



## REQUEST FOR PROPOSAL (RFP)

All interested	DATE: 27-Jan-2022
	REFERENCE: 3-2022-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for **External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders.**

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 +2) Sunday, February 13, 2022** 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: **“3-2022-UNDP-UKR-RFP-RPP”** and: **“External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders”**.

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% of the obtainable score of 700 points (= 490 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](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,*

DocuSigned by:  


5866F218C2264C1...  
*Ms. Agnes Kochan,*

*Operations Manager*

*UNDP Ukraine*

27-Jan-2022

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**Annex 1****Description of Requirements**

Context of the Requirement	External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders
Brief Description of the Required Services	<p>The project envisages the involvement of a professional organization to supervise the process of providing home care, palliative care, and in-kind services in four territorial communities of Donetsk and Luhansk oblasts and draft a program for the development of social service system in selected communities with the involvement of users and providers of social services, including non-state forms of ownership.</p> <p>Taking into account the obtained data, it is required to supplement the methodological recommendations and standard local regulations developed within the pilot project of the UN Recovery and Peacebuilding Program to organize mobile home care and palliative care services, as well as prepare guidelines for drafting a local target programme for the development of social service system on a participatory basis.</p>
List and Description of Expected Outputs to be Delivered	<p>A number of interrelated activities must be implemented in order to achieve this goal of the assignment, in particular:</p> <ul style="list-style-type: none"> <li>- Analyze the implementation of home care, palliative care, and in-kind services by the Mobile Social Service (MSS) in four communities. In the analysis, attention should be paid to the administrative documents and available resources, approved in the communities, in particular, human and financial resources. The training activities carried out for the MSS staff should also be analyzed;</li> <li>- Conduct a survey of MSS recipients on improving the accessibility and quality of services received, organize supervisory meetings with MSS service providers, taking into account the multidisciplinary approach, as well as meetings for community leaders, public utility institutions, MSS managers and other stakeholders;</li> <li>- Provide expert support for the internal evaluation of the quality of home care, palliative care and in-kind services rendered by MSS;</li> <li>- Revise methodological recommendations and regulations on the activities of the MSS, as well as provide support for the determination of the need for social services;</li> <li>- Provide expert support for determining the needs for social services in four selected communities and drafting local target programmes for the development of social services with the involvement of service recipients and providers of various forms of ownership;</li> <li>- Prepare guidelines for drafting a local target programme for the development of social services in the community on a participatory basis: and the experience of Donetsk and Luhansk oblasts.</li> </ul>
Person to Supervise the Work/Performanc	Programme Coordinator (Local Governance and Decentralization Reform), UN RPP

e of the Service Provider	
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	March 2022
Latest completion date	October 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)	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 checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <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"/> 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:	<p>Pre-Bidding Conference will be held on the 3<sup>rd</sup> of February 2022 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><a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a></p> <p>Attn: Procurement Unit</p> <p>Subject: <b>3-2022-UNDP-UKR-RFP-RPP</b> – Pre-Bidding Conference Registration</p>
Payment Terms	<p>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 executed upon submission of Interim and Final reports. A preliminary schedule is provided below.</p> <p>UNDP will pay the negotiated amounti 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 – 20% of the agreed payment;          Delivery of Output 2 – 20% of the agreed payment;          Delivery of Output 3 – 20% of the agreed payment;          Delivery of Output 4 – 30% of the agreed payment;          Delivery of Output 5 – 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/complete d 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	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Experience of the firm/organization submitting the proposal – 45% <input checked="" type="checkbox"/> Brief description of the assignment implementation – 30% <input checked="" type="checkbox"/> Personnel – 25% <b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
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"/> <b>General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</b> Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> <b>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process</b>
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed ToR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Model Contract for Goods and/or Services (Annex 4) <input type="checkbox"/> Others
Contact Person for Inquiries (Written inquiries only)	<i>UNDP procurement Unit</i> <i>UNDP Ukraine</i> <b>procurement.rpp.ua@undp.org</b> , 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.
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"/> Copies of Latest Business Registration Certificate (Copies of State/Tax registration documents) and other Certificates (if any); <input checked="" type="checkbox"/> Organization profile (foundation date, number and description of staff/consultants); <input checked="" type="checkbox"/> A list of completed projects and a brief overview of previous experience (please include web links to research results of social services or provide the respective document examples/samples in WORD, PDF format – at least 2 examples to be provided); <input checked="" type="checkbox"/> List of activities related to the field of educational activities among representatives of local governments and other stakeholders in the field of social work (to be provided as a separate document or included in the relevant section)

