



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: September 22, 2021
	REFERENCE: 660-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast to convey key messages concerning the medical services delivery, cover patients' needs in health-related information, and contribute to the self-assistance.**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **11:59 PM (Kyiv Time, GMT +3) Tuesday, October 05, 2021** via email to the address below:

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

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

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

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

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

Messages should **not exceed 20 MB in size**. Offers larger than 20 MB should be split into several messages and each message subject should indicate “part x of y” besides the marking mentioned in the announcement and the solicitation documents. Messages larger than 20 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply.*

The Offeror shall mark the email letter/s:

Subject of the message should include: **“660-2021-UNDP-UKR-RFP-RPP”** and: **"Distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast to convey key messages concerning the medical services delivery, cover patients' needs in health-related information, and contribute to the self-assistance"**.

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

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

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

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

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

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

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

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

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that

you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Ms. Agnes Kochan,
Operations Manager
UNDP Ukraine*

September 22, 2021

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Annex 1**Description of Requirements**

Context of the Requirement	Distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast to convey key messages concerning the medical services delivery, cover patients' needs in health-related information, and contribute to the self-assistance
Brief Description of the Required Services	<p>The purpose of the task is to provide the consumers of the medical services in 8 healthcare facilities of Donetsk oblast with 9 touch screen information terminals in terms of conveying and covering key messages concerning healthcare assistance delivery and contribute to the optimization of seeking medical care.</p> <p>As a result of the distribution, installation, and maintenance of the touch screen information terminals, it is planned to achieve the following objectives:</p> <ol style="list-style-type: none"> 1. To increase the health literacy and widely spread the information concerning the medical services delivered on the capacities of the enlisted healthcare facilities; 2. To promote self-assistance in the meaning of appointing visits to specialists and optimize the patients' routes.
List and Description of Expected Outputs to be Delivered	<p>Under this assignment, the Contractor is responsible for:</p> <ol style="list-style-type: none"> 1. Delivery, installation, and launch of 9 touch screen information terminals on the capacities of 8 healthcare facilities in Donetsk oblast (including ensuring the interoperability with the current medical information systems, websites, social media, etc., related to the below-mentioned healthcare facilities); 2. Instruction of the personnel of the enlisted healthcare facilities regarding the operation of devices; 3. Maintenance of the devices and update of the content and software upon request of the beneficiaries during the warranty period.
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator (Local Governance and Decentralization Reform), UN RPP
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached
Location of work	According to TOR attached
Expected duration of work	According to TOR attached
Target start date	October 2021
Latest completion date	December 2021
Travels Expected	According to TOR attached
Special Security Requirements	N/A

Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	According to TOR attached
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	<p>Pre-Bidding Conference will be held on the 29th of September 2021 at 10 AM via Skype.</p> <p>Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID (for bidders willing to participating via Skype Conference) at the following e-mail:</p> <p>procurement.rpp.ua@undp.org</p> <p>Attn: Procurement Unit</p> <p>Subject: 660-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and

	<p>executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.</p> <p>UNDP will pay the negotiated amount in 3 tranches as per delivery of outputs listed. Below is a description of the % of the total budget will be paid after receipt of the following deliverables:</p> <p>Delivery of Output 1 – 30% of the agreed payment</p> <p>Delivery of Output 2 – 60% of the agreed payment</p> <p>Delivery of Output 3 – 10% of the agreed payment</p> <p>UNDP shall pay the negotiated contract fees for the services within 30 days after the services have been delivered and approved in parts according with the above payments schedule. The payments will be processed upon the full completion and acceptance of contractual obligations whereupon the UNDP representative signs the certification of acceptance.</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator (Local Governance and Decentralization Reform), UN RPP
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Experience of the firm/organization submitting the proposal – 35%</p> <p><input checked="" type="checkbox"/> Brief description of the assignment implementation 30%</p> <p><input checked="" type="checkbox"/> Personnel 35%</p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)

	<p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> Detailed ToR and Evaluation Criteria (Annex 3)</p> <p><input checked="" type="checkbox"/> Model Contract for Goods and/or Services (Annex 4)</p> <p><input type="checkbox"/> Others</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>UNDP procurement Unit</i> <i>UNDP Ukraine</i></p> <p>procurement.rpp.ua@undp.org ,</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Documents to be submitted in proposal	<p><input checked="" type="checkbox"/> Fully filled in and Signed Form for Submission of Proposal (Annex 2);</p> <p><input checked="" type="checkbox"/> Copies of Latest Business Registration Certificate (Copies of State/Tax registration documents) and other Certificates (if any);</p> <p><input checked="" type="checkbox"/> A letter of interest/offer, which outlines previous experience in implementing similar projects and competitive advantages of the applicant company;</p> <p><input checked="" type="checkbox"/> At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable);</p> <p><input checked="" type="checkbox"/> At least 2 (two) reference letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant;</p> <p><input checked="" type="checkbox"/> A Letter of Conformity to the Annex A requirements</p> <p><input checked="" type="checkbox"/> CVs of all the project team members (Team Lead/Project Manager and all other engaged Experts), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided);</p> <p><input checked="" type="checkbox"/> A proposed work plan with detailed list of key activities and vision of the distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast;</p> <p><input checked="" type="checkbox"/> Financial proposal (Please do not provide password unless requested and don't include password to letter with technical proposal part).</p>
Other Information [pls. specify]	<p><u>Administrative Requirements:</u></p> <p>Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirement/s:</p> <ul style="list-style-type: none"> - Offers must be submitted within the stipulated deadline - Offers must meet required Offer Validity - Offers have been signed by the proper authority - Offers include requested company/organization documentation as mentioned above in « Documents to be submitted in proposal» Section - Offers must comply with general administrative requirements <p><u>Experience and Qualification Requirements</u></p>

