



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: October 18, 2021
	REFERENCE: 625-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of

Conducting a representative survey of the residents of conflict-affected communities and users of administrative services, provided at the entry-exit checkpoints (EECPs) and through a network of mobile administrative service centers in Donetsk and Luhansk oblasts.

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

Proposals may be submitted on or before **11:59 (midday, Kyiv time) Monday, November 01, 2021** and via email to the address below:

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

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

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

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

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

Messages should **not exceed 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: **“625-2021-UNDP-UKR-RFP-RPP” Conducting a representative survey of the residents of conflict-affected communities and users of administrative services, provided at the entry-exit checkpoints (EECPs) and through a network of mobile administrative service centers in Donetsk and Luhansk oblasts.**

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.

The Proposal that meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

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, herein attached as Annex 3.

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:

<http://www.undp.org/content/dam/undp/img/corporate/procurement/UN%20Supplier%20Code%20of%20Conduct.pdf>

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Ms. Agnes Kochan,
Operations Manager
UNDP Ukraine
18-Oct-21*

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Description of Requirements

Project name:	UN Recovery and Peacebuilding Programme
Brief Description of the Required Services	<p>Between 2020 and 2022 all EECs in Donetsk and Luhansk oblasts will be equipped with Modular Centres, which will provide essential administrative, social, and other public services for people crossing the 'contact line'. Two of such centres have been already established at the EECs in Novotroitske (Donetsk Oblast) and Shchastia (Luhansk Oblast), while the remaining 5 (Stanytsia Luhanska, Zolote, Mariinka, Maiorsk, Hnutove) are currently under development.</p> <p>As part of the project, it is planned to engage a qualified survey company (hereinafter – Contractor) to conduct an assessment on the relevance, timeliness, and quality of administrative, legal and other services for women and men most affected by the conflict in eastern Ukraine. The data collection will be conducted at Novotroitske (Donetsk Oblast) and Stanytsia Luhanska (Luhansk Oblast) EECs, and Milove border crossing point in Luhansk Oblast, as well as in the particular settlements of Donetsk and Luhansk oblasts, where the enumerators will be accompanying the daily work of 10 mobile administrative service centers.</p>
The overall objective	<p>Specifically, the assignment aims to assess the expectations and needs of the residents of non-government-controlled areas (NGCAs) of Donetsk and Luhansk oblasts, who are crossing the 'contact line' to obtain the necessary services in GCAs, as well as local residents and service users from the settlements along the 'contact line', which are covered by a network of mobile administrative service centres. The main objectives of the assignment are the following:</p> <ol style="list-style-type: none"> 1) Develop and agree with the UN RPP the methodology and questionnaires for the assessment of public opinion of NGCA residents at the EECs, as well as local residents and service users from the settlements along the 'contact line', which are covered by a network of mobile administrative service centres. 2) Conducting a representative survey (face-to-face interviews) of 1,600 residents of non-government-controlled areas (NGCAs) of Donetsk and Luhansk oblasts, who are crossing the 'contact line' to obtain the necessary services in GCAs, as well as local residents and service users from the settlements along the 'contact line' to obtain the data on the relevance, timeliness and quality of administrative, legal and other services for women and men most affected by the conflict in eastern Ukraine. 3) Provide the final report based on the data and insights from the public opinion survey at the EECs and in settlements along the 'contact line'. The contractor shall ensure that the report describes the methodology of the study, its main findings and recommendations, limitations and lessons learned, and is informed by gender analysis and developed in line with corporate gender equality goals and priorities. The report should include the annex with datasets in SPSS (.sav) and Excel formats, as well as frequency tables with answers disaggregated by demographic characteristics. Overall, the report should meet the following requirements: at least 20 pages

	(excluding charts and diagrams), *.docx format, Times New Roman, 12 pt., line spacing – 1.15.
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator (Local Governance and Decentralization Reform)
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 the proposed timeframe specified in the attached TOR
Target start date	November-December 2021
Target completion date	January-February 2022
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)	The Program does not provide premises, equipment, supporting personnel, services or logistic support
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: http://treasury.un.org <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input 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"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days 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.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on 25-Oct-2021 at 15-00 pm (Kyiv time) via Skype.

	<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 at the following e-mail: procurement.rpp.ua@undp.org Attn: Procurement Unit Subject: 625-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration</p>
Payment Terms	<p>The contractor is invited to assess the complexity of work on the implementation by each of these Deliverables, and to offer the customer the preferred percentage of the total proposed value of the contract.</p> <p>Proposed by UNDP payment schedule:</p> <ul style="list-style-type: none"> • 50% - upon submission and approval of Deliverables 1-2. • 50% - upon submission and approval of Deliverable 3. <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ol style="list-style-type: none"> UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; Receipt of invoice from the Contractor.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator (Local Governance and Decentralization Reform)
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Goods and/or 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). <u>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.</u>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 28.5% <input checked="" type="checkbox"/> Proposed work plan, methodology and approach 28.5% <input checked="" type="checkbox"/> Personnel and invited experts/consultants 43% <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 supplier <input type="checkbox"/> One or more Supplier, depending on the following factors (according to Lots): <input type="checkbox"/> Respectively per each LOT <input type="checkbox"/> The general combination of the lowest prices for all lots, based on different combinations of award contracts