	<p>of Annex 2 (FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL) of the Request for Proposals);</p> <p><input checked="" type="checkbox"/> Example/Sample of the document confirming the experience of developing guidelines, manuals, etc. on the arrangement of social work (at least 1 document in WORD format, PDF or the relevant web link);</p> <p><input checked="" type="checkbox"/> Resume/CVs of all the experts/specialists intended, clearly indicating their qualifications and experience, as well as confirmation of their availability if selected for this project;</p> <p><input checked="" type="checkbox"/> Proposed work plan, methodology and approach;</p> <p><input checked="" type="checkbox"/> Preliminary calendar plan for the implementation of these Terms of Reference (will be agreed and, if necessary, adjusted after signing the contract in accordance with the conditions of this ToR);</p> <p><input checked="" type="checkbox"/> At least 2 recommendation letters from previous customers/clients regarding the performance of similar work;</p> <p><input checked="" type="checkbox"/> <b>Financial proposal (Please do not provide password unless requested and don't include password to letter with technical proposal part).</b></p>
Other Information [pls. specify]	<p><b><u>Administrative Requirements:</u></b></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"> <li>- Offers must be submitted within the stipulated deadline</li> <li>- Offers must meet required Offer Validity</li> <li>- Offers have been signed by the proper authority</li> <li>- Offers include requested company/organization documentation as mentioned above in « Documents to be submitted in proposal» Section</li> <li>- Offers must comply with general administrative requirements</li> </ul> <p><b><u>Experience and Qualification Requirements:</u></b></p> <p><b><i>For the Company:</i></b></p> <ul style="list-style-type: none"> <li>- The company (organization or individual entrepreneur) with an official registration in Ukraine for at least 3 years;</li> <li>- At least 2 studies of social services; the links to the websites that contain research results (document examples/samples/abstracts from reports, analytical papers, etc) or/and document examples/samples/abstracts from reports, analytical papers, etc in WORD, PDF format should be provided;</li> <li>- Experience in the field of educational activities among representatives of local governments and other stakeholders in the field of social work (online or offline events with at least 10 participants) - at least 2 events;</li> <li>- Experience in developing the guidelines, manuals, etc. on the organization of social work - at least 1 document developed (example(s)/sample(s) of the document(s) confirming the experience should be provided);</li> <li>- Proven experience in performing the similar works/type of activities confirmed by respective recommendation letters from at least 2 (two) previous customers of similar works/services.</li> <li>- The Contractor must have a team of at least 3 (three) professionals (Minimum Team composition should include Team Lead and 2 Experts) with the following roles and required qualifications:</li> </ul>



	<p><b><i>For Team Leader/Project Manager:</i></b></p> <ul style="list-style-type: none"> <li>- Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification;</li> <li>- Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 4 years);</li> <li>- Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 2 projects) is an asset;</li> <li>- Team management experience – at least 4 projects successfully implemented (information should be reflected in the respective CV section);</li> <li>- Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is required.</li> </ul> <p><b><i>For other engaged experts/specialists (at least 2 persons):</i></b></p> <p><b><i>Expert 1 and Expert 2:</i></b></p> <ul style="list-style-type: none"> <li>- Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification.</li> <li>- Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 3 years).</li> <li>- Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 1 project) would be considered as an asset;</li> <li>- Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is an advantage.</li> </ul> <p>Other information is available on  <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>;  For the information, please contact <a href="mailto:procurement.rpp.ua@undp.org">procurement.rpp.ua@undp.org</a></p>
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## Annex 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>1</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>2</sup>)*

[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 3-2022-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.*
- *Organization profile (date of creation, size, number of staff/consultants, description of key staff, information on previous experience in implementing similar projects and competitive advantages of the applicant company).*
- *A list of completed projects and a brief overview of previous experience (please include web links to research results of social services or provide the respective document examples/samples in WORD, PDF format – at least 2 examples to be provided);*
- *List of activities related to the field of educational activities among representatives of local governments and other stakeholders in the field of social work (to be provided as a separate document or included in the relevant section of Annex 2 (FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL) of the Request for Proposals);*
- *Example/Sample of the document confirming the experience of developing guidelines, manuals, etc. on the arrangement of social work (at least 1 document in WORD format, PDF or the relevant web link)*
- *At least 2 recommendation letters from previous customers/clients regarding the performance of similar work;*
- *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.*

<sup>1</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

<b>BRIEF COMPANY PROFILE</b>	
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, 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 to your proposal
Company is not in the UN Security Council 1267/1989 List, UN	Yes/No (Please choose)

Procurement Division List or Other UN Ineligibility List.	
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:*

- *Proposed work plan, methodology and approach;*
- *Preliminary calendar plan for the implementation of these Terms of Reference (will be agreed and, if necessary, adjusted after signing the contract in accordance with the conditions of this ToR).*

## C. Qualifications of Key Personnel

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

- *Resume/CVs of all the experts/specialists intended, clearly indicating their qualifications and experience, as well as confirmation of their availability if selected for this project*

## 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.

No.	Deliverables	Percentage of the total amount (weight for payment)	Amount, currency incl. VAT
1	Deliverable of Stage 1		
2	Deliverable of Stage 2		
3	Deliverable of Stage 3		
4	Deliverable of Stage 4		
5	Deliverable of Stage 5		
<b>Total ( indicate currency), including VAT</b>		<b>100%</b>	

*\*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.