	<p><i>For the Company:</i></p> <ul style="list-style-type: none"> - A company with a valid registration (for Ukrainian companies – the company should be registered in the territory controlled by the government of Ukraine). - At least 2 (two) years of experience in the development, production and/or installation of automated self-service systems. - At least 2 (two) examples of automated self-service systems products successfully installed and launched (to be provided in organization's profile or in a separate document; links are acceptable); - Confirmed experience in development and implementation of the touch screen information terminals in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as an asset; - The Contractor must have a team of at least 3 (three) professionals with the following roles and required qualifications: <p><i>Team Leader/Project Manager:</i></p> <ul style="list-style-type: none"> - At least a Master's (or equivalent) degree in Economics, Management, Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field; - Minimum 3 (three) years of experience in project management and team management; - Experience in running projects with the development, production and/or installation of the automated self-service systems (at least 2 projects); - Experience in development, production and/or installation of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine would be considered as a strong advantage; - Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset. <p><i>Other engaged experts/specialists (at least 2 persons):</i></p> <p><i>1) Electronics engineer:</i></p> <ul style="list-style-type: none"> - Bachelor's degree or higher in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field; - Experience in development, production, installation and/or launching of the automated self-service systems (at least 2 products); - Engagement in production installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine is required; - Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset. <p><i>2) Mechanical engineer:</i></p> <ul style="list-style-type: none"> - Bachelor's degree or higher in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field; - Experience in development, production, installation and/or launching of the automated self-service systems (at least 2 products); - Engagement in production installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and
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	<p>government institutions of Ukraine is required;</p> <ul style="list-style-type: none">- Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset. <p>Other information is available on http://procurement-notice.undp.org; For the information, please contact procurement.rpp.ua@undp.org</p>
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Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

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

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the 660-2021-UNDP-UKR-RFP-RPP, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

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

- *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- *A letter of interest/offer, which describes company's profile (date of creation, size, number of staff/consultants, description of key staff) and outlines previous experience in implementing similar projects and competitive advantages of the applicant company.*
- *At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable)*
- *At least 2 (two) reference/recommendation letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant*
- *A Letter of Conformity to the Annex A requirement*
- *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

BRIEF COMPANY PROFILE

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

Full registration name	
Year of foundation	

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

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

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

B. Proposed Methodology for the Completion of Services

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

- *A proposed work plan with detailed list of key activities and vision of the distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast*

C. Qualifications of Key Personnel

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

- *CVs of all the project team members (Team Lead/Project Manager and all the engaged Experts), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided).*

D. Financial Proposal

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

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to lease/rent 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.

Cost Breakdown per Deliverable*

The key steps and a description of the results that must be obtained in the specified time frames are listed above. The Contractor is invited to assess the complexity of work on the implementation by each of these stages and offer the customer the preferred percentage of the agreement's total proposed value.

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

No.	Activities / Costs	Percentage of Price (Weight for payment)	Price, excluding VAT, <i>please indicate the currency</i>
1	Deliverable 1: Surveying the software and hardware implementation facility, coordination of all issues with the Beneficiary, and the preparation of results of the respective assessment. The action plan for all activities of the assignment is considered and approved by UNDP.		
2	Deliverable 2: Distribution and installation of the touch screen information terminals with the launching of the specialized software pre-installed on them. The system is installed and tested. Progress report is submitted and approved by UN RPP Specialist.		
3	Deliverable 3: Holding an instruction session for the staff of the medical facilities on the operation of the touch screen information terminals. The final report is submitted and approved by the UN RPP Specialist.		
	Total, excluding VAT, <i>please indicate the currency</i>	100%	

**This breakdown per deliverables shall be the basis of the payment tranches*

Cost Breakdown by Cost Component

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

Nº	Activity/Costs	Unit	Number	Cost per unit, excl. VAT, <i>indicate the currency</i>	Amount, excl. VAT, <i>indicate the currency</i>
1	Personnel				
1.1	Team Leader	month			
1.2	<i>Electronics engineer</i>				
1.3	<i>Mechanical engineer</i>				
1.4	Other staff (as required)				
2	Cost of implementation/maintenance				
2.1	Distribution of the touch screen information terminals				
2.2	Installation of the touch screen information terminals				
2.3	System warranty maintenance	month	12		

3	Administration Costs (if necessary)				
3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
4	Travel and Lodging				
4.1	Travel costs				
4.2	Accommodation				
4.3	Daily Allowance				
5	Staff training sessions				
5.1	...				
5.2	...				
	Total (please indicate currency) without VAT				

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

**** Dear partners!**

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

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

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

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

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

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

Annex 3

TERMS OF REFERENCE

Project Title: UN Recovery and Peacebuilding Programme.

Description of the Assignment: Distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast to convey key messages concerning the medical services delivery, cover patients' needs in health-related information, and contribute to the self-assistance.

Expected Places of Travel: Ukraine, government-controlled areas of Donetsk oblast.

Name and position of Immediate Supervisor: Kateryna Ostrovska, UN RPP Health Governance Specialist.

Name and Position of Senior Manager: Olena Ruditch, Programme Coordinator of Local Governance and Decentralisation Reform Component, UN RPP.

Starting Date of the Assignment: October 2021.

Duration of the Assignment: 2 months.

1. Background

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

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

The UN RPP was designed to respond to, and mitigate, the causes and effects of the armed conflict. It is based on findings of the Recovery and Peacebuilding Assessment (RPA) and is aligned to the State Target Programme for Recovery as well as to the oblasts' development strategies. It takes into account the opportunities that have arisen from the Minsk Protocol of September 2014 and the renewal of its cease-fire provisions (the latest cease-fire having been agreed in July 2020) and is also fully adjusted to the humanitarian-development nexus. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the SDGs, in particular SDG 16 (Peace, Justice and Strong institutions).