	<input type="checkbox"/> Regardless of the ability to execute work on more than one lot, UNDP can at its discretion to award a contract to other parties for the purpose of reduce the risk of work. <input type="checkbox"/> If Bidder submits proposal for more than one LOT, UNDP keeps it's right for request of additional information, which could confirm ability of supply lots a per each lots.
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link: https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html <input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Contract for Goods and/or Services (Annex 4)
Contact Person for Inquiries (Written inquiries only) ¹	<p><i>Procurement Unit</i> <i>UNDP Ukraine</i> procurement.rpp.ua@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Documents to be submitted in proposal	<input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2); <input checked="" type="checkbox"/> Copy of Latest Business Registration Certificate and Tax Registration certificate <input checked="" type="checkbox"/> A letter of interest/letter of offer, which outlines previous experience in implementing similar projects and the competitive advantages of the applicant company/organization. <input checked="" type="checkbox"/> The company's portfolio of the previous projects, setting out at least 3 (three) samples of experience in preparation/development of analytical survey/research products, links are applicable. <input checked="" type="checkbox"/> Brief description of the proposed methodology and approach that confirms adherence to the Terms of Reference and has detailed information on the proposed survey (including sampling, data collection, measures of quality assurance, etc.). A work plan indicating the responsible personnel. <input checked="" type="checkbox"/> CVs of project team members (including a Team Leader and Supervisors) with clear description of their roles in the Project for current Terms of Reference, including the information on education, language knowledge and experience in implementing similar projects/objectives, as well as confirmation from each team member that they are available for the entire duration of the contract. <input checked="" type="checkbox"/> Matrix of the experience, language skills, region of residence of the proposed Enumerators. <input checked="" type="checkbox"/> Minimum 2 (two) reference letters on similar to these Terms of Reference projects from previous Clients / Partners. <input checked="" type="checkbox"/> Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).
Other Information Related to the RFP	<p><u>Administrative Requirements:</u></p> <p>✓ Submitted offers will be reviewed on "Pass" or "Fail" basis to</p>

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

	<p>determine compliance with the below formal criteria/ requirement/s:</p> <ul style="list-style-type: none"> ✓ Offers must be submitted within the stipulated deadline ✓ Offers must meet required Offer Validity ✓ Offers have been signed by the proper authority ✓ Offers include requested company/organization documentation, including documentation regarding the company/organization's legal status and registration <p>Offers must comply with general administrative requirements:</p> <p>The company/organization submitting the proposal:</p> <ol style="list-style-type: none"> 1) A company with valid registration for at least 3 (three) years (for Ukrainian companies – a company should be registered on the territory controlled by the government of Ukraine). 2) A company with experience in public opinion polling for at least 3 (three) years. 3) Proven experience in organization and facilitation of public opinion research (including focus group discussions, individual and group expert interviews, large scale surveys of at least 1,500 respondents at the regional level) in different sectors, including social and economic development, local governance, and public service provision (at least 3 (three) samples should be provided). 4) Proven experience in preparation/development of analytical survey/research products (at least 3 (three) samples should be provided). 5) A minimum of 2 (two) reference letters on similar to these Terms of Reference projects from previous Clients / Partners. 6) Experience of work in different communities of Donetsk and Luhansk oblasts, including rural settlements, will be an asset. 7) Experience of work in a 20 km zone from the "contact line" will be an asset. 8) Availability of human resources that will ensure due quality and timely implementation of the contract. The Contractor must have a team of experts with the following roles and required qualifications (please propose reasonable team composition, which may exceed minimum required, but pay attention that only qualification of the experts included in TOR will be assessed): <p>Experts team composition:</p> <p>Team Leader:</p> <ol style="list-style-type: none"> 1) At least a Master/Specialist Degree (or equivalent) in statistics, social science, or other related fields. 2) At least 5 (five) years of experience in developing survey methodologies and preparation of analytical research products. 3) Proved professional experience in organization and facilitation of field assessments and sociological research (practical experience in the creation of polls' grid, focus group guides, survey logistics, etc) (at least 2 (two) samples should be provided).
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	<ol style="list-style-type: none"> 4) Professional experience in preparing different reporting documents, processing/scripting questionnaires (at least 2 (two) samples should be provided). 5) Previous experience with a multilateral or international organization and/or NGO project funded by the international donor will be an advantage. 6) Excellent proficiency in spoken and written Russian and Ukrainian. Knowledge of English, at least at the intermediate level, will be considered an asset. <p>Supervisors:</p> <ol style="list-style-type: none"> 1) At least 3 (three) years of experience as a supervisor in public opinion surveys. 2) Excellent proficiency in spoken and written Russian and Ukrainian. <p>Enumerators (number of enumerators will be determined by bidder, but a minimum of 15 people):</p> <ol style="list-style-type: none"> 1) Experience of work in at least 3 (three) different public opinion surveys in a face-to-face mode. 2) Excellent proficiency in spoken and written Russian and Ukrainian <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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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[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 **625-2021-UNDP-UKR-RFP-RPP** dated 10/18/2021, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

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	
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,	Please indicate here

² This serves as a guide to the Service Provider in preparing the Proposal.

³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

licenses, certifications, accreditations (If any);	
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
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, and expected deliverables, implementation schedule for each deliverable/output will be appropriate to the local conditions and context of the work.

Must include:

Brief description of the proposed methodology and approach that confirms adherence to the Terms of Reference and has detailed information on the proposed survey (including sampling, data collection, measures of quality assurance, etc.). A work plan indicating the responsible personnel.