The cost of works will remain unchanged for the entire period of the contract.

The applicants shall include all costs associated with the work execution in their financial proposal (e.g. travel, accommodation, staff salaries, etc.).

No.	Activities/costs	Measuring units	Number	Cost per unit excl.VAT, currency	VAT, currency	Cost per unit incl.VAT, currency	Amount, currency incl. VAT
<b>1</b>	<b>Personnel/experts engaged</b>						
1.1	Team Lead	month					
1.2	Expert 1	month					
1.3	Expert 2	month					
1.4	Other staff (as required)						
<b>2</b>	<b>Cost associated with the assignment implementation</b>						
2.1	Survey (4 communities X 20 respondents)	Respondents	80				
2.2	Focus groups	Unit	4				
2.3	Individual interviews (5 respondents X 4 communities)	Unit	20				
2.4	Holding supervisory meetings, meetings of expert groups, Other (if any - clearly define activities/costs)	Event	16				

2.5	Organizing and holding working group meetings	Event	16				
2.6	Preparing guidelines for drafting a programme for the development of social services in the community	Unit	1				
<b>3</b>	<b>Administrative costs (if necessary)</b>						
3.1	Travel expenses (travel, accommodation and daily allowance)						
3.2	Bank services expenses						
3.3	Other (if any, please, define clearly activities/costs)						
<b>4</b>	<b>Other (if any, please, define clearly activities/costs)</b>						
<b>Total excl.VAT, please indicate currency</b>							
<b>VAT, please indicate the currency</b>							
<b>Total incl.VAT, please indicate the currency</b>							

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

*[Designation]*

*[Date]*

## Annex 3



### Terms of Reference

<b>Project title:</b>	UN Recovery and Peacebuilding Programme, Component II “Local Governance and Decentralization Reform in Ukraine”
<b>Description of the assignment:</b>	External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders.
<b>Country/Place of implementation:</b>	Velyka Novosilka and Druzhkivka territorial communities, Donetsk Oblast; Lysychansk and Troitske territorial communities, Luhansk Oblast
<b>Direct Manager:</b>	Social-Economic Development Specialist, Local Governance and Decentralization Reform Component, UN Recovery and Peacebuilding Programme
<b>Senior Manager:</b>	Programme Coordinator (Local Governance and Decentralization Reform Component)
<b>Start date of the contract:</b>	March 2022
<b>Duration of the contract:</b>	Up to 7 months

#### 1. BACKGROUND

The United Nations Development Programme (UNDP) has been actively working in eastern Ukraine for the last decade, focusing on community and civil society development, and environmental protection.

Since 2015, upon request from the Government of Ukraine, UNDP started its work on addressing conflict-related challenges by early engagement, establishing partnerships through the United Nations Recovery and Peacebuilding Programme (UN RPP). The UN RPP is a multi-donor funded framework programme, jointly implemented by four UN partnering agencies: UNDP, UN Women, FAO, and UNFPA in cooperation with the Government of Ukraine.

The UN RPP was designed to respond to and mitigate the causes and effects of the conflict. The UN RPP is an integral component of the UNDP Country Programme. It is fully aligned with the United Nations Partnership Framework (UNPF), and closely interlinked with the Democratic Governance and Reform Programme, operating nation-wide and in all of Ukraine’s regions.

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 Decentralisation Reform

Component 3: Community Security and Social Cohesion.

The Programme, which operates on a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. It is a unifying interventions framework for 13 projects funded by 13 international partners.

In October 2018, four UN agencies (UNDP, UN Women, FAO and the UNFPA) had countersigned a new joint project document, funded by the EU. The overall objective of the Project is to restore an 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 authorities in the government-controlled areas (GCAs) of these regions. It will contribute to peacebuilding and prevent further escalation of conflict in Ukraine through effective and accountable decentralization, 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 the local capacity for gender-responsive decentralization 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 the context of decentralization, it is the territorial communities that are responsible for solving a significant share of issues of social protection and provision of social services for the community's population. By law, the newly established territorial communities have been given broad powers to implement their direct social functions, but there are a number of problematic issues that prevent the communities from effectively exercising their powers, i.e. a lack of analysis of needs and a level of residents' satisfaction with social services, as well as undeveloped local legal framework for providing social assistance. Social services are provided in accordance with state standards and, therefore, in order to fulfil their own responsibilities in the provision of social assistance, the relevant structural units and specialized social agencies using innovative approaches and solutions need to be created within the LGs structure. The main goal is to bring services as close to the individual as possible. Therefore, the UN Recovery and Peacebuilding Program launches a pilot project "External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in 4 Territorial Communities of Donetsk and Luhansk oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders".