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

Component I: Economic Recovery and Restoration of Critical Infrastructure

Component II: Local Governance and Decentralisation Reform

Component III: Community Security and Social Cohesion.

The United Nations Recovery and Peacebuilding Programme (UN RPP) is being implemented by four United Nations agencies: the United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).

Twelve international partners support the Programme: the European Union (EU), the European Investment Bank (EIB), the U.S. Embassy in Ukraine, and the governments of Canada, Denmark, Germany, Japan, the Netherlands, Norway, Poland, Sweden & Switzerland.

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

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

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

The main goal of the fourth objective is to build capacity at the local level during gender-responsive healthcare reforms.

On 19 October 2017, Ukraine's Parliament approved draft law No. 6327 "On state financial guarantees for the provision of medical services and medicines," which gave a start to important and long-awaited healthcare reform in Ukraine. The introduction of the healthcare reform at the level of specialized and highly specialized medical care began on April 1, 2020. Throughout its putting into practice, the authorities faced several political, economic, and technical problems, aggravated due to the backdrop of the coronavirus pandemic that came to Ukraine. In connection to the abovementioned, the deployment, continuity, and permanence of the results of the reform remain threatened.

Under the present circumstances, medical assistance is in high demand within the considered territories of the East of Ukraine, with the sound lack of interoperability between the primary medical care, namely family doctors, and the secondary medical care, presented by profile specialists.

Digitalization of the medical services as the imperative of our time is regulated within the framework of the electronic health care system, with a clearly defined list of working modules provided by the operators of medical information systems recommended by the MoH and the NHSU. Their introduction facilitated the availability of medical care, increased the coverage of primary health care through the inclusion of the remote areas, and predisposed to the installation of an efficient frame on the patients' routes.

Nevertheless, to meet the need of the healthcare providers in reduction of the overload of the patients' flows in the condition of COVID-19 outbreak, suffice the demand of the consumers of the medical services in specialized information support and permanent attainability of care, sophisticated decisions and software solutions should be widely involved.

Therefore, UNDP is looking to contract an experienced organization, the institution with appropriate capabilities, capacity, and specialists who would be able to provide high-quality and duly performed tasks set out in this document.

2. Main goal and objectives of the assignment

The purpose of the task is to provide the consumers of the medical services in 8 healthcare facilities of Donetsk oblast with 9 touch screen information terminals in terms of conveying and covering key messages concerning healthcare assistance delivery and contribute to the optimization of seeking medical care.

As a result of the distribution, installation, and maintenance of the touch screen information terminals, it is planned to achieve the following objectives:

1. To increase the health literacy and widely spread the information concerning the medical services delivered on the capacities of the enlisted healthcare facilities;
2. To promote self-assistance in the meaning of appointing visits to specialists and optimize the patients' routes.

3. Scope of work:

Under this assignment, the Contractor is responsible for:

1. Delivery, installation, and launch of 9 touch screen information terminals on the capacities of 8 healthcare facilities in Donetsk oblast (including ensuring the interoperability with the current medical information systems, websites, social media, etc., related to the below-mentioned healthcare facilities);
2. Instruction of the personnel of the enlisted healthcare facilities regarding the operation of devices;
3. Maintenance of the devices and update of the content and software upon request of the beneficiaries during the warranty period.

Table 1. List of objects

No.	Name of the healthcare facility in Donetsk oblast	Quantity of touch screen information terminals
1	Municipal non-profit Enterprise "Volnovakha Central Rayon Hospital"	1
2	Municipal non-profit Enterprise "Sloviansk Oblast Children's Hospital"	1
3	Municipal non-profit Enterprise "Mariupol Regional Intensive Care Hospital"	1
4	Municipal non-profit Enterprise "Kramatorsk Regional Territorial Medical Association"	2
5	Municipal non-profit Enterprise "Oblast Perinatal Center of Kramatorsk"	1
6	Municipal non-profit Enterprise "Oncology Dispensary of Mariupol"	1
7	Municipal non-profit Enterprise "Mariupol Perinatal Center"	1
8	Municipal non-profit Enterprise "Sloviansk Clinical City Hospital"	1


The above-mentioned activities should be carried out in close cooperation and coordination with the United Nations Recovery and Peacebuilding Programme.

Table 2. Technical (quality) requirements to the touch screen information terminals

No	Technical (quality) requirements to the touch screen information terminals
GENERAL REQUIREMENTS	
1	Dimensions of the touch terminals (WxHxD), mm - 468x1408x390 +/- 10%.
2	Material - steel (2mm).
3	Screen size not less than 22".
4	Electrical equipment - electronic start key.
5	Resolution – at least 1280x1024.
6	Touch - 6 mm screen, anti-vandal, pcap, projected capacitive touch technology, frameless technology.
7	Controller – USB.
8	Brightness, cd/m2 – not less than 300.
9	LED illumination of the side parts is available.

