ukraine IT system based on data previously filled by the user.
14. The fifth step of application form is filled by user including scans of required documents.
15. The user proceeds to sixth step.
16. The application form in PDF format is being generated. The user reviews application, signs it with electronic signature and sends for processing.
17. The portal sends the application to the Pension fund of Ukraine IT system for processing.
18. The application is processed by the Pension fund of Ukraine specialist and response with decision on information is sent back to the "Diia.gov.ua" portal via information exchange system.
19. The "Diia.gov.ua" portal informs the applicant about the outcome of the application.
20. The "Diia.gov.ua" sends feedback form to the user.

The logic of the business-process for Recalculation of pension includes the following steps (the finalized chain may differ from the one presented below):

1. A user logs in through the means of authorization envisaged by the "Diia.gov.ua" portal.
2. The portal checks if the user currently receives a pension through an information request to the information system of the Pension fund of Ukraine.
3. If status of the user as a pensioner is confirmed, the portal displays "Recalculation of pension" in the "Diia.gov.ua" portal service list.
4. The user selects "Recalculation of pension" service.
5. The first step of application form is filled by user including selection of pension type and confirmation of intent to receive a pension ID.
6. The user proceeds to second step.
7. The second step of application form is filled by user including his/her personal data and contact information.
8. The user proceeds to third step.
9. The third step of application form is filled by user including information about document that identifies applicant and information about disabilities.
10. The user proceeds to fourth step.
11. The web-portal gets data for fourth step form via information exchange with the Pension fund of Ukraine IT system.
12. The fourth step of application form is filled by user including information about current work, dependents, other pensions, type of payment.
13. The user proceeds to fifth step.
14. The web-portal gets data for fifth step form via information exchange with the Pension fund of Ukraine IT system based on data previously filled by the user.
15. The fifth step of application form is filled by user including scans of required documents.
16. The user proceeds to sixth step.
17. The application form in PDF format is being generated. The user reviews application, signs it with electronic signature and sends for processing.
18. The portal sends the application to the Pension fund of Ukraine IT system for processing.
19. The application is processed by the Pension fund of Ukraine specialist and response with decision on information is sent back to the "Diia.gov.ua" portal via information exchange system.
20. The "Diia.gov.ua" portal informs the applicant about the outcome of the application.
21. The "Diia.gov.ua" sends feedback form to the user.

The list of data fields for each step of "Appointment of pension" and "Recalculation of pension" service forms is provided in the Annex. Attached files for these services should meet following requirements:

- JPG or PDF format for single-page documents, PDF format for multi-page documents (each document must be stored in one file)
- Maximum document size – 1 Mb

The logic of the business-process for Obtaining of a Certificates of Insured Person (OK-5/OK-7 form) or Extract from the Insured Person register includes the following steps (the finalized chain may differ from the one presented below):

1. A user logs in through the means of authorization envisaged by the "Diia.gov.ua" portal.
2. The user selects "Obtaining of a Certificates of Insured Person (OK-5)" or "Obtaining of a Certificates of Insured Person (OK-7)" or "Extract from the Insured Person register".
3. A check is performed via data exchange with Unified Information System of the Social Sphere if the person is listed in the Insured person register:
 - If there is no record in the Insured person register – the corresponding message is displayed and further application for certificate is blocked;
 - If a record is found in the Insured person register – user can continue with the application.
4. The application form opens. The form is automatically filled in with information about the applicant from the "Diia.gov.ua" personal profile:
 - Tax number or passport series and number (obligatory, not changeable);
 - Surname (obligatory, not changeable);
 - Name (obligatory, not changeable);
 - Patronymic (not changeable);
 - Mobile phone number (obligatory, can be changed by user)
5. The user sends the application.
6. The portal sends the application to the Unified Information System of the Social Sphere.
7. The application is processed automatically by the Pension fund of Ukraine and response with Certificate is sent back to the "Diia.gov.ua" portal via information exchange system.
8. The "Diia.gov.ua" portal informs the applicant about the outcome of the application and gives and ability to view and download the corresponding Certificate of Insured Person.
9. The "Diia.gov.ua" sends feedback form to the user.