The Project is looking for a professional organization to supervise the process of providing home care, palliative care, and in-kind services in four territorial communities of Donetsk and Luhansk oblasts and draft a program for the development of social service system in selected communities with the involvement of users and providers of social services, including non-state forms of ownership. Taking into account the obtained data, it is required to supplement the methodological recommendations and standard local regulations developed within the pilot project of the UN Recovery and Peacebuilding Program to organize mobile home care and palliative care services, as well as prepare guidelines for drafting a local target programme for the development of social service system on a participatory basis.



## 2. MAIN GOALS AND OBJECTIVES

Based on the analysis of service provision in the selected communities of Donetsk and Lugansk oblasts, the Project is aimed to develop and coordinate the plan of supervision of providing mobile home care, palliative care and in-kind services in four territorial communities of Donetsk and Lugansk oblasts with representatives of UNDP and the community and implement it in the selected communities during the contract period.

It is required to draft a local target programme for the development of social service system in selected communities with the involvement of all stakeholders, taking into account a gender-sensitive and human rights-oriented approach. In the view of the obtained data, the methodological recommendations and standard local regulations developed within the pilot project of the UN Recovery and Peacebuilding Program should be supplemented to organize mobile home care and palliative care services and guidelines for drafting a local target programme to develop the social service system on a participatory basis should also be prepared.

To achieve this goal, a number of interrelated measures need to be taken, in particular:

- Analyze the implementation of home care, palliative care, and in-kind services by the Mobile Social Service (MSS) in four communities. In the analysis, attention should be paid to the administrative documents and available resources, approved in the communities, in particular, human and financial resources. The training activities carried out for the MSS staff should also be analyzed;
- Conduct a survey of MSS recipients on improving the accessibility and quality of services received, organize supervisory meetings with MSS service providers, taking into account the multidisciplinary approach, as well as meetings for community leaders, public utility institutions, MSS managers and other stakeholders;
- Provide expert support for the internal evaluation of the quality of home care, palliative care and in-kind services rendered by MSS;
- Revise methodological recommendations and regulations on the activities of the MSS, as well as provide support for the determination of the need for social services;
- Provide expert support for determining the needs for social services in four selected communities and drafting local target programmes for the development of social services with the involvement of service recipients and providers of various forms of ownership.
- Prepare guidelines for drafting a local target programme for the development of social services in the community on a participatory basis: and the experience of Donetsk and Luhansk oblasts.

## 3. SCOPE OF WORK

It is necessary to implement the following objectives:

### **Objectives of Stage 1. Preparatory works:**

- 1.1. Preparing and agreeing with the UN RPP specialist a revised and supplemented detailed timetable and methodology for the implementation of these ToR;
- 1.2. Clarifying and agreeing a proposed methodology with the UN RPP specialist to analyze the implementation of home care, palliative care, and in-kind services provided by MSS in four communities of Donetsk and Luhansk oblasts, using various tools such as surveys, focus groups, etc.;
- 1.3. Clarifying and agreeing with the UN RPP Specialist the structure of the guidelines proposed by the group of experts to draft local target programmes for the development of social services.
- 1.4. Clarifying and agreeing with the UN RPP Specialist an indicative list of revised local regulations governing the MSS for the provision of home care, palliative care and in-kind services.

## **Objectives of Stage 2. Analytic work:**

- 2.1. Analysing the implementation of home care, palliative care, and in-kind services provided by MSS in four selected communities of Donetsk and Luhansk oblasts in accordance with the methodology and time schedule agreed with the UN RPP specialist;
- 2.2. Preparing four analytical reports (for each community) on home care, palliative care, and in-kind services provided; Up to 10 pages, Colibri 11.
- 2.3. Creating working groups in each of the selected communities for drafting a target programme for the development of social service system, which should include representatives of various stakeholders (social work experts, sociologists, financiers, economists, community representatives, clients of social services, etc.) and holding an organizational meeting. The personal composition of the working groups and the time schedule should be agreed with the UN RPP specialist.
- 2.4. Preparing guidelines for drafting a local target programme for the development of social service system in the community on a participatory basis; Up to 10 pages, Colibri 11.