C. Qualifications of Key Personnel

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

- 1. CVs of project team members (including a Team Leader and Supervisors) with clear description of their roles in the Project for current Terms of Reference, including the information on education, language knowledge and experience in implementing similar projects/objectives, as well as confirmation from each team member that they are available for the entire duration of the contract.*
- 2. Matrix of the experience, language skills, region of residence of the proposed Enumerators.*

Financial Proposal

The Contractor will be responsible for all administrative expenses associated with undertaking this assignment including development of video, adaptation, advertising, office accommodation, printing, stationary, telephone and electronic communications, and report copies incurred in this assignment,

The expenses related to the implementation of services, such as accommodation, meals, technical devices, rental of premises for the activities, travel costs, as well as experts fees and their travel costs should be included in the financial proposal.

A. Cost Breakdown per Deliverables

Bidders should submit their proposals in the following format that indicates the all-inclusive fixed total contract price (lump sum) for all breakdown according to stage, types of services and schedule of their provision.

No.	Deliverables	TOTAL (indicate currency), without VAT
1	Deliverable 1	
2	Deliverable 2	
3	Deliverable 3	
Total price, (indicate currency), without VAT		
VAT		
Total all-inclusive price, (indicate currency), with VAT		

B. Cost Breakdown by Cost Component:

B. Cost breakdown by components:

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

No	Activity/Costs	Unit	Number	Price per unit without VAT, indicate currency	Total price without VAT, indicate currency
1.	Staff				
1.1	Team Leader	Month			
1.2	Supervisor 1	Month			
1.3	Supervisor 2	Month			
1.4	...				
	Enumerators	Month			
..	...	Month			
2.	Cost of implementation				
2.1					
2.2					
2.3					
3.	Administration costs (if any)				
3.1					
3.2					
4.	Logistical costs				
4.1					
4.2					
5.	Other costs (if any – to define activities/costs)				

Total price, (indicate currency), without VAT	
VAT	
Total all-inclusive price, (indicate currency), with VAT	

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



Empowered lives.
Resilient nations.

TERMS OF REFERENCE

Project Name:	United Nations Recovery and Peacebuilding Programme
Post Title:	Conducting a representative survey of the residents of conflict-affected communities and users of administrative services, provided at the entry-exit checkpoints (EECPs) and through a network of mobile administrative service centers in Donetsk and Luhansk oblasts.
Expected Places of Travel:	Entry-exit checkpoints in Novotroitske (Donetsk Oblast) and Stanytsia Luhanska (Luhansk Oblast), and Milove border crossing point in Luhansk Oblast. Settlements from the following communities, which are covered by a network of mobile administrative service centres (ASCs): Kurakhove, Mariinka, Mariupol, Siversk and Vuhledar in Donetsk Oblast; and Novoaidar, Popasna, Sievierodonetsk, Stanytsia Luhanska and Zolote in Luhansk Oblast.
Primary Supervisor's name and functional post:	Local Governance and Administrative Services Specialist
Secondary Supervisor's name and functional post:	Programme Coordinator (Local Governance and Decentralization Reform)
Starting Date of Assignment:	December 2021
Duration of Assignment:	10 weeks
Payment arrangements:	Lump-sum (payments linked to deliverables)
Selection Method:	Desk review

I. BACKGROUND

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

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

Government of Ukraine and in cooperation with a number of partnering UN agencies (UN Women, FAO, UNFPA).

The RPP was designed to respond to, and mitigate, the causes and effects of the 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 two oblast 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 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 1: Economic Recovery and Restoration of Critical Infrastructure.

Component 2: Local Governance and Decentralization Reform.

Component 3: Community Security and Social Cohesion.

The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. It is a unifying intervention framework for 12 projects funded by 12 international partners and is worth over 105 million USD.

In October 2018, four UN agencies (UNDP, UN Women, FAO, and the UNFPA) 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 (GCAs) of the regions. It will contribute to peacebuilding and prevent further escalation of conflict in 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 in Micro, Small, and Medium Enterprise (MSME) development through demand-driven business development services and professional skills training.
3. To enhance social cohesion and reconciliation through the promotion of civic initiatives.
4. To support sector reforms and structural adjustments in health, education, and critical public infrastructure to mitigate the direct impacts of the conflict.

In April 2019, UNDP launched a new project called "Mobile Service Provision for the Conflict-Affected Population of Eastern Ukraine" funded by the Government of Canada. The project is being implemented within the UN RPP. It is focused on reducing the unprecedented pressure and barriers faced by citizens of this region, mainly women, in addressing their issues related to access to administrative services, legal aid, and information. These challenges also deny access to basic services, as well as interfere with the rights of the population, in particular, those of women.

Between 2020 and 2022 all EECs in Donetsk and Luhansk oblasts will be equipped with Modular Centres, which will provide essential administrative, social, and other public services for people crossing the 'contact line'. Two of such centres have been already established at the EECs in Novotroitske (Donetsk Oblast) and Shchastia (Luhansk Oblast), while the remaining 5 (Stanytsia Luhanska, Zolote, Mariinka, Maiorsk, Hnutove) are currently under development.