The logic of the business-process for Obtaining of a Certificate of income of the pensioner includes the following steps (the finalized chain may differ from the one presented below):

1. A user logs in through the means of authorization envisaged by the "Diia.gov.ua" portal.
2. The user selects " Certificate of income of the pensioner ".
3. A check is performed via data exchange with Unified Information System of the Social Sphere if the person is listed in the Insured person register:
 - If there is no record in the Insured person register – the corresponding message is displayed and further application for certificate is blocked;
 - If a record is found in the Insured person register – user can continue with the application.
4. The application form opens. The form is automatically filled in with information about the applicant from the "Diia.gov.ua" personal profile:
 - Checkbox "For Housing subsidy" (unchecked by default, must have proper explanation tip);
 - Tax number or passport series and number (obligatory, not changeable);
 - Surname (obligatory, not changeable);

- Name (obligatory, not changeable);
 - Patronymic (not changeable);
 - Mobile phone number (obligatory, can be changed by user);
 - Certificate data start period (obligatory, filled in by user);
 - Certificate data end period (obligatory, filled in by user).
5. The user sends the application.
 6. The portal sends the application to the Unified Information System of the Social Sphere.
 7. The application is processed automatically by the Pension fund of Ukraine and response with Certificate is sent back to the "Diia.gov.ua" portal via information exchange system.
 8. The "Diia.gov.ua" portal informs the applicant about the outcome of the application and gives and ability to view and download the corresponding Certificate of Insured Person.
 9. The "Diia.gov.ua" sends feedback form to the user.

The data input fields in all service forms must have appropriate checks of format and logic.

Requirements for accessibility

All elements as displayed to the users of this "Diia.gov.ua" portal functionality ought to meet the standards set forth in the [Cabinet of Ministers Decree #493 as of 12 June 2019](#). Amongst other things, the functionality should be accessible to persons with disabilities (be compliant with Web Content Accessibility Guidelines (WCAG) 2.0. at the "AA" level). Testing of the compliance level should be done through the use of <http://wave.webaim.org> automated testing tool and be provided as part of one of the deliverables.

Deliverables

Deliverable #	Task description	Deadline
Deliverable 1	<ul style="list-style-type: none"> Detailed technical requirements for the development of appointment and recalculation of pension functionality of the "Diia.gov.ua" portal and other aspects of the overall electronic service, as vetted and internally approved by the Ministry and / or SE "Diia". The package should include, at a minimum, (a) detailed terms of reference or other specifications based on the underlying regulations that govern the relevant pension services, (b) specifications for data exchange between the "Diia.gov.ua" portal and Pension fund of Ukraine IT systems as well as other registries required for provision of the pension services (c) other specifications and documents, as stipulated by Ukraine's government regulations as may be necessary to operate the expanded "Diia.gov.ua" portal functionality. 	Within 10 working days after signing the Contract
Deliverable 2	Software package for appointment and recalculation of pension functionality of the "Diia.gov.ua" portal: <ul style="list-style-type: none"> Software code developed throughout the assignment on an external storage device (disk, external drive or other electronic storage element). Requirements for the 	Within 25 working days of completing Deliverable 1

	<p>format and the carrier will be defined by the Ministry and / or SE "Diia";</p> <ul style="list-style-type: none"> • Documentation for the expanded functionality of the "Diia.gov.ua" portal that includes, at the minimum, (a) developers' notes or other document that describes the software product developed, (b) brief set of instructions for the SE "Diia" engineers operating, deploying, troubleshooting or otherwise interacting with the expanded functionality, (c) other specifications and documents, as stipulated by Ukraine's government regulations as may be necessary to operate the expanded "Diia.gov.ua" portal functionality; • Report on level of WCAG compliance (automated testing report); • Final Act of Acceptance of Works from the Ministry and / or SE "Diia" stipulating that the works have been completed in due manner and accepted by the recipient. 	
Deliverable 3	<ul style="list-style-type: none"> • Detailed technical requirements for the development of rest of pension services functionality of the "Diia.gov.ua" portal and other aspects of the overall electronic service, as vetted and internally approved by the Ministry and / or SE "Diia". The package should include, at a minimum, (a) detailed terms of reference or other specifications based on the underlying regulations that govern the relevant pension services, (b) specifications for data exchange between the "Diia.gov.ua" portal and Pension fund of Ukraine IT systems ad wall as other registries required for provision of the pension services (c) other specifications and documents, as stipulated by Ukraine's government regulations as may be necessary to operate the expanded "Diia.gov.ua" portal functionality. 	Within 15 working days of completing Deliverable 2
Deliverable 4	<p>Software package for the development of the rest of pension services functionality of the "Diia.gov.ua" portal:</p> <ul style="list-style-type: none"> • Software code developed throughout the assignment on an external storage device (disk, external drive or other electronic storage element). Requirements for the format and the carrier will be defined by the Ministry and / or SE "Diia"; • Documentation for the expanded functionality of the "Diia.gov.ua" portal that includes, at the minimum, (a) developers' notes or other document that describes the software product developed, (b) brief set of instructions for the SE "Diia" engineers operating, deploying, troubleshooting or otherwise interacting with the expanded functionality, (c) other specifications and documents, as stipulated by Ukraine's government 	Within 30 working days of completing Deliverable 3