10	Contrast – not less than 10000:1.
11	Viewing angle minimal - horizontal 150° general, vertical 135° general.
12	Processor - clock rate not less than 3.2 GHz and not less than 8th generation (Intel Pentium or equivalent).
13	Built-in memory - capacity not less than 4 GB.
14	Storage - SSD 2.5 "capacity not less than 120 GB.
15	Motherboard capacity not less than H410M or equivalent
16	Number of touches - multi-touch.
17	Weight, kg – 50 +/-10%.
18	Temperature mode, °C of operation - from 5° to 50°.
19	Humidity,% without condensation of operation to 80.
20	Operating system Windows 10 pro with the ability to remotely administer.
21	Specialized software installed.
REQUIREMENTS TO THE SOFTWARE INSTALLED ON THE TOUCH SCREEN INFORMATION TERMINALS	
22	Software should be based on WPF (Windows Presentation Foundation) technology, with a visualization system independent of the resolution of the output device, which takes into account the capabilities of modern graphics equipment, with interactive capabilities of user interaction with hardware and software. The software is not based on WEB technologies. The WEB-based systems are not used as CMS editors.
23	The software should include three main blocks: - Editor - to create and edit information systems; - Informant, which is a means of displaying information on the touch terminal; - Database.
24	The Editor should have a simple and intuitive interface that allows any user to quickly create, populate and update the system without using programming language and skills.
25	A distributed content storage system should be organized for the centralized updating of information.
26	The software should support the multilingual user interface of both the Informant and the Editor (Ukrainian is a must).
27	The software must have tools to create the design of the pages of the Informant by a user who does not have programming skills.
28	The software should contain a ready-made library of external design, which allows choosing the right design for the information system: at least 5 new ready-made designs (skins).
29	The software must provide the possibility of autonomous operation of the terminal network without access to communication channels. Communication deficiencies should not affect system performance. All necessary for the information system to operate after the first download must be stored on the local terminal.
30	Software should provide direct access to drivers and functions of the operating system and the ability to work directly with additional devices: printers, scanners, card readers.
31	The software interface must be optimized to work with touch equipment and provide support for gestures and all the features of touch & multitouch.
32	The software should provide the ability to make individual improvements to new functions and connect them to existing systems without losing previously recorded information.
33	The software must have a modular structure with the ability to quickly connect new function modules and disable function modules that are not involved.
34	The relational database management system MSSQL Express-2012 and above should be used as a database.
EDITOR MODE	
35	Features for the visually impaired: The Magnifier function is adapted with the touch screen to ensure easy use of the system for the visually impaired.

36	Functions for people with a color blindness: Automatic conversion of all content displayed by the system in a specialized mode, which simplifies the perception of information for people who poorly distinguish colors or have a color blindness.
37	Creation of the menu: navigation button, building a hierarchical structure of the IP.
38	Connecting documents: displaying text documents, tables, images - in RTF, PDF, XPS formats.
39	Creating a photo gallery: creating a photo gallery with captions for photos.
40	Demonstration of the image (photo): using navigation buttons. Automatic image change (presentation).
41	Video playback: video broadcasting.
42	Placing ads and news: the creation of short and detailed news blocks.
43	Creating photo galleries: consolidated photo bar to scroll through with gestures.
44	Creating photo albums: the creation of a folder with elements from the photo album.
45	Creating video albums: the creation of albums with preview images of the videos.
46	Ticker: adjust content and settings (size, color, speed).
47	Sending messages by e-mail to the recipient.
48	Filling in the fields using the virtual keyboard.
49	Printing documents (A4): output documents to the printer.
50	Creating and working with a document library: creating a folder with many documents.
51	Secure Internet access: secure Internet connection with restricted access through white and blacklists.
52	Exposition: the creation of graphic objects with dependent description, images, video.
53	Small navigation: the creation of plans, schemes, displays of routes to objects.
55	Graphic menu view: image menu.
55	Create screens of any configuration with different types of "buttons" with the ability to add images of subsidiary modules to the menu.
56	Survey/Questionnaire/Assessment of knowledge: conducting surveys, questionnaires of the subject area with the conclusion of quantitative and qualitative results. Ability to send results by e-mail.
57	Advertising: scrolling of advertising images, videos.
58	Screensaver in idle mode: demonstration of graphic information or video in idle mode of the terminal.
INFORMANT MODE	
59	<p>The menu includes:</p> <ul style="list-style-type: none"> • Doctors - display of the doctors and useful information. • Information about the medical facility - description of the medical facility • Services - list of services delivered in the medical facility • Available medicines - list of drugs under the program "Dostupni liky" • Feedback - ability to send feedback through a convenient form from the terminal • How to choose a doctor - video with recommendations • Online appointment with a doctor - subject to the availability of online recording functionality on the site of the medical facility.
DOCUMENTS, CERTIFYING THE QUALITY OF THE TOUCH SCREEN INFORMATION TERMINALS AND SOFTWARE, INSTALLED ON THEM	
60	Operating instructions and instructions on software installation are available.
61	Confirmation of the right of ownership or the right to supply the offered software on the territory of Ukraine, as well as the delegation of authority to provide service.
62	Warranty letter regarding warranty service, which in addition to information about the warranty period must contain information about the available service centers that provide warranty support and maintenance of the equipment during the specified warranty period (at least 12 months from the date of delivery).
63	Copy of the current Certificate of Conformity for the touch screen information terminals.
64	Copy of the current certificate of the Quality Management System of the manufacturer of the touch screen information terminals (ISO 9001:2008 or higher or DSTU ISO 9001:2009 or higher).

65	Copy of the product passport, which provides information on technical parameters, installation, connection, and maintenance instructions, a description of the operation of the main systems of the touch screen information terminals, a drawing indicating the main dimensions.
65	Photos of the subject of purchase captured from different angles.
SAMPLE OF APPEARANCE OF THE TOUCH SCREEN INFORMATION TERMINALS	
67	

The compliance of the touch screen information terminals with the listed requirements should be confirmed by 100% of positive answers to the Checklist questions in Annex A (Letter of Conformity should be provided at the Proposal submission stage).

4. Deliverables

The Contractor shall provide the distribution, installation, and maintenance of the touch screen information terminals in the following stages:

Stage 1. Surveying the software and hardware implementation facility, coordination of all issues with the Beneficiary, and the preparation of results of the respective assessment. The action plan for all activities of the assignment is considered and approved by UNDP.

Stage 2. Distribution and installation of the touch screen information terminals with the launching of the specialized software pre-installed on them.