As part of the project, it is planned to engage a qualified survey company (hereinafter – Contractor) **to conduct an assessment on the relevance, timeliness, and quality of administrative, legal and other services for women and men most affected by the conflict in eastern Ukraine.** The data collection will be conducted at Novotroitske (Donetsk Oblast) and Stanytsia Luhanska (Luhansk Oblast) EECs, and Milove border

crossing point in Luhansk Oblast, as well as in the particular settlements of Donetsk and Luhansk oblasts, where the enumerators will be accompanying the daily work of 10 mobile administrative service centers.

2. Main Objectives of the Assignment

Specifically, the assignment aims to assess the expectations and needs of the residents of non-government-controlled areas (NGCAs) of Donetsk and Luhansk oblasts, who are crossing the 'contact line' to obtain the necessary services in GCAs, as well as local residents and service users from the settlements along the 'contact line', which are covered by a network of mobile administrative service centres. The main objectives of the assignment are the following:

- 1) Develop and agree with the UN RPP the methodology and questionnaires for the assessment of public opinion of NGCA residents at the EECs, as well as local residents and service users from the settlements along the 'contact line', which are covered by a network of mobile administrative service centres.
- 2) Conducting a representative survey (face-to-face interviews) of 1,600 residents of non-government-controlled areas (NGCAs) of Donetsk and Luhansk oblasts, who are crossing the 'contact line' to obtain the necessary services in GCAs, as well as local residents and service users from the settlements along the 'contact line' to obtain the data on the relevance, timeliness and quality of administrative, legal and other services for women and men most affected by the conflict in eastern Ukraine.
- 3) Provide the final report based on the data and insights from the public opinion survey at the EECs and in settlements along the 'contact line'. The contractor shall ensure that the report describes the methodology of the study, its main findings and recommendations, limitations and lessons learned, and is informed by gender analysis and developed in line with corporate gender equality goals and priorities. The report should include the annex with datasets in SPSS (.sav) and Excel formats, as well as frequency tables with answers disaggregated by demographic characteristics. Overall, the report should meet the following requirements: at least 20 pages (excluding charts and diagrams), *.docx format, Times New Roman, 12 pt., line spacing – 1.15.

3. Scope of Work

The assessment will encompass a public opinion survey at the EECs and settlements along the 'contact line', which are covered by a network of mobile administrative service centres (ASCs), aiming to measure both: a) the needs and expectations of NGCA residents, who are crossing the 'contact line' to obtain the necessary services in GCAs; b) perceptions of the service users about the relevance, timeliness and quality of administrative, legal and other services provided by mobile ASCs.

To achieve the above objectives, the Contractor will:

- 1) **Appoint a Team Leader** who will be responsible for coordinating the logistics of the assessment, communicating with the UN RPP, and ensuring that all deliverables are completed on-time and are of the highest quality. The Team Leader should also participate in the survey pre-test (pilot) and ensure that all supervisors and enumerators are certified for data collection.
- 2) **Provide a team of experienced Supervisors** (no more than 1 per 8 enumerators) who will:
 - a) Participate and assist in building the capacity of enumerators through learning sessions and field practice.
 - b) Together with selected enumerators, the supervisors will be piloting and pre-testing the survey (at least 10 interviews) and providing their feedback on potential improvements and changes to the survey tool and the methodology.
 - c) Travel to the field and supervise a team of enumerators which requires:
 - i) Ensuring:
 - enumerators are in the precise location identified by the Programme for conducting the survey each day.
 - compliance with the methodology.
 - maps of household visited are accurate.
 - the designated number of interviews are conducted as per plan with the highest standards of ethics and professionalism.
 - ii) Conducting:
 - (1) at least two spot-checks each day.

- (2) at least two back-checks (the supervisor conducts the survey with the respondent after the enumerator finished to check for any problems with how the survey was coded) each day and recording the degree of accuracy.
- iii) Answer questions asked by the enumerators, and direct questions to the UN RPP as appropriate.
- iv) Notifying the Programme immediately if any changes to the agreed plan are necessary.
- v) Providing:
 - a weekly plan before the start of each week which clearly specifies for each day the specific area in which each supervisor/enumerator will be working and the routes that will be followed.
 - a weekly summary of the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, and any issues that were encountered.
 - a final report which consists of the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, the enumerator maps, and any issues that were encountered.
- 3) **Provide a team of experienced Enumerators** (exact number to be determined by a bidder, but a minimum of 15), preferably, who are residents of Donetsk and Luhansk oblasts. The UN RPP reserves the right to remove any enumerator who, in its opinion, does not meet Programme's standards for integrity and professionalism, including but not limited to, failing to follow the methodology or professional/ethical standards. The UN RPP also reserves the right to send its own monitors to supervise the data collection process. The enumerators will:
 - a) Participate in capacity building activities organized by the Contractor to get the necessary knowledge and skills on the survey instruments, tools, and methodology.
 - b) Travel to the field and conduct a survey which requires:
 - i. Compliance with the methodology.
 - ii. Conducting a total of 1,600 face-to-face interviews as per plan with the highest standards of ethics and professionalism. The contractor is expected to complete the agreed number of surveys: any non-response must be replaced with another respondent according to the research methodology. The contractor can assume a survey will take no more than 15 minutes when preparing its timeline.
 - iii. Entering the responses accurately and legibly.
 - iv. Collecting contact details of respondents for further verification.
 - v. Following all instructions provided by the supervisor.
- 4) Provide all necessary logistical support, conducting survey using the tablet devices with GPS localization, travel, and ensuring the necessary facilities for enumerator training. The contractor should be able to administer the survey via tablets and should have the capacity to upload the data at least on a daily basis. Software that is used by the Contractor must have the capability to record grid-type responses (in contrast to single questions per tablet page).
- 5) Provide weekly updates on the progress of the survey (including raw datasets in CSV and SPSS formats).
- 6) Provide a final technical report and final datasets (in CSV and SPSS formats).
- 7) Provide a final analytical report and a ppt presentation (following templates agreed with the UN RPP) consisting of the data from the public opinion survey at the EECs and settlements along the 'contact line', which are covered by a network of mobile administrative service centres (ASCs)

The UN RPP will provide the necessary methodological guidance throughout the assignment.