## **Objectives of Stage 3. External supervision of providing mobile home care, palliative care, and in-kind services based on final data of legal and regulatory local framework regarding the organization of MSS activities:**

- 3.1. Conducting a survey of MSS recipients on improving the accessibility and quality of services received;
- 3.2. Holding at least four supervision meetings in each community with MSS service providers based on a multidisciplinary approach;
- 3.3. Supplementing methodological recommendations and standard local regulations developed within the pilot project of the UN Recovery and Peacebuilding Program to organize the MSS activities for providing home care and palliative care services based on the obtained data;
- 3.4. Holding at least one meeting of the working group for drafting the target programme for the development of social service system, at which the social service provision in the community and planning activities for its improvement should be considered. The meeting may be held online if it cannot be held offline due to quarantine restrictions.
- 3.5. Conducting an online presentation of methodological recommendations and local regulations for the employees of public utility institutions, MSS managers, and other stakeholders to organize the MSS activities for providing home care, palliative care, and in-kind services.

## **Objectives of Stage 4. Drafting target programmes for the development of social services in communities:**

- 4.1. Providing methodological expert support for internal quality evaluation of home care, palliative care, and in-kind services provided by MSS and revising guidelines and legal regulations which govern the MSS activities. The expert activities may be held online if it cannot be held offline due to quarantine restrictions.
- 4.2. Conducting at least 2 working group meetings in each community for drafting a target programme for the development of social services, at which the results of the survey of service recipients and supervisory meetings on satisfaction of the community residents and their needs for providing services in four selected communities of Donetsk and Luhansk oblasts should be considered according to the schedule agreed with the UN RPP specialist. The activities may be held online if it cannot be held offline due to quarantine restrictions.
- 4.3. Drafting a local target programme for the development of social services in each of the four communities and submitting the programme for consideration, discussion, and approval at working group

meetings in each community. The activities may be held online if it cannot be held offline due to quarantine restrictions.

4.4. Submitting draft programmes and guidelines to the UN RPP and four pilot communities of Donetsk and Luhansk oblasts.

4.5. Conducting an online presentation of the final guidelines for drafting a local target programme for the development of social services in the community on a participatory basis.

#### **Objectives of Stage 5. Present the key results of the work done:**

5.1. Organize a presentation of key results of the work done and conclusions drawn for representatives of the community of professionals, local governments of amalgamated territorial communities, public authorities, and the public concerned. (The Contractor is not responsible for logistical costs associated with this presentation).

5.2. Prepare a multimedia presentation of the project key results in PowerPoint (at least 20 slides, in Ukrainian).

#### **4. EXPECTED OUTPUTS**

##### **Deliverable of Stage 1 (duration – 3 weeks after the start of the contract):**

- A timetable and methodology for the implementation of these ToR are prepared and agreed with the UN RPP specialist.
- A proposed methodology for the analysis of the implementation of home care, palliative care, and in-kind services provided by MSS in four communities of Donetsk and Luhansk oblasts, using various tools such as surveys, focus groups, etc. is agreed with the UN RPP specialist.
- The structure and scope of guidelines for drafting local target programmes for the development of social services in the community on a participatory basis are agreed with the UN RPP specialist;
- The structure and scope of guidelines and legal regulations proposed by the group of experts for drafting local target programmes for the development of social services, which govern the MSS activities are agreed with the UN RPP specialist.
- An indicative list of revised instructional and administrative local regulations governing the MSS activities is agreed with the UN RPP specialist.
- The initial report with a description of the outputs of Stage 1 is adopted and agreed with the UN RPP specialist.

##### **Deliverable of Stage 2 (duration – 10 weeks after the start of the contract):**

- Implementation of home care, palliative care, and in-kind services provided by MSS in four selected communities of Donetsk and Luhansk oblasts in accordance with the methodology and time schedule agreed with the UN RPP specialist is analysed.
- Four analytical reports (for each community) on the provision of home care, palliative care, and in-kind services are prepared.
- Working groups for drafting a target programme for the development of social service system are created in each of the selected communities and include representatives of various stakeholders (social work experts, sociologists, financiers, economists, community representatives, clients of social services, etc.). An organizational meeting is held. The personal composition of the working groups and the time schedule are agreed with the UN RPP specialist.

- Guidelines for drafting a local target programme for the development of social service system in the community are prepared.
- The first interim report with a description of the outputs of Stage 2 is adopted and agreed with the UN RPP specialist.

**Deliverable of Stage 3 (duration – 18 weeks after the start of the contract):**

- A survey of MSS recipients on improving the accessibility and quality of the received services is conducted (4 communities X 20 respondents).
- At least four supervision meetings with MSS service providers are held in each community based on a multidisciplinary approach.
- Methodological recommendations and standard local regulations developed within the pilot project of the UN Recovery and Peacebuilding Program to organize the MSS activities based on the obtained data are supplemented.
- At least one meeting of the working group for drafting the target programme for the development of social service system is held, at which the social service provision in the community and planning activities for its improvement are considered. The meeting may be held online if it cannot be held offline due to quarantine restrictions.
- An online presentation of guidelines and local regulations for the employees of public utility institutions, MSS managers, and other stakeholders to organize the MSS activities is conducted.
- The second interim report with a description of the outputs of Stage 3 is adopted and agreed with the UN RPP specialist.

