



United Nations Population Fund
CO Ukraine
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Date: 14 September 2021

Authorized by:

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UNFPA Representative

REQUEST FOR QUOTATION RFQ № UNFPA/UKR/RFQ/21/26

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

Provision of capacity building and tailored mentorship support to ten social entrepreneurship initiatives (SEIs)

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform in Ukraine, or through an authorized representative.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the leading UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#).

Terms of Reference (ToR)

Background and programme description

Violence against women and girls (VAW) is one of the most prevalent human rights violations in the world. It knows no social, economic or national boundaries. Gender-based violence (GBV) undermines health, dignity, security and autonomy of its victims, yet it remains shrouded in a culture of silence. Survivors of violence can suffer sexual and reproductive health consequences. GBV remains widespread in Ukraine and the COVID-19 pandemic aggravates risks of gender-based violence.

UNFPA Ukraine is implementing the EMBRACE project (Enhancing National and Regional Mechanisms to Build Responsive, Accountable & Cost-Effective System of GBV Response and Prevention) with the financial support of the Government of the UK. The EMBRACE project is aimed at strengthening national GBV/DV prevention and response system at the national and regional levels to ensure that majority of gender-based violence survivors seek and have access to good quality survivor-centred services, and Ukrainian society has zero tolerance to GBV/DV.

Women's economic empowerment is a factor of utmost significance in the process of breaking the circle of violence and preventing cases of GBV/DV. Since November 2020, GBV Prevention and Response Programme has launched its strand on economic empowerment of GBV survivors within the EMBRACE project



framework. It piloted the initiative Women Career Hub that focuses on increasing women's economic autonomy and resilience by offering employability support, career guidance, professional development and connecting survivors to employment opportunities. The following models of support are provided under the framework of Women Career Hub:

- Support from career counsellors (talent mapping, consultations on strategies and techniques of employment search, assistance with the development of job applications, individual support with job search);
- Organization of professional courses for women seeking support due to difficult life circumstances, including ones suffered from domestic violence, with the aim to expand the employment opportunities or promote profit-generating initiatives – sustainable and demanded in COVID-19 environment.
- Provision of seed funding to launch social entrepreneurship initiatives for GBV survivors.

Five social entrepreneurship initiatives (SEIs) have been set up as part of economic empowerment component in the 1st quarter of 2021. The enterprises are the social business projects of local-based CSOs that received UNFPA funding through competitive selection (following factors were taken into account: the financial soundness of the business idea, marketing strategy, detailed business plan, number and process of involving GBV survivors in employment). The social entrepreneurship initiatives include:

1. [ENJi – Light and Shadow](#) (Kherson, CSO “League of Socially Responsible Women”) – a visual content studio providing photo and video services
2. [GG Space](#) (Mykolaiv, CSO “Innovative Social Solutions”) – a place of comfort for women combining beauty salon, co-working and café
3. [My Space](#) (Poltava, CSO “Light of Hope”) – a printing studio designing and producing prints on fabrics
4. [Source of Beauty](#) (Vinnytsia, Regional Human Rights Organization “Spring of Hope”) – an esthetics studio
5. [Butterfly](#) (Lviv, CSO “Butterfly”) – a social atelier designing and tailoring women's clothes and accessories.

Diverse and ambitious, the initiatives employ GBV survivors and plan to donate a share of the revenue to GBV response and prevention work in their cities. The social enterprises provide workplaces to 16 women survivors of GBV and offer internships for GBV survivors who seek professional development.

The initiatives enable GBV survivors to earn income in safe space. First, survivors earn money that accelerates their transition to building a violence-free life. Second, an opportunity to provide for themselves boosts the self-esteem of survivors, helping them restore faith in themselves as self-sufficient and autonomous. Working in supportive environment of peers and trained specialists (specialists of daycare centres, career consultants) empowers survivors to overcome their traumatic experience of GBV and economic hurdles faster and more proactively.