	<p>regulations as may be necessary to operate the expanded "Diia.gov.ua" portal functionality;</p> <ul style="list-style-type: none"> • Report on level of WCAG compliance (automated testing report); • Final Act of Acceptance of Works from the Ministry and / or SE "Diia" stipulating that the works have been completed in due manner and accepted by the recipient. 	
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4. MONITORING / REPORTING REQUIREMENTS:

The Contractor shall report to the DIA Support Senior IT Specialist. The Quality Assurance team consisting of DIA Support Project manager, DIA Support Senior IT Specialist, DIA Support UI/UX IT Associate, representatives from Ministry of digital transformation of Ukraine and/or SE "Diia" (by agreement), representatives from the Pension fund of Ukraine (by agreement), perform acceptance testing and review of provided deliverables. The payment shall be arranged upon completion, presentation, Quality Assurance team acceptance and UNDP approval of the Deliverables as listed in the table above. The final report shall be submitted to UNDP no later than 25 December 2021 or as indicated in the relevant contract.

All documents should be transmitted to UNDP electronically (formats of * .docx, * .xlsx, * .pptx, * .pdf or other commonly used formats) in the Ukrainian language. UNDP will provide payments upon provision of deliverables duly certified by UNDP per the table above.

5. REQUIREMENTS FOR THE CONTRACTOR

The task foresees that the following minimum requirements are in place for the companies applying to perform the works as specified above:

- A properly registered **organization (commercial or non-profit company/organization , excluding state-owned or communal enterprises)**.
- At least **7 (seven) years of experience** in the market of software development, as demonstrated by the company profile that is to be submitted with the proposal;
- Links or other objective proof of at least **2 (two) projects** (software packages, designed information systems) carried out **with state entities at the central level** (any government branch) or **international organizations / technical assistance projects**, as demonstrated by the company profile that is to be submitted with the proposal;
- Previous work with the "Diia.gov.ua" portal as an asset;
- At the minimum, a **team** of the following specialists on board (labor agreement, private entrepreneur contract or other contractually fixed form of engagement):
 - a. System Architect / Team Leader:**
 - i. Education: advanced University degree (Master's/ Specialist) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field.
 - ii. Experience: at least 7 (seven) years of professional experience in managing teams to build technologically similar electronic systems
 - iii. Portfolio of at least 10 successfully completed projects technologically similar to this one

- iv. Experience of working with the Diia system or with similar citizen-oriented software systems is an asset;

b. **Senior Software Engineer:**

- i. Education: advanced University degree (Master's/ Specialist) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field
- ii. Experience: at least 5 (five) years of professional experience in building similar systems
- iii. Portfolio of at least 10 successfully completed projects technologically similar to this one
- iv. Experience of working with the Diia system or with similar citizen-oriented software systems is an asset;

c. **Junior Software Engineer / Tester:**

- i. at least Bachelor's in IT, Information system management, Computer science, Mathematics, Physics or related field or demonstrated professional training in the relevant field (taken as substitute of higher education in the sphere)
- ii. Experience: at least 2 (two) years of testing software systems at the UX level and for proper internal functioning
- iii. Portfolio of at least 10 successfully completed projects technologically similar to this one

6. DOCUMENTS TO BE SUBMITTED IN TECHNICAL PROPOSAL

- **Organizational profile** which should not exceed ten (10) pages but should include references to previous experiences, work with state entities and provide other information necessary to make an informed selection based on the company's reputation and track record;
- **Technical proposal** explaining how the organization proposes to approach the task at hand and overcome possible difficulties and risks;
- At least 2 **letters of reference** from previous clients specifying the types of services that were rendered;
- Description of the **proposed team**, including CVs of the team suggested and relevant data that allows to assess their experience in similar engagements;
- **Copy of state registration document and taxpayer certificate;**
- **Copy of balance sheets past 2 recent years for evaluation of financial sustainability;**
- A **financial proposal** in line with the instructions provided in the RFP.