The output deliverables by the contractor will follow the four stages of the research process as outlined below:

Stage 1: Develop and agree with the UN RPP the survey methodology, sampling and research tools (including the questionnaires). This shall include: a) a detailed daily workplan of activities; b) a questionnaire for 800

face-to-face interviews with the residents of non-government-controlled areas (NGCAs) of Donetsk and Luhansk oblasts, who are crossing the 'contact line' to obtain the necessary services in GCAs about their expectations and needs regarding services at the EECs (up to 30 questions in total); c) a questionnaire for 800 face-to-face interviews with the residents and service users from the settlements along the 'contact line', which are covered by a network of mobile ASCs (up to 30 questions in total); d) calculate sampling and develop necessary methodological guidelines for enumerators. The Contractor determines the sample and the level of representativeness in a proper way, based on the specifics of the location and the practicalities of conducting the survey in the given time frame. The initial research questions will be provided by the UN RPP to the Contractor for their further adaptation and processing. The Contractor should process, structure, and script the following documents to the appropriate software format to ensure quality research process and export of the obtained data in CSV and SPSS formats.

According to the clearly established criteria, developed by the Contractor and approved by the UN RPP, the methodology should be based upon the general principles of conducting an independent quantitative sociological survey and include the following:

- screening selection of respondents with the breakdown by age/gender/type of settlement and population density.
- scheme and place of an interview, any changes to the plan should be immediately agreed with the UN RPP.
- precise interview plan, in compliance with quarantine restrictions in connection to COVID-19.
- guides to polling (method; approach to an interviewee; behaviour during interviews, wording of questions, step-by-step guide to cover all the questions that will be asked).
- sampling (quota) lists for each interviewer and each day of polling, indicating time and location of the interview.

Stage 2: Conduct a pilot survey with at least 15 respondents at the EECs and in different settlements of Donetsk and Luhansk oblasts and collect the feedback for further adaptation of the survey tools and methodological guidelines. Any changes to the survey tools should be discussed and approved by the UN RPP.

The Contractor shall build the capacity of the enumerators and supervisors on the survey instruments, tools and methodology, including the development of necessary skills of work with any specialized software or tablets, that will be provided by the Contractor. All enumerators and supervisors shall pass a practical test (certification) on the abovementioned aspects of the survey, before being able to start the field data collection. The contractor will be responsible for the development and implementation of this capacity building activity, in compliance to the COVID-19 prevention and mitigation measures.

Stage 3: Conduct 1,600 face-to-face interviews at the EECs and in communities along the 'contact line', according to the following plan:

- 800 face-to-face interviews with NGCA residents at Novotroitske (Donetsk Oblast) and Stanytsia Luhanska (Luhansk Oblast) EECs, and Milove border crossing point in Luhansk Oblast.
- 800 face-to-face interviews with service users in settlements along the 'contact line' (GCA). The enumerators will be accompanying mobile ASCs according to their respective schedules and interviewing ASC customers at the exit. A network of mobile ASCs currently covers the following communities: Kurakhove, Mariinka, Mariupol, Siversk and Vuhledar in Donetsk Oblast; and Novoaidar, Popasna, Sievierodonetsk, Stanytsia Luhanska and Zolote in Luhansk Oblast.

The data collection phase shall be organized and implemented according to the approved methodology, with reporting on progress and providing access to the database on a weekly basis. The contractor shall ensure the quality control at all stages of the research process, including additional manual review of data, as well as face-to-face and phone control of the submitted responses.

Stage 4: Prepare and submit final datasets (in CSV and SPSS formats) and final analytical and technical reports.

A final technical report shall include a summary of the fieldwork phase, including information about survey design and methodology, pilot and quality control results, non-response rate, back-check accuracy rate,

number of surveys per location (planned and realized), mapping of households visited by enumerators, and any problems encountered in the field.

A final analytical report shall include the following:

- Analysis of results of the public opinion survey at Novotroitske (Donetsk Oblast) and Stanytsia Luhanska (Luhansk Oblast) EECPs, and Milove border crossing point in Luhansk Oblast.
- Analysis of results of the public opinion survey (exit interviews) of service users in settlements along the 'contact line' (GCA), which are covered by a network of mobile ASCs.
- Geographic coverage of the assessment.
- Descriptive statistics, charts, tables, and diagrams.
- Disaggregated data by different geographies and demographic characteristics (age, gender, migration status, vulnerabilities, etc.).
- Description of the research methodology.
- Limitations of the study.
- Conclusions on the accessibility, timeliness and quality of administrative, social, legal aid, and other services provided at the EECPs and by a network of mobile ASCs.
- Lessons learned and recommendations.

The final analytical report shall be approved by the UN RPP. The contractor shall also prepare a ppt presentation summarizing the main findings from the final analytical report.