**Deliverable of Stage 4 (duration – 24 weeks after the start of the contract):**

- Methodological expert support for internal quality evaluation of home care, palliative care, and in-kind services rendered by MSS is provided and guidelines and legal regulations governing the MSS activities are revised. The expert activities may be held online if it cannot be held offline due to quarantine restrictions.
- At least 2 working group meetings for drafting a target programme for the development of social services are held in each community, at which the results of the survey of service recipients and supervisory meetings on satisfaction of the community residents and their needs for providing services in four selected communities of Donetsk and Luhansk oblasts are considered according to the schedule agreed with the UN RPP specialist. The activities may be held online if it cannot be held offline due to quarantine restrictions.
- A local target programme for the development of social services for each of the four communities is drafted and submitted for consideration, discussion, and approval at working group meetings in each community. The activities may be held online if it cannot be held offline due to quarantine restrictions.
- Draft programmes and guidelines are submitted to the UN RPP and four pilot communities of Donetsk and Luhansk oblasts.
- An online presentation of the final guidelines for drafting a local target programme for the development of social services in the community on a participatory basis is conducted.
- The third interim report with a description of the outputs of Stage 3 is adopted and agreed with the UN RPP specialist.

**Deliverable of Stage 5 (duration – 26 weeks after the start of the contract):**

- Key results of the work done and conclusions drawn for representatives of the community of professionals, local governments of amalgamated territorial communities, public authorities, and the concerned public are presented. (The Contractor is not responsible for logistical costs associated with this presentation).
- A multimedia presentation of the project key results in PowerPoint (at least 20 slides, in Ukrainian) is prepared.
- A final report with a description of the entire project is adopted and approved by the UN RPP specialist.

**5. DURATION OF WORKS**

The duration of works will be 26 weeks after the start of the contract.

**6. RECOMMENDATIONS AND REQUIREMENTS FOR THE IMPLEMENTATION OF OBJECTIVES****General recommendations:**

The Contractor is responsible for ensuring proper security of project team members. It is recommended to consult with the UN RPP on security in the region, especially before the field phases of the assignment.

The cost of organizing and conducting selected research methods, working group meetings, stationery, rental of premises, costs of technical support for activities or moderated meetings, etc. should be included in the financial proposal. The proposal should also include a description of these activities for the Customer to understand their parameters and scope.

To achieve effective cooperation, where possible, the Contractor shall coordinate with other partners of the UN Recovery and Peacebuilding Programme. (The Customer will provide their list and contacts).

In order to provide the cooperation between UNDP, pilot communities, the Contractor, and other stakeholders on all issues concerning the development and implementation of the Project, the Contractor must coordinate the working group, which is created and functioning under the project “External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders” during the entire period of the assignment implementation.

References to the UN Recovery and Peacebuilding Programme, UN Women, and the EU in products, including presentations, information materials, and other achievements created under the contract are subject to a mandatory prior consent.

**Recommendations for the Contractor’s team composition:**

In order to optimize the time for performing the assignment, the project team should include, in addition to the position of the Project Manager, a sufficient number of experts (at least 2 persons) who are experienced in social services, sociology, social psychology, economics, and finance. They can be both the company’s staff as well as external experts engaged.

The Project Manager should coordinate the overall execution of the Project and be responsible for the project implementation and communication with the UN Recovery and Peacebuilding Programme.

All costs associated with the assignment, including travel and accommodation of the Contractor’s team, should be included in the proposal.

### **Recommendations for involving stakeholders in the Project:**

When performing the assignment, the Contractor is obliged to involve all stakeholders in the implementation of the Project. Using the potential of all stakeholders, he/she shall organize and moderate a meeting of the established working group operating within the Pilot Project “External Supervision of Providing Mobile Home Care, Palliative Care, and In-Kind Services in Four Territorial Communities of Donetsk and Luhansk Oblasts and Drafting Local Target Programmes for the Development of Social Service System in Selected Communities with the Involvement of all Stakeholders”. The Contractor must cooperate with the local authorities of the four pilot communities, and ensure their involvement in the following activities:

- Ensuring the collection of data and information necessary for the implementation of the Project;
- Performing quality control in the implementation of the Project;
- Organizing presentations, meetings, surveys, and focus groups.
- Participating in the development of the local legal and regulatory framework to organize the MSS activities and the social sphere as a whole;
- Legalizing the developed legal regulations in accordance with local procedures.