- Install the touch screen information terminals for its operational use and give the access rights to the Beneficiary and users (Department of Health of Donetsk Oblast State Administration and healthcare facilities of Donetsk oblast, mentioned in the list of objects), ensuring the interoperability with the current medical information systems located on the website, websites, social media, etc., related to the below-mentioned healthcare facilities. All necessary technical documents, Warranty, and other relevant certificates must be provided by the Contractor on the delivery date.
- The System must be installed in full compliance with applicable national standards and regulations.
- The system must be tested and adapted to the conditions of the Beneficiary's work.

*Addons made to the software and other additional services provided during the testing phase should not change the cost of the software.

Stage 3. Holding an instruction session for the staff of the medical facilities on the operation of the touch screen information terminals.

- Ensure technical staff training for the operation of the touch screen information terminals.
- The contractor must develop and conduct training for all representatives of the healthcare facilities of Donetsk oblast who would be willing to study the operation on the touch screen information terminals (at least 2 hours with the practical aspects of using, online).

This training should contribute to achieving the following objectives:

- to get information about how the touch screen information terminals work;
- to learn how to use them;
- expand knowledge on how to maintain and operate the newly established touch screen information terminals;
- to develop practical skills necessary for users to work with the touch screen information terminals;
- to analyze particular errors and their effects that arise during the exploitation of the touch screen information terminals;
- to have a clear understanding of a level of automation, full use of functionality, and high-quality information and services provided.
- One-year warranty support and maintenance of the equipment must come into force.

Table3. Deliverables timeline

Deliverable #	Task description	Deadline
1	Stage 1. Surveying the software and hardware implementation facility, coordination of all issues with the Beneficiary, and the preparation of results of the respective assessment. The action plan for all activities of the assignment is considered and approved by UNDP.	1 week from the beginning of the contract
2	Stage 2. Distribution and installation of the touch screen information terminals with the launching of the specialized software pre-installed on them. The system is installed and tested. Stage 2 progress report is submitted and approved by UN RPP Specialist.	6 weeks from the beginning of the contract
3	Stage 3. Holding an instruction session for the staff of the medical facilities on the operation of the touch screen information terminals. One-year warranty support and maintenance of the equipment came into force. The final report is submitted and approved by the UN RPP Specialist.	8 weeks from the beginning of the contract

5. Monitoring and reporting requirements

The Contractor will directly report to the UN RPP Health Governance Specialist on a weekly or any other agreed basis. The Contractor will participate in the Project meetings (by ZOOM) and will share work progress.

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

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

6. Acceptance of work

The delivery of the touch screen information terminals is considered accepted after the Programme has checked and approved the Contractor's work completion report. The fact of acceptance must be confirmed by the signing of the relevant acts by authorized representatives of the Parties.

The software of the touch screen information terminals is supplied as a part of them and will be stored and operating on the server of the beneficiary (in this case information terminals will be serving as the server itself).

Distribution, installation, and maintenance of the touch screen information terminals will be performed by the Contractor in separate stages according to the calendar plan agreed by the Parties in compliance with the technical requirements.

During the Assignment, the Contractor shall provide the Beneficiary with comprehensive and relevant documentation for the benefit of the enlisted healthcare facilities in Donetsk oblast, which the latter may need for effective use and maintenance of the touch screen information terminals, i.e., a description of the implemented touch screen information terminals, user manual.

Contractor shall provide at the request of Beneficiary:

- 1) Document confirming the Contractor's rights to use of software, which must be transferred to the Beneficiary as part of the touch screen information terminals. Such document can be a certificate of copyright issued by an authority, a contract on the creation and transfer of an intellectual property object, an agreement on the transfer of copyright, an agreement on the distribution of rights to an intellectual property object, a license agreement.
- 2) Names, phone numbers, and email addresses of the authors (developers) of the software must be transferred to the Beneficiary as part of the touch screen information terminals.
- 3) A license or other document confirming the Beneficiary's right to use intellectual property objects transferred to the Beneficiary by the Contractor as part of the touch screen information terminals.

7. Requirements for the system warranty maintenance

The Contractor shall provide quality assurance in the form of warranty maintenance (technical support) within twelve (12) months from the date of signing the final act of acceptance of the services rendered including technical support, troubleshooting, software failure recovery, advisory support provided as well during the configuration of software subsystems in the Beneficiary's divisions opened within the warranty period.

Warranty technical maintenance does not provide additional financial costs for the UNDP and the Beneficiary.

The period of warranty maintenance means the period starting since the completion of services provided under the Contract, during which the Contractor shall provide other services for the operation of the implemented software to eliminate identified technical errors (defects), resolve emergencies (faults and failures) due to incidents occurred with the Beneficiary's software. The warranty maintenance will include:

- Organizing a "hotline" by phone and e-mail to receive and process the information on incidents (technical errors, defects) and emergencies in the system operation on working days from 9 a.m. to 6 p.m;
- Analyzing and classifying the information on incidents (technical errors, defects) and emergencies in the system operation; development of proposals on terms and ways of their elimination with the responsible employee of the software implementation facility;
- If necessary, making changes to the System to eliminate identified technical errors (defects) and providing the Beneficiary's with system updates according to the requirements of these Terms of Reference;
- If necessary, replacing low-quality software and hardware supplied by the Contractor (including its non-compliance with the requirements of these Terms of Reference).

Warranty maintenance will include the following services:

- a) Clarifications on:
 - General approaches to the software installation;
 - General approaches to the software administration;
 - General approaches to user experience with the software.
- b) Advisory support:
 - General recommendations on software configuration;
 - Services for checking the correctness of filling in software settings.