Following the open-call selection process conducted in June-August, 5 new social entrepreneurship initiatives will emerge successful. They will receive seed funding to set up their business projects and start operation. They include:

6. CSO “Business Ukrainian Women in Zaporizhzhia- Design led, laser cutting and engraving services (advertising) and Scanning, indexing, cataloging.
7. CSO «Your chance» in Dobropillya- Growing greens in polycarbonate greenhouses.
8. CF Everything is possible in Melitopol'- Print & Embroidery Factory.
9. CharityFundLG in Cherkasy - Ecobags production.
10. Synergy Hub in Kryvyi Rih – Café.



Given that the seed funding is provided to launch the enterprises, the project aspires to provide technical assistance to SEIs so they can confidently operate without external support after the launch. Specifically, the project seeks to enhance capacity and savvy of SEIs staff (both established and new enterprises) to develop and execute effective business strategies that make business profitable and resilient to COVID-19 related challenges.

Prerequisites

UNFPA is inviting qualified suppliers to provide technical assistance (including expert support, training, professional mentorship and provision of networking opportunities) to enhance capacity of 10 SEIs. Selected supplier's activity will be managed by the UNFPA GBV Programme Associate together with the team of GBV Response and Prevention Programme.

II. Methodology

Work scope

THE AIM OF SERVICE PROVISION IS:

Capacity development of UNFPA-supported social entrepreneurship initiatives to develop and execute effective business strategies that make business profitable and resilient to COVID-19 related challenges.

The selected supplier shall undertake the following tasks:

1. Conduct a comprehensive assessment of SEIs capacity to run effective business, identifying key areas for improvement and relevant recommendations that will help SEIs boost profitability and resilience, including during the COVID-19 pandemic.
2. Based on recommendations, develop business improvement plans for each SEI.
3. Review SEI business performance data (monthly) and provide mentorship support to SEIs with implementing their business improvement plans.
4. Design tailored capacity development program for each SEI to enhance their capacity to develop and execute effective business strategies, as well as maximise benefit for GBV survivors.
Customised to the needs of each SEI, the programs should offer a variety of capacity building formats (expert support, training, mentorship etc.) and cover the following areas:
 - Financial management
 - Sales and marketing
 - Risk management
 - Access to markets
 - Logistics, supply chain and distribution management
 - General management
 - Communication
 - Business Innovation and digitalization
 - Business development and sustainability
5. Deliver capacity building interventions (expert support, training, mentorship and coaching in online and/or offline formats) as per the agreed tailored capacity development programs for every SEI.
6. Develop appealing e-portfolios for each SEIs showcasing their business model and contribution to GBV response. The portfolios should follow one template yet effectively illustrate SEIs operation for promotion and visibility purposes.
7. Conduct two knowledge exchange sessions for SEIs (an offline and online interactive events) with the possibility to learn from each other and similar enterprises who prove effective in business operation.



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8. Develop monthly progress reports to UNFPA GBV Programme Associate that outline the scope of provided services and highlight progress achieved, challenges and key recommendations for businesses improvement.
9. Develop a final report with a focus on lessons learned from capacity development of SEIs and recommendations for enhancing effectiveness of the model of social entrepreneurship initiative for GBV survivors. The report will inform project design and planning of UNFPA interventions.

Deadlines for service delivery and payment

Stage-by-stage payment is organized based on the task performance by the supplier:

Deliverables	% of full contract amount	Date
Conduct a comprehensive assessment of SEIs capacity to run effective business, identifying key areas for improvement and relevant recommendations to boost SEIs' profitability and resilience	40%	Two months after signing the contract
Develop business improvement plans for each SEI		
Design tailored capacity development program for each SEI to enhance their capacity to develop and execute effective business strategies, as well as maximise benefit for GBV survivors		
Review SEI business performance data (monthly) and provide mentorship support to SEIs with implementing their business improvement plans	40%	Five months after signing the contract
Deliver capacity building interventions (expert support, training, mentorship and coaching in online and/or offline formats) as per the agreed tailored capacity development programs for every SEI		
Conduct two knowledge exchange sessions for SEIs (an offline and online interactive events)	20%	5 th month after signing the contract
Develop a final report with a focus on lessons learned from capacity development of SEIs and recommendations for enhancing effectiveness of the model of social entrepreneurship initiative for GBV survivors		

Intellectual Property

All information pertaining to this project (documentary, audio, visual, digital, cyber, project documents, etc.) belonging to UNFPA, which the Contractor may come into contact with in the performance of the duties under this assignment shall remain the property of UNFPA with the exclusive rights over their use. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever without written permission of UNFPA in line with the national and International Copyright Laws applicable.