General recommendations:

- The Contractor is responsible for ensuring the proper security of project team members. It is recommended to consult with UNDP on security in the region, especially before the field phases of the assignment.
- The Contractor will ensure the mainstreaming of gender equality considerations in all aspects of the assignment, promote a safe and enabling environment free of any kind of discrimination and abusive behaviour, respect differences and accord equal spaces and dignity regardless of personnel's sex, ethnicity, sexual preference, gender identity, (dis)ability or other markers of identity, and use the principles of gender-responsive communications in line with the UNDP corporate standards.
- The reference to the UN Recovery and Peacebuilding Programme in all the products created under the contract is mandatory and must be ensured and agreed with UNDP.
- All the offline events within this assignment should be organized and conducted with the observance of sanitary-hygienic and sanitary-anti-epidemic rules and norms stipulated by the World health organization about the coronavirus disease (COVID-19) (https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public?utm_source%3dutm_source%3dba-notification&utm_campaign=ogfx-314-ru&utm_medium=desktop):
- Ensure policies and procedures related to COVID-19 are posted (printed and disseminated between the participants), available, and communicated to all participants. Put up COVID-19 posters in the facility and classroom to communicate key messages such as physical distancing of 2 meters, hand hygiene, and how to screen for symptoms.
- Ensure participants have positioned a minimum of 2 meters from one another and always remain at a safe distance.
- Provide the participants with a necessary number of fabric medical masks.
- Ensure personal hygiene can be maintained through access to running water and soap, or hand sanitizer with at least 60% alcohol.
- Ensure instructors and participants can wash or sanitize their hands frequently, especially when they arrive, before and after touching commonly touched surfaces, and before leaving.
- Ensure all surfaces in the meeting room (tables, chairs, countertops, doorknobs, light switches, etc.) are disinfected before and after the training using appropriate cleaning products.
- Ensure any training equipment, tools or props are cleaned and sanitized before and after use.

The Contractor is responsible for ensuring that references to the UN RPP and the government of Canada are included in all the products created under the Contract. The UN RPP will provide communication guidelines and visibility requirements for this Contract.

4. Deliverables

No	Deliverables	Deadlines
1	A detailed daily workplan for implementing the objectives of the assessment is prepared. A survey methodology, sampling and questionnaires (both face-to-face and online) are developed and approved by the UN RPP.	2 weeks after the start of the assignment
2	Pilot survey is conducted, and a one-page written summary of feedback is provided to the UN RPP. Organize capacity building activities for supervisors and enumerators on the topics related to the survey instruments, tools and methodology of the assessment. Provide an interim progress report and four weekly progress reports on the progress of the field phase.	6 weeks after the start of the assignment
3	Conduct a survey, focus groups and provide weekly field status updates with raw data in CSV and SPSS formats to the UN RPP. A final technical report and final (clean) datasets in CSV and SPSS formats, including frequency tables of all questions cross-tabulated by age, gender, and oblast are submitted and approved by the UN RPP. A final analytical report on the results of the assessment is submitted and approved by the UN RPP.	10 weeks after the start of the assignment

5. Proposed payment schedule

UNDP will pay the negotiated amount in two tranches according to the following payment schedule:

- 50% - upon submission and approval of Deliverables 1-2.
- 50% - upon submission and approval of Deliverable 3.

The payments will be processed upon full completion and acceptance of contractual obligations, whereupon the Programme Coordinator will sign a certificate of acceptance.

6. Monitoring/Reporting Requirements

The Contractor will report directly to the Local Governance and Administrative Services Specialist and Monitoring, Evaluation and Innovation Specialist. The contractor shall comply with the system of monitoring, evaluation, and quality control (on the spot checks, monitoring visits, review of weekly reports, etc.), implemented by the UN RPP, and provide the necessary information, reports and statistics according to a preliminary determined schedule.

Quality measures will be ensured by creating an online quality control file which will be created by the contractor and which will be updated on a weekly basis and include the information about additional manual review of data, as well as face-to-face and phone control (back checks) of the submitted responses.

In particular, the contractor shall prepare and submit the following reports to the UN RPP:

- Weekly progress reports during the data collection, which includes the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back checks, and any issues that were encountered.
- An interim progress report that will summarize the key progress results on the Deliverables 1 and 2.

- A final technical report after the data collection process is finished which includes the number of surveys conducted per enumerator and per location, response rate, the accuracy of the back-checks, the enumerator maps, and any issues that were encountered.
- The final datasets in CSV and SPSS formats.
- A final analytical report and ppt presentation on the results of the assessment.
- All reports should be in Ukrainian, Times New Roman 12 font, line spacing – 1.15, in .docx, .pptx, .xlsx and .pdf formats.

All reports and studies UNDP shall be transmitted electronically on the electronic source or in the form of electronic communication with the attached final product, which is also accompanied by an official letter from the Contractor about the transfer of products to the UN RPP.