Annex 1 – Description of the data fields for each step of “Appointment of pension” and “Recalculation of pension” service forms

Крок 1:

- дата звернення – визначається як поточна дата при створенні звернення; не надається на редагування;
- орган ПФУ – вибір з довідника органів ПФУ за допомогою випадючого списку; за замовчанням не заповнено; поле є обов'язковим для заповнення;
- вид пенсії/перерахунку:

- надається на вибір з переліку видів пенсії або видів перерахунку для заяв на призначення та перерахунок; поле є обов'язковим для заповнення;
- бажаєте отримати пенсійне посвідчення? – вибір (ні; електронне; паперове); за замовчанням «ні».
- При визначенні бажання отримати пенсійне посвідчення додатково до обов'язкових атрибутів заяви додаються ще атрибути пенсійного посвідчення та додатково до документів, скан-копії яких повинні додаватися до заяви на призначення/перерахунок пенсії, додається ще перелік обов'язкових документів, необхідних для реєстрації заяви на пенсійне посвідчення;
- відомості про банк, де особа отримуватиме електронне пенсійне посвідчення (далі - ЕПП) – надаються на відображення та заповнення, якщо користувач визначив бажання отримати ЕПП:
 - головний банк – за замовчанням «Ощадбанк» без права редагування;
 - філія банку – вибір згідно філій Ощадбанку органу ПФУ, в який подається заява; поле є обов'язковим для заповнення;
 - МФО філії – визначається автоматично згідно обраної філії; не надається на ручне редагування;
 - код за ЄДРПОУ філії – визначається автоматично згідно обраної філії; не надається на ручне редагування;
 - адреса філії – визначається автоматично згідно обраної філії; не надається на ручне редагування;
- надання згоди на реєстрацію в АЦСК – надається на відображення та заповнення, якщо користувач визначив бажання отримати ЕПП; визначається за допомогою перемикача; є обов'язковим для визначення;

Крок 2:

- РНОКПП – автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
- ПІБ – автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
- ПІБ транслітерацією – має виконуватись автоматично відповідно до транслітерації встановленої для закордонних паспортів; поле не доступне для редагування; поле є обов'язковим, якщо визначено бажання отримати ЕПП;
- дата народження – автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
- номер телефону – автоматичне заповнення за даними профіля користувача; ручне введення текстового поля; поле не є обов'язковим для заповнення;
- електронна адреса - автоматичне заповнення за даними з кабінету користувача порталу Дія; ручне введення текстового поля з перевіркою формату електронної адреси; поле не є обов'язковим для заповнення;
- місце реєстрації - автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
- місце проживання - ручне введення текстового поля; поле є обов'язковим для заповнення; має бути можливість поставити відмітку "співпадає з місцем реєстрації, така відмітка повинна стояти за замовчуванням;

- надання згоди щодо інформування:
 - я даю згоду на отримання від органів ПФУ SMS-повідомлень з інформацією, що стосується мене, на номер мого мобільного телефону – перемикач за замовчанням не заповнений; при встановленні обов'язковим є наявність номеру мобільного телефону;
 - я даю згоду на отримання від органів ПФУ інформації, що стосується мене, на адресу моєї електронної пошти - перемикач за замовчанням не заповнений; при встановленні обов'язковим є наявність адреси електронної пошти;

Крок 3:

- дані документу, що посвічує особу:
 - тип документу – автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; вибір зі списку (Внутрішній паспорт громадянина України (паперовий); Внутрішній паспорт громадянина України (біометричний); посвідка на проживання); поле є обов'язковим для заповнення;
 - серія та номер - автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
 - ким видано - автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
 - дата видачі - автоматичне заповнення за даними користувача з кабінету користувача порталу Дія; поле не доступне для редагування; поле є обов'язковим для заповнення;
 - унікальний номер запису в ЄДДР – ручне введення текстового поля з маскою XXXXXXXX-XXXXX, де X – цифра; поле не є обов'язковим для заповнення;
- дані щодо інвалідності особи:
 - група – вибір за допомогою випадаючого списку (перша група; друга група; третя група); поле не є обов'язковим для заповнення;
 - підгрупа - вибір за допомогою випадаючого списку (А; Б); надається на заповнення лише при заповненні групи інвалідності; поле не є обов'язковим для заповнення;
 - встановлено з – ручне введення дати або вибір за допомогою «календаря»; надається на заповнення лише при заповненні групи інвалідності; поле не є обов'язковим для заповнення;
 - встановлено по – ручне введення дати або вибір за допомогою «календаря»; надається на заповнення лише при заповненні групи інвалідності; поле не є обов'язковим для заповнення;

Крок 4:

- чи є особа працюючою – вибір зв списку (працює; не працює; фізична особа – підприємець, самозайнята особа); поле є обов'язковим для заповнення;
- кількість утриманців – ручне введення числового поля; поле не є обов'язковим для заповнення;
- пенсія на іншій підставі – вибір зі списку (призначалась; не призначалась); поле є обов'язковим для заповнення;

- спосіб виплати – вибір зі списку (через пошту; через банк); поле є обов’язковим для заповнення;
 - відділення банку - ручне введення текстового поля; поле є обов’язковим для заповнення, якщо спосіб виплати визначено «Через банк»;
 - № рахунку/ IBAN - ручне введення текстового поля; поле є обов’язковим для заповнення, якщо спосіб виплати визначено «Через банк»; дозволяється зберігати лише цифри довжиною 14 символів або 2 букви та цифри довжиною 29 символів;
- дані про годувальника – повинні надаватися для введення у випадку виду пенсії «по втраті годувальника»; передбачена можливість введення кількох рядків, але не більше двох; щодо даних про годувальника надано поля:
 - податковий номер – ручне введення текстового поля;
 - прізвище – ручне введення текстового поля;
 - ім’я – ручне введення текстового поля;
 - по батькові – ручне введення текстового поля;

Крок 5 – прикріплення скан-копій документів.

- Скан-копії документів - список обов’язкових документів визначається згідно типу звернення (призначення або перерахунок) та згідно потреби користувача отримувати електронне чи паперове пенсійне посвідчення на підставі довідника відповідності типів звернень та типів документів IKIC.
- Кнопка «Обрати файл», призначена для прикріплення файлів – скан-копій документів до звернення. По кнопці надається екранна форма прикріплення до заяви скан-копій документу з полями:
 - вибір типу документу – вибір зі списку згідно типу заяви та потреби видачі пенсійного посвідчення;
 - вибір та завантаження файлів визначеного типу;
 - кнопка «Завантажити» - для завантаження обраних скан-копій до заяви та повернення на екранну форму відображення прикріплених скан-копій до заяви;

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:

Have you duly completed all the Returnable Bidding Forms?	
▪ 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"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<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

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

Name of leading partner (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

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> 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)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> 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

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

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 Links or other objective proof of at least 2 (two) projects (software packages, designed information systems) carried out with state entities at the central level (any government branch) or international organizations / technical assistance projects, as demonstrated by the company profile that is to be submitted with the proposal.
- 2.9 Technical Concept and Proposed approach.

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

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<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]
References	<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	Deliverable 1				
2	Deliverable 2				
3	Deliverable 3				
4	Deliverable 4				
	Total	100%			

**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
1	Personnel						
1.1	System Architect / Team Leader		1				
1.2	Senior Software Engineer		1				
1.3	Junior Software Engineer / Tester		1				
1.7	Other experts (as required)						

2	Administration Costs (if necessary)						
2.1	Communication (Internet/Phone/etc.)						
2.2	Office rent						
2.3	Other (if any – to define clearly activities/costs)						
3	Technical Support Services during 6 months	hour	192				
3.1	...(please specify if necessary)						
3.2	...						
4	Other costs (if any - to define clearly activities/costs)						
4.1	...						
4.2	...						
	Total (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: _____