Requirements and qualification

UNFPA is looking for service supplier with specialization and experience in business development.

Service supplier shall:

- be a resident of a legal entity, individual entrepreneur or have one's legal representation in Ukraine with official registration;
- have relevant specialization – at least five years of business development expertise, direct experience working with entrepreneurs, start-ups and supporting the scale up of micro and small business (brief description, links, recommendations);
- verify the successful design and delivery of tailored capacity development programs to start-ups and MSMEs (brief description, links);
- ensure availability of professionals with relevant theoretical and practical background (min three years).

Proposal evaluation

The detailed evaluation of the quotations will consist of technical evaluation and financial evaluation.

Questions

Questions or requests for further clarifications can be requested during an organizational meeting - debriefing, which will take place on **September 21, 2021 at 14:00 Kyiv time** via Google Meet (the link for conference meeting will be provided later).

In case of your participation in the debriefing, we ask you to send a confirmation with a full name of your representative to the contact person of the UNFPA up to **15:00 Kyiv time, September 20, 2021**.

Name of contact person at UNFPA:	<i>Anna Tsytsak</i>
Email address of contact person:	<i>tsytsak@unfpa.org</i>

If you cannot participate in the debriefing, please send us your questions and requests regarding commercial offer to the contact person at UNFPA (see the contacts in the table above).

The question will be answered in writing, which will be distributed among all parties as soon as possible. The deadline for submission of questions is **Friday, September 24, 2021, 17:00 Kyiv time**

III. Content of quotations

Quotations should be submitted in a single e-mail whenever possible, depending on file size. Quotations must contain:

a) Technical proposal comprising:

1. A methodology on how they will approach and conduct the work.
2. Work schedule with task component performance order and general sequence.
3. Portfolio with a proven working experience as a business development expert, including:
 - Direct experience working with entrepreneurs, start-ups and supporting the scale up of micro and small business
 - Experience in conducting business needs assessment and analysis



- Experience of developing robust business improvement plans
 - Experience in designing and delivering tailored capacity development programs to start-ups and MSMEs
 - Extensive knowledge of Ukrainian market (with particular focus on medium cities/communities)
 - Previous experience in business and data analysis, market research, pricing and demand, sales projections
 - Experience in social entrepreneurship
 - Knowledge of Ukrainian and international best practices of women economic empowerment, employability support for GBV survivors is an asset.
4. Names and qualifications of the key personnel that will perform the services indicating Team Leader, business development analyst(s), capacity development experts etc. CVs demonstrating qualifications must be submitted.
 5. Letters of recommendation.

The Technical Bid must be submitted by electronic method of transmission at the email address indicated in the section IV.

b) Price quotation with proposed budgets should be submitted strictly in accordance with the price quotation form.

c) Language of the proposal – English or Ukrainian.

d) **Separate Technical Proposal and Financial Proposal should be signed by the bidding company's relevant authority and to be submitted in pdf format.**

IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section IV and III, along with a properly filled out and signed price quotation form, are to be sent by e-mail to the secured e-mail and contact person indicated below no later than: **Thursday, September 30, 2021 at 17:00 Kyiv time**. Proposals sent to any other address will not be considered.

Name of contact person at UNFPA:	<i>Iryna Bohun</i>
Email address of contact person:	ua-procurement@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ № UNFPA/UKR/RFQ/21/26**. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.

V. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations.

I. Technical Evaluation (100 points max)

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section I and in accordance with the evaluation criteria below.