## **7. MONITORING/REPORTING REQUIREMENTS**

The organization will report within the UN Recovery and Peacebuilding Programme to the Social-Economic Development Specialist of the Component II “Local Governance and Decentralization Reform in Ukraine”.

The format of reports must be agreed at the first stage of the contract, but UNDP will reserve the right to make further amendments and clarifications to the report form.

All projects, reports, studies, and materials should be prepared in Ukrainian and submitted to the UN RPP on paper and electronically on electronic source or in the form of electronic communication.

Text materials should be submitted in the form of structured documents as \*.PDF, \*.DOC and \*EXEL files.

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

Upon completion of all works, the Contractor shall submit a final report to UNDP with a full description of the work done and the outputs achieved.

## **8. EXPERIENCE AND QUALIFICATION REQUIREMENTS**

### **The requirements for the organization submitting the proposal:**

- The company (organization or individual entrepreneur) with an official registration in Ukraine for at least 3 years;
- At least 2 studies of social services; the links to the websites that contain research results (document examples/samples/abstracts from reports, analytical papers, etc) or/and document examples/samples/abstracts from reports, analytical papers, etc in WORD, PDF format should be provided;
- Experience in the field of educational activities among representatives of local governments and other stakeholders in the field of social work (online or offline events with at least 10 participants)
  - at least 2 events;
- Experience in developing the guidelines, manuals, etc. on the organization of social work - at least 1 document developed (example(s)/sample(s) of the document(s) confirming the experience should be provided);

- Proven experience in performing the similar works/type of activities confirmed by respective recommendation letters from at least 2 (two) previous customers of similar works/services.

#### **Experience and qualification of staff and invited experts / consultants**

*(Minimum Team composition should include Team Lead and 2 Experts):*

- **Team Leader:**
  - ✓ Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification;
  - ✓ Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 4 years);
  - ✓ Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 2 projects) is an asset;
  - ✓ Team management experience – at least 4 projects successfully implemented (information should be reflected in the respective CV section);
  - ✓ Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is required.
- **Experts (*minimum 2 persons to be engaged*):**
  - ✓ Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification.
  - ✓ Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 3 years).
  - ✓ Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 1 project) would be considered as an asset;
  - ✓ Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is an advantage.

#### **Documents to be included when submitting proposals:**

<input checked="" type="checkbox"/>	Copies of registration documents
<input checked="" type="checkbox"/>	Organization profile (foundation date, number and description of staff/consultants)
<input checked="" type="checkbox"/>	A list of completed projects and a brief overview of previous experience (please include web links to research results of social services or provide the respective document examples/samples in WORD, PDF format – at least 2 examples to be provided)
<input checked="" type="checkbox"/>	List of activities related to the field of educational activities among representatives of local governments and other stakeholders in the field of social work (to be provided as a separate document or included in the relevant section of Annex 2 (FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL) of the Request for Proposals)
<input checked="" type="checkbox"/>	Example/Sample of the document confirming the experience of developing guidelines, manuals, etc. on the arrangement of social work (at least 1 document in WORD format, PDF or the relevant web link)
<input checked="" type="checkbox"/>	Resume/CVs of all the experts/specialists intended, clearly indicating their qualifications and experience, as well as confirmation of their availability if selected for this project
<input checked="" type="checkbox"/>	Proposed work plan, methodology and approach

<input checked="" type="checkbox"/>	Preliminary calendar plan for the implementation of these Terms of Reference (will be agreed and, if necessary, adjusted after signing the contract in accordance with the conditions of this ToR).
<input checked="" type="checkbox"/>	At least 2 recommendation letters from previous customers/clients regarding the performance of similar work
<input checked="" type="checkbox"/>	Financial Proposal

## 9. 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	Organization (company or individual entrepreneur)		
				A	B	C
1	Company's experience (organization or individual entrepreneur) submitting the proposal	45%	315			
2	Proposed work plan, methodology and approach	30%	210			
3	Experience and qualifications of the staff and involved experts/consultants	25%	175			
<b>Total Scores</b>		<b>100%</b>	<b>700</b>			



	<b>Notes</b>					
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Evaluation of the Technical Proposal Form 1		Maximum number of points available	Organization (company or individual entrepreneur)		
			A	B	C
Experience of the company (organization or individual entrepreneur) submitting the proposal					
1.1	Company (organization or individual entrepreneur) with valid registration in Ukraine for at least 3 years. - 3 – 4 years - 45 points; - 5 years - 60 points; - more than 5 years - 80 points.	80			
1.2	Experience in conducting the research on the social services provision - at least 2 examples of research conducted confirmed with the links to the websites that contain research results (document examples/samples/abstracts from reports, analytical papers, etc) or/and files document examples/samples/abstracts from reports, analytical papers, etc in WORD, PDF format should be provided: - 2 examples provided – 65 points; - 3 - 4 examples provided – 75 points; - 5 or more examples provided – 95 points	95			
1.3	Experience in the field of educational activities arranged for representatives of local governments and other stakeholders in the field of social work (online or offline events with at least 10 participants): 2 events - 55 points; 3 events and more - 70 points.	70			
1.4	Experience in developing the guidelines, manuals, etc. on the organization of social work - at least 1 document developed (example(s)/sample(s) of the document(s) confirming the experience should be provided): 1 developed document - 55 points; 2 documents - 60 points; more than 2 documents - 70 points.	70			
	<b>Total Scores</b>	<b>315</b>			
	<b>Notes</b>				