- c) Individual consultations of the technical support analyst on filling the installed software with the following information:
 - Setting up the process of providing services;
 - Description and filling in manuals and software classifiers (general recommendations).
- d) Remote software administration, in case of problems with its functioning, if these problems could not be solved by consulting a technical support engineer (remote access must be provided by the Beneficiary's representative responsible, therefore); the Contractor's duties do not include the system and third-party software administration;

During the entire period of technical support, the Contractor shall consider the Beneficiary's comments to the System (under the requirements set out in this document) and take measures to eliminate software errors or settings entered during the execution of the Contract and occurred due to the poor quality of services provided by the Contractor.

If there are failures in the software operating within the warranty period, the Contractor shall eliminate the errors specified by the Beneficiary within 10 (ten) days and restore its operability, if technically possible, within 24 (twenty-four) hours from the moment following the system error.

8. EXPERIENCE AND QUALIFICATION REQUIREMENTS

Experience and Qualifications Requirements

1. A company with a valid registration (for Ukrainian companies – the company should be registered in the territory controlled by the government of Ukraine).
2. At least 2 (two) years of experience in the development, production and/or installation of automated self-service systems.
3. At least 2 (two) examples of automated self-service systems products successfully installed and launched (to be provided in organization's profile or in a separate document; links are acceptable);
4. Confirmed experience in development and implementation of the touch screen information terminals in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as an asset;
5. The Contractor must have a team of at least 3 (three) professionals with the following roles and required qualifications:

Team Leader/Project Manager:

- At least a Master's (or equivalent) degree in Economics, Management, Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field;
- Minimum 3 (three) years of experience in project management and team management;
- Experience in running projects with the development, production and/or installation of the automated self-service systems (at least 2 projects);
- Experience in development, production and/or installation of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine would be considered as a strong advantage;
- Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset.

Other engaged experts/specialists (at least 2 persons):

Electronics engineer:

- Bachelor's degree or higher in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field;
- Experience in development, production, installation and/or launching of the automated self-service systems (at least 2 products);
- Engagement in production installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine is required;
- Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset.

Mechanical engineer:

- Bachelor's degree or higher in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field;
- Experience in development, production, installation and/or launching of the automated self-service systems (at least 2 products);
- Engagement in production installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine is required;
- Excellent knowledge of Ukrainian, Russian. Knowledge of English would be considered as an asset.

9. DOCUMENTS TO BE SUBMITTED WITH THE OFFER

<input checked="" type="checkbox"/>	Copy of Latest Business Registration Certificate
<input checked="" type="checkbox"/>	A letter of interest/offer, which describes company's profile (date of creation, size, number of staff/consultants, description of key staff) and outlines previous experience in implementing similar projects and competitive advantages of the applicant company.
<input checked="" type="checkbox"/>	At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable)
<input checked="" type="checkbox"/>	At least 2 (two) reference/recommendation letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant
<input checked="" type="checkbox"/>	A Letter of Conformity to the Annex A requirement
<input checked="" type="checkbox"/>	CVs of all the project team members (Team Lead/Project Manager and all the engaged Experts), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided).
<input checked="" type="checkbox"/>	A proposed work plan with detailed list of key activities and vision of the distribution, installation, and maintenance of the touch screen information terminals for the needs of the healthcare facilities in Donetsk oblast
<input checked="" type="checkbox"/>	Financial Proposal

11. EVALUATION CRITERIA AND EVALUATION METHOD**Evaluation and comparison of proposals**

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

In the First Stage, the technical proposal is evaluated based on its responsiveness to the Terms of

Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained a minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with the cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights of 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for the

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

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

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum score	Company / Organization			
1	Experience of the firm/organization submitting the proposal	35%	245				
2	Brief description of the assignment implementation	30%	210				
3	Personnel	35%	245				
	Total Score	100%	700				
	Notes						

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

Technical Evaluation Forms:

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

Form 2. Brief description of the assignment implementation

Form 3. Personnel

Evaluation of the Technical Proposal Form 1		Maximum score	Company/other organization		
			A	B	C
The experience of the company/organization submitting the proposal					
1.1	Experience in the development, production and/or installation of automated self-service systems (100 points – more than 5 years, 92 points – 3-5 years, 85 – 2 years).	100			
1.2	Examples of automated self-service systems products successfully installed and launched (at least 2 examples). (100 points – 5 and more examples; 92 points – 3-4 examples, 86 points – 2 examples).	100			
1.3	Confirmed experience in development and implementation of the touch screen information terminals in the capacities of healthcare facilities and/or government institutions of Ukraine (Availability of such an experience – 45 points; No experience – 0 points).	45			
	Total score on Form 1	245			

Evaluation of the Technical Proposal Form 2	Maximum score	Company/other organization		
		A	B	C

Brief description of the assignment implementation with an indication approach to the performance of each stage.					
2.1	Does the submitted technical offer sufficiently meet the objective and scope of work? The Technical Proposal generally meets the objectives and scope of work – 73 points; The Technical Proposal corresponds well to the task, but workload overstated/understated – 90 points; The Technical Proposal is logical and details the algorithm of the task which is corresponding to the volume of work - 105 points	105			
2.2	How well developed, reasonable and reliable is the proposed work plan? The description of the working plan was developed with an incomplete understanding of the purpose of assignment and compliance with the tasks – 73 points; Work plan includes main components required as per Terms of Reference, but the lack of details demonstrates overall approach –90 points; Work plan is detailed and includes necessary stages required to meet all goals and fulfill the tasks as per Terms of Reference – 105 points	105			
Total score on Form 2		210			