7. Experience and Qualifications Requirements

An organization submitting a proposal should meet the following requirements:

- 1) A company with valid registration for at least 3 (three) years (for Ukrainian companies – a company should be registered on the territory controlled by the government of Ukraine).
- 2) A company with experience in public opinion polling for at least 3 (three) years.
- 3) Proven experience in organization and facilitation of public opinion research (including focus group discussions, individual and group expert interviews, large scale surveys of at least 1,500 respondents at the regional level) in different sectors, including social and economic development, local governance, and public service provision (at least 3 (three) samples should be provided).
- 4) Proven experience in preparation/development of analytical survey/research products (at least 3 (three) samples should be provided).
- 5) A minimum of 2 (two) reference letters on similar to these Terms of Reference projects from previous Clients / Partners.
- 6) Experience of work in different communities of Donetsk and Luhansk oblasts, including rural settlements, will be an asset.
- 7) Experience of work in a 20 km zone from the "contact line" will be an asset.
- 8) Availability of human resources that will ensure due quality and timely implementation of the contract. The Contractor must have a team of experts with the following roles and required qualifications (please propose reasonable team composition, which may exceed minimum required, but pay attention that only qualification of the experts included in TOR will be assessed):

Experts team composition:

Team Leader:

- 1) At least a Master/Specialist Degree (or equivalent) in statistics, social science, or other related fields.
- 2) At least 5 (five) years of experience in developing survey methodologies and preparation of analytical research products.
- 3) Proved professional experience in organization and facilitation of field assessments and sociological research (practical experience in the creation of polls' grid, focus group guides, survey logistics, etc) (at least 2 (two) samples should be provided).
- 4) Professional experience in preparing different reporting documents, processing/scripting questionnaires (at least 2 (two) samples should be provided).
- 5) Previous experience with a multilateral or international organization and/or NGO project funded by the international donor will be an advantage.
- 6) Excellent proficiency in spoken and written Russian and Ukrainian. Knowledge of English, at least at the intermediate level, will be considered an asset.

Supervisors:

- 1) At least 3 (three) years of experience as a supervisor in public opinion surveys.
- 2) Excellent proficiency in spoken and written Russian and Ukrainian.

Enumerators (number of enumerators will be determined by bidder, but a minimum of 15 people):

- 1) Experience of work in at least 3 (three) different public opinion surveys in a face-to-face mode.
- 2) Excellent proficiency in spoken and written Russian and Ukrainian

VIII. Documents to be Included when Submitting the Proposals

Applicants shall submit the following documents:

Required	
<input checked="" type="checkbox"/>	Copy of Latest Business Registration Certificate and Tax Registration certificate
<input checked="" type="checkbox"/>	A letter of interest/letter of offer, which outlines previous experience in implementing similar projects and the competitive advantages of the applicant company/organization.
<input checked="" type="checkbox"/>	The company's portfolio of the previous projects, setting out at least 3 (three) samples of experience in preparation/development of analytical survey/research products, links are applicable.
<input checked="" type="checkbox"/>	Brief description of the proposed methodology and approach that confirms adherence to the Terms of Reference and has detailed information on the proposed survey (including sampling, data collection, measures of quality assurance, etc.). A work plan indicating the responsible personnel.
<input checked="" type="checkbox"/>	CVs of project team members (including a Team Leader and Supervisors) with clear description of their roles in the Project for current Terms of Reference, including the information on education, language knowledge and experience in implementing similar projects/objectives, as well as confirmation from each team member that they are available for the entire duration of the contract.
<input checked="" type="checkbox"/>	Matrix of the experience, language skills, region of residence of the proposed Enumerators.
<input checked="" type="checkbox"/>	Minimum 2 (two) reference letters on similar to these Terms of Reference projects from previous Clients / Partners.
<input checked="" type="checkbox"/>	Financial proposal with the description of activities within the work plan.

IX. EVALUATION CRITERIA

Evaluation and comparison of proposals

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

In the First Stage, the technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for financial part (i.e. 300). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 points x lowest price / quoted price.

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

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable	Company / Organization
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1	Experience of the firm/ organization submitting the proposal	28.5%	200				
2	Proposed workplan, methodology and approach	28.5%	200				
3	Experience of personnel and invited experts/ consultants	43%	300				
	Total Score	100%	700				
	Notes						

Technical Evaluation Forms

Technical evaluation forms are provided below. The maximum points obtainable as per each criterion indicate the relative importance or score weight in the general evaluation process.

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

Form 2. Proposed implementation plan (methodology, structure, content, technical support)

Form 3. Experience of personnel and hired specialists

Technical Proposal Evaluation Form 1		Max Score	Company / Other organization		
			A	B	C
Experience of the company/organization submitting the proposal					
1.1	A company experience in public opinion polling (50 points max): 3 years – 40 points, 4-5 years – 45 points, 6 and more – 50 points.	50			
1.2	Proven experience in organization and facilitation of public opinion research (including focus group discussions, individual and group expert interviews, large scale surveys of at least 1,500 respondents at the regional level) in different sectors, including social and economic development, local governance, and public service provision (50 points max): 3 samples – 40 points, 4-5 samples – 45 points, 6 and more samples – 50 points.	50			
1.3	Proven experience in preparation/development of analytical survey/research products (50 points max): 3 samples – 40 points, 4-5 samples – 45 points, 6 and more samples – 50 points.	50			
1.4	Reference letters on similar to these Terms of Reference projects from previous Clients / Partners (30 points max): 2 reference letters – 20 points, 3-4 reference letters – 25 points, 5 and more reference letters – 30 points.	30			
1.5	Experience of work in different communities of Donetsk and Luhansk oblasts, including rural settlements (10 points max): Presence of such experience – 10 points, No experience - 0 points.	10			

1.6	Experience of work in 20 km zone from the "contact line" (10 points max): Presence of such experience – 10 points, No experience - 0 points.	10			
Total score on Form 1		200			