	Criteria	Maximum Points
1.	Bidder's direct experience of working with entrepreneurs, start-ups and supporting the scale up of micro and small business	10
2.	Experience in conducting business needs assessment and analysis	10
3.	Experience of developing robust business improvement plans	10
4.	Experience in designing and delivering tailored capacity development programs to start-ups and MSMEs	15
5.	Extensive knowledge of Ukrainian market (with particular focus on medium cities/communities)	5
6.	Previous experience in business and data analysis, market research, pricing and demand, sales projections	5
7.	Experience in social entrepreneurship	5
6.	Knowledge of Ukrainian and international best practices of women economic empowerment, employability support for GBV survivors	5
7.	The proposed methodology and technical approach included in the Bid match the requirements as outlined in the ToR and demonstrate understanding of the job to be done	15
8.	Identification of issues related to the project (as well as how these might be overcome). Have the important aspects of the task been addressed in sufficient detail?	5
9.	Management Structure and Key Personnel	15

The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Does not meet the requirements or no information provided to assess compliance with the requirements	0-69

Only those technical proposals achieving the score of 65 points and above will be considered as qualifying for evaluation of the financial proposal.



I. Financial Evaluation (100 points max)

Financial proposals should follow the results-based budgeting approach. They will be assessed based on their clarity, completeness, level of detail and appropriateness. The maximum number of points shall be scored to the lowest price proposal among all technically qualifying applications. Other financial proposals will receive scores according to the following formula:

Financial score =	Lowest quote (\$)	X 100 (Maximum score)
	Quote being scored (\$)	

Total score

The total score of each application will represent the weighted sum of its technical and financial scores as follows:

Total score = 70% Technical score + 30% Financial score

VI. Award Criteria

UNFPA shall award a Purchase Order/Contract with duration until 31 March 2022 to the offer with the highest overall score.

VII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

VIII. Payment Terms

The payment will be done in accordance with the above deliverables acceptance of the Contractor's invoice and complete set of supporting documentation.

The payment will be done in currency: Ukrainian Hryvnias. In case of two currencies involved, the United Nations Operational Rate of Exchange should be used on the day UNFPA instructs that payment(s) (web: www.treasury.un.org).

IX. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not



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be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

X. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

XI. RFQ Protest

Bidder(s) perceiving that they have been unjustly treated in connection with the solicitation or award of a contract may submit a complaint directly to the Chief, Procurement Services Branch at procurement@unfpa.org.

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Programme Manager Olesia Kompaniiets at e-mail: kompaniiets@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

XII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s). English version of request for quotations prevails.



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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/UKR/RFQ/21/26
Currency of quotation:	UAH
Validity of quotation:	
<i>(The quotation shall be valid for a period of at least 3 months after the submission deadline)</i>	

All prices must be exclusive of VAT tax, since UN and its specialized agencies are exercising zero VAT payer status

Item	Description	Number of Staff by Level	Hourly Rate	Hours to be Committed	Total
Expenses (All envisaged travel costs must be included in the financial proposal):					
1	A comprehensive capacity assessment of the SEIs to determine gaps, capacity building requirements and level of support				
2	Development of customized training materials and capacity building programs				
3	Deliver capacity building interventions (expert support, training, mentorship and coaching in online and/or offline formats) as per the agreed tailored capacity development programs for every SEI				
4	Review SEI business performance data (monthly) and provide mentorship support to SEIs with implementing their business improvement plans (at least two mentorship visits per month)				
5	Conduct two knowledge exchange sessions for SEIs (an offline and online interactive events)				
6	Development of the e-portfolios for each SEIs and the Final Report, including a comprehensive analysis, data, graphics and recommendations to guide UNFPA future project design and planning				
7	Other Expenses (if applicable)				
Total Contract Price, excl. VAT					UAH

Vendor's Comments:



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I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/UKR/RFQ/21/26 [Provision of capacity building and tailored mentorship support to ten social entrepreneurship initiatives (SEIs)]** including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	



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ANNEX I:

General Conditions of Contracts:

De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)