Evaluation of the Technical Proposal Form 3		Maximum score	Company/other organization		
			A	B	C
Personnel					
	Team leader/Project Manager				
3.1	At least a Master's (or equivalent) degree in Economics, Management, Mathematics, Computer Studies, Engineering, Electronic systems or another related field (23 points – Master's degree; 26 points – Ph.D)	26			
3.2	Experience in project management and team management (22 points – at least 3 years; 24 points – 4-7 years; 26 points – 8 years and more).	26			
3.3	Experience in running projects with the development, production and/or installation of the automated self-service systems (22 points – at least 2 projects; 25 points – 3-6 projects; 28 points – 7 projects and more).	28			
3.4	Experience in development, production and/or installation of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine (15 points - Availability of such an experience;	15			

	0 points – no such experience).				
3.5	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 7 points, fluent in Ukrainian, Russian and English – 10 points).	10			
	Interim score by criteria 3.1-3.5	105	74		
	<i>Electronics engineer</i>				
4.1	At least a Bachelor's (or equivalent) degree in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field (18 points – Bachelor's degree; 20 points – Master's degree; 22 points – Ph.D.).	22			
4.2	Experience in development, production, installation and/or launching of the automated self-service systems (14 points – at least 2 products; 18 points – 3-6 products; 23 points – 7 products and more).	23			
4.3	Engagement in at least one project of production, installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine (20 points - engagement in more than 2 projects; 15 points – engagement in 2 projects; 10 points – engagement in at least one project)	20			
4.4	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 7 points, fluent in Ukrainian, Russian and English – 10 points).	10			
	Interim score by criteria 4.1-4.4	70	49		
	<i>Mechanical engineer</i>				
5.1	At least a Bachelor's (or equivalent) degree in Mathematics, Computer Studies, Engineering, Electronic systems or another relevant related field (18 points – Bachelor's degree; 20 points – Master's degree; 22 points – Ph.D.).	22			
5.2	Experience in development, production, installation and/or launching of the automated self-service systems (14 points – at least 2 products; 18 points – 3-6 products; 23 points – 7 products and more).	23			
5.3	Engagement in at least one project of production, installation and/or launching of the touch screen information terminals on the capacities of healthcare facilities and government institutions of Ukraine (20 points - engagement in more than 2 projects; 15 points – engagement in 2 projects; 10 points – engagement in at least one project)	20			
5.4	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 7 points, fluent in Ukrainian, Russian and English – 10 points).	10			

	Interim score by criteria 5.1-5.4	70	49		
	Total score on Form 3	245	172		

12. PAYMENT SCHEDULE

Payments will be linked to deliverables and made upon completion of the above stages and submission of respective reports. Payments will be made according to the following schedule:

- Delivery of Output 1 and submission of the initial report – 30%
- Delivery of Output 2 and submission of the interim report – 60%
- Delivery of Output 3 and submission of the final report – 10%

The payment is made by UNDP within 30 (thirty) calendar days from the date of respective deliverable acceptance by UNDP and submission of originals of the invoice, act of acceptance, and a tax invoice (if applicable).

13. FINANCIAL PROPOSAL

Bidders shall submit their proposals according to the form given below. All costs associated with the provision of services must be included in the proposal (e.g., travel costs, business trips, staff salaries, accommodation, etc.). The price offer of the bidder to be awarded the Contract is fixed and cannot be revised during its execution.

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

A. Cost breakdown per deliverables

No.	Activities / Costs	Percentage of Price (Weight for payment)	Price, excluding VAT, <i>please indicate the currency</i>
1	Deliverable 1: Surveying the software and hardware implementation facility, coordination of all issues with the Beneficiary, and the preparation of results of the respective assessment. The action plan for all activities of the assignment is considered and approved by UNDP.		
2	Deliverable 2: Distribution and installation of the touch screen information terminals with the launching of the specialized software pre-installed on them. The system is installed and tested. Progress report is submitted and approved by UN RPP Specialist.		
3	Deliverable 3: Holding an instruction session for the staff of the medical facilities on the operation of the touch screen information terminals. The final report is submitted and approved by the UN RPP Specialist.		
	Total, excluding VAT, <i>please indicate the currency</i>	100%	

B. Cost breakdown by Cost Component

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


Nº	Activity/Costs	Unit	Number	Cost per unit, excl. VAT, <i>indicate the currency</i>	Amount, excl. VAT, <i>indicate the currency</i>
1	Personnel				
1.1	Team Leader	month			
1.2	<i>Electronics engineer</i>				
1.3	<i>Mechanical engineer</i>				
1.4	Other staff (as required)				
2	Cost of implementation/maintenance				
2.1	Distribution of the touch screen information terminals	unit			
2.2	Installation of the touch screen information terminals	unit			
2.3	System warranty maintenance	Month	12		
3	Administration Costs (if necessary)				
3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
4	Travel and Lodging				
4.1	Travel costs				
4.2	Accommodation				
4.3	Daily Allowance				
5	Staff training sessions				
5.1	...				
5.2	...				
	Total (please indicate currency)				

Annex A

№	Technical (quality) requirements to the touch screen information terminals	Compliance with the requirements (Yes / No) Indicator
GENERAL REQUIREMENTS		
1	Dimensions of the touch terminals (WxHxD), mm - 468x1408x390 +/- 10%.	
2	Material - steel (2mm).	
3	Screen size not less than 22".	
4	Electrical equipment - electronic start key.	
5	Resolution – at least 1280x1024.	
6	Touch - 6 mm screen, anti-vandal, pcap, projected capacitive touch technology, frameless technology.	
7	Controller – USB.	
8	Brightness, cd/m2 – not less than 300.	
9	LED illumination of the side parts is available.	
10	Contrast – not less than 10000:1.	
11	Viewing angle minimal - horizontal 150° general, vertical 135° general.	
12	Processor - clock rate not less than 3.2 GHz and not less than 8th generation (Intel Pentium or equivalent).	
13	Built-in memory - capacity not less than 4 GB.	
14	Storage - SSD 2.5 "capacity not less than 120 GB.	
15	Motherboard capacity not less than H410M or equivalent	
16	Number of touches - multi-touch.	
17	Weight, kg – 50 +/-10%.	
18	Temperature mode, °C of operation - from 5° to 50°.	
19	Humidity,% without condensation of operation to 80°.	
20	Operating system Windows 10 pro with the ability to remotely administer.	
21	Specialized software installed.	
REQUIREMENTS TO THE SOFTWARE INSTALLED ON THE TOUCH SCREEN INFORMATION TERMINALS		
22	Software should be based on WPF (Windows Presentation Foundation) technology, with a visualization system independent of the resolution of the output device, which takes into account the capabilities of modern graphics equipment, with interactive capabilities of user interaction with hardware and	