Technical Proposal Evaluation Form 2		Max Score	Company / Other organization		
			A	B	C
Proposed implementation plan (methodology, structure, content, technical support)					
2.1	Does the proposed technical proposal adequately meet the objectives and scope of work? (70 points max): - In general, the technical proposal meets the objectives and scope of work to some extent – 55 points. - Meets the objectives well, but the scope of work is overestimated/underestimated – 60 points. - Describes the implementation algorithm of the objectives and scope of work logically and in detail – 70 points.	70			
2.2	Does the proposal demonstrate the offeror’s knowledge and experience in data collection, survey development, and disaggregation? (70 points max): - The proposal demonstrates a fair knowledge and experience in data collection, survey development, and disaggregation – 50 points. - The proposal demonstrates a good knowledge and experience in data collection, survey development, and disaggregation – 60 points. - There proposal demonstrates an excellent knowledge and experience in data collection, survey development, and disaggregation – 70 points.	70			
2.3	How well-elaborated is the proposed plan of work and suggested timeline? (60 points max): - Work plan includes main components required as per Terms of Reference, but the lack of details demonstrates overall approach – 40 points. - Work plan is detailed and includes necessary stages required to meet all goals and fulfill the tasks as per Terms of Reference – 60 points.	60			
	Total score on Form 2	200			

Technical Proposal Evaluation Form 3		Max Score	Company / Other organization		
			A	B	C
Personnel					
	Team Leader				
3.1	Higher education degree in statistics, social science, or a related field (20 points max): - Specialist/Master – 15 points; - PhD or equivalent – 20 points.	20			

3.2	Experience in developing survey methodologies and preparation of analytical research products (50 points max): 5-6 years of experience – 35 points; 6-7 years of experience – 40 points; 8 and more years of experience – 50 points.	50			
3.3	Proved professional experience in organization and facilitation of field assessments and sociological research: practical experience in the creation of polls' grid, focus group guides, survey logistics, etc. (40 points max): 2 samples – 30 points, 3-4 samples – 35 points; 5 and more samples – 40 points	40			
3.4	Professional experience in preparing different reporting documents, processing/scripting questionnaires (30 points max): 2 samples – 20 points, 3-4 samples – 25 points, 5 and more samples – 30 points	30			
3.5	Excellent proficiency in spoken and written Russian and Ukrainian. Knowledge of English, at least at the intermediate level, will be considered an asset (10 points max): Excellent proficiency in spoken and written Russian and Ukrainian – 5 points Excellent proficiency in spoken and written Russian and Ukrainian, as well as at least intermediate knowledge of English – 10 points	10			
3.6	Previous experience with a multilateral or international organization and/or NGO project funded by the international donor (10 points max): - Presence of such experience – 10 points - No experience – 0 points.	10			
	Interim score according to 3.1 - 3.6	160			
	Supervisors				
3.6	Experience of supervisors in public opinion surveys: - All candidates have at least 3 years of experience as supervisors in public opinion surveys – 35 points, - All candidates have 4-5 years of experience as supervisors in public opinion surveys – 40 points, - All candidates have 6 and more years of experience as supervisors in public opinion surveys – 50 points.	50			
3.7	Language knowledge (20 points max): - All candidates have excellent proficiency in spoken and written Russian and Ukrainian languages – 20 points.	20			

	Interim score according to 3.6 - 3.7	70			
	Enumerators				
3.8	<p>Experience in surveying in a face-to-face format (50 points max):</p> <ul style="list-style-type: none"> - All candidates have prior experience of conducting at least 3 surveys – 25 points, - All candidates have prior experience of conducting 4 surveys – 35 points, - All candidates have prior experience conducting 5 and more surveys – 50 points. 	50			
3.9	<p>Language knowldge (20 points max):</p> <ul style="list-style-type: none"> - All candidates have excellent proficiency in spoken and written Russian and Ukrainian languages – 20 points. 	20			
	Interim score according to 3.8 - 3.9	70			
	Total score on Form 3	300			

Model Contract

Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та»		 <i>Empowered lives. Resilient nations.</i>		Contract for Goods and/or Services Between the United Nations Development Programme and		 <i>Empowered lives. Resilient nations.</i>	
1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги: Україна		1. Country Where Goods Will be Delivered and/or Services Will be Provided: Ukraine		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		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	
Номер та дата:		Number and Date:		3. Посилання на номер договору (напр., номер присудження договору):		3. Contract Reference (e.g. Contract Award Number):	
4. Довгострокова угода: Ні		4. Long Term Agreement: No		5. Предмет Договору: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги		5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services	
6. Тип Послуг:		6. Type of Services:		7. Дата початку Договору:		7. Contract Starting Date:	
8. Дата завершення Договору:		8. Contract Ending Date:		9. Загальна сума Договору:		9. Total Contract Amount:	
9а. Передплата: Не застосовується		9а. Advance Payment: Not applicable		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		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	
11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат		11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement		12. Назва(Ім'я) Підрядника:		12. Contractor's Name:	
13. Ім'я контактної особи Підрядника: Посада: керівник Адреса: Номер телефону: Факс: Email:		13. Contractor's Contact Person's Name: Title Address: Telephone number: Fax: Email:		14. Ім'я контактної особи ПРООН: Посада:		14. UNDP Contact Person's Name: Title:	

Адреса: Тел.: Email:	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
<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <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. <p>Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>	<p>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <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. <p>All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <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:	