	software. The software is not based on WEB technologies. The WEB-based systems are not used as CMS editors.	
23	The software should include three main blocks: - Editor - to create and edit information systems; - Informant, which is a means of displaying information on the touch terminal; - Database.	
24	The Editor should have a simple and intuitive interface that allows any user to quickly create, populate and update the system without using programming language and skills.	
25	A distributed content storage system should be organized for the centralized updating of information.	
26	The software should support the multilingual user interface of both the Informant and the Editor (Ukrainian is a must).	
27	The software must have tools to create the design of the pages of the Informant by a user who does not have programming skills.	
28	The software should contain a ready-made library of external design, which allows choosing the right design for the information system: at least 5 new ready-made designs (skins).	
29	The software must provide the possibility of autonomous operation of the terminal network without access to communication channels. Communication deficiencies should not affect system performance. All necessary for the information system to operate after the first download must be stored on the local terminal.	
30	Software should provide direct access to drivers and functions of the operating system and the ability to work directly with additional devices: printers, scanners, card readers.	
31	The software interface must be optimized to work with touch equipment and provide support for gestures and all the features of touch & multitouch.	
32	The software should provide the ability to make individual improvements to new functions and connect them to existing systems without losing previously recorded information.	
33	The software must have a modular structure with the ability to quickly connect new function modules and disable function modules that are not involved.	
34	The relational database management system MSSQL Express-2012 and above should be used as a database.	
EDITOR MODE		
35	Features for the visually impaired: The Magnifier function is adapted with the touch screen to ensure easy use of the system for the visually impaired.	
36	Functions for people with a color blindness: Automatic conversion of all content displayed by the system in a specialized mode, which simplifies the perception of information for people who poorly distinguish colors or have a color blindness.	
37	Creation of the menu: navigation button, building a hierarchical structure of the IP.	
38	Connecting documents: displaying text documents, tables, images - in RTF, PDF, XPS formats.	
39	Creating a photo gallery: creating a photo gallery with captions for photos.	
40	Demonstration of the image (photo): using navigation buttons. Automatic image change (presentation).	
41	Video playback: video broadcasting.	
42	Placing ads and news: the creation of short and detailed news blocks.	

43	Creating photo galleries: consolidated photo bar to scroll through with gestures.	
44	Creating photo albums: the creation of a folder with elements from the photo album.	
45	Creating video albums: the creation of albums with preview images of the videos.	
46	Ticker: adjust content and settings (size, color, speed).	
47	Sending messages by e-mail to the recipient.	
48	Filling in the fields using the virtual keyboard.	
49	Printing documents (A4): output documents to the printer.	
50	Creating and working with a document library: creating a folder with many documents.	
51	Secure Internet access: secure Internet connection with restricted access through white and blacklists.	
52	Exposition: the creation of graphic objects with dependent description, images, video.	
53	Small navigation: the creation of plans, schemes, displays of routes to objects.	
54	Graphic menu view: image menu.	
55	Create screens of any configuration with different types of "buttons" with the ability to add images of subsidiary modules to the menu.	
56	Survey/Questionnaire/Assessment of knowledge: conducting surveys, questionnaires of the subject area with the conclusion of quantitative and qualitative results. Ability to send results by e-mail.	
57	Advertising: scrolling of advertising images, videos.	
58	Screensaver in idle mode: demonstration of graphic information or video in idle mode of the terminal.	
INFORMANT MODE		
59	<p>The menu includes:</p> <ul style="list-style-type: none"> • Doctors - display of the doctors and useful information. • Information about the medical facility - description of the medical facility • Services - list of services delivered in the medical facility • Available medicines - list of drugs under the program "Dostupni liky" • Feedback - ability to send feedback through a convenient form from the terminal • How to choose a doctor - video with recommendations • Online appointment with a doctor - subject to the availability of online recording functionality on the site of the medical facility. 	
DOCUMENTS, CERTIFYING THE QUALITY OF THE TOUCH SCREEN INFORMATION TERMINALS AND SOFTWARE, INSTALLED ON THEM		
60	Operating instructions and instructions on software installation are available.	
61	Confirmation of the right of ownership or the right to supply the offered software on the territory of Ukraine, as well as the delegation of authority to provide service.	

62	Warranty letter regarding warranty service, which in addition to information about the warranty period must contain information about the available service centers that provide warranty support and maintenance of the equipment during the specified warranty period (at least 12 months from the date of delivery).	
63	Copy of the current Certificate of Conformity for the touch screen information terminals.	
64	Copy of the current certificate of the Quality Management System of the manufacturer of the touch screen information terminals (ISO 9001:2008 or higher or DSTU ISO 9001:2009 or higher).	
65	Copy of the product passport, which provides information on technical parameters, installation, connection, and maintenance instructions, a description of the operation of the main systems of the touch screen information terminals, a drawing indicating the main dimensions.	
66	Photos of the subject of purchase captured from different angles.	
SAMPLE OF APPEARANCE OF THE TOUCH SCREEN INFORMATION TERMINALS		
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Annex 4

Model Contract

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

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

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