Evaluation of the Technical Proposal Form 2	Maximum number of points available	Organization (company or individual entrepreneur)		
		A	B	C
Proposed work plan, methodology and approach				

2.1	<p>Does the proposed methodology and approach of the technical proposal adequately meet the objectives and scope of work?</p> <ul style="list-style-type: none"> <li>- In general, the technical proposal meets the objectives and scope of work, however may have minor inconsistencies – 85 points;</li> <li>- The technical proposal meets the objectives well, but the scope of work is overestimated/underestimated – 90 points;</li> <li>- The technical proposal describes the implementation algorithm of the objectives logically and in detail with a commensurable scope of work – 110 points.</li> </ul>	110			
2.2	<p>How well developed, reasonable and reliable is the proposed work plan??</p> <ul style="list-style-type: none"> <li>- The developed work plan is general in nature, without description and details - 75 points;</li> <li>- The developed work plan contains a description and generally meets the objectives of the Terms of Reference - 85 points;</li> <li>- The developed work plan describes in detail the algorithm of the ToR tasks with the indication of the involved specialists and the gradual transfer of the results of the work - 100 points</li> </ul>	100			
<b>Total Scores</b>		<b>210</b>			
<b>Notes</b>					

Evaluation of the Technical Proposal Form 3		Maximum number of points available	Organization (company or individual entrepreneur)		
			A	B	C
Experience and qualifications of staff and involved experts/consultants					
Team Leader					
3.1	Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification. - Specialist/Master's degree – 20 points; - Ph.D or equivalent – 25 points	25			
3.2	Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 4 years); - 4 years – 20 points; - 5 years – 22 points; - more than 5 years – 25 points.	25			
3.3	Experience with Hromadas/Territorial communities in Donetsk and/or Luhansk oblasts in the field of social	5			

	work, public administration, sociology, economics, finance or other relevant work (at least 2 successfully implemented projects/ executed assignments). – 2 implemented projects/executed assignments and more – 5 points; – No such an experience – 0 points				
3.4	Team management experience – at least 4 projects successfully implemented (information should be reflected in the respective CV section) - 4 implemented projects – 5 points; - More than 4 implemented projects – 10 points.	10			
3.5	Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is required. - Advanced knowledge of Ukrainian, Russian and working knowledge of English – 5 points; - Advanced knowledge of Ukrainian, Russian and English – 10 points.	10			
<b>Interim score by criteria 3.1-3.5</b>		<b>75</b>			
<b>Expert 1</b>					
3.6	Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification - Specialist/Master's degree – 15 points; - Ph.D or equivalent – 20 points.	20			
3.7	Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 3 years); - 3 years – 15 points; - 4 years – 18 points; - more than 4 years – 20 points.	20			
3.8	Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 1 project) - 1 (one) implemented project/executed assignment and/or more – 5 points; - No such an experience – 0 points.	5			
3.9	Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is an asset. - Advanced knowledge of Ukrainian, Russian and working knowledge of English – 5 points; - Advanced knowledge of Ukrainian and Russian – 0 points.	5			

	<b>Interim score by criteria 3.6-3.9</b>	50			
<b>Expert 2</b>					
3.10	Master's/Specialist's degree or equivalent in social work, public administration, sociology, economics, finance or other relevant qualification - Specialist/Master's degree – 15 points; - Ph.D or equivalent – 20 points.	20			
3.11	Proven experience in the field of social work, public administration, sociology, economics, local finance or other relevant work (minimum 3 years); - 3 years – 15 points; - 4 years – 18 points; - more than 4 years – 20 points.	20			
3.12	Working experience with territorial communities/hromadas in Donetsk and/or Luhansk oblasts in the field of social work, public administration, sociology, economics, finance or other relevant work (minimum 1 project) - 1 (one) implemented project/executed assignment and/or more – 5 points; - No such an experience – 0 points.	5			
3.13	Language Skills: advanced knowledge of and ability to work in Ukrainian and Russian is mandatory, working knowledge of English is an asset. Advanced knowledge of Ukrainian, Russian and working knowledge of English – 5 points; Advanced knowledge of Ukrainian – 0 points.	5			
	<b>Interim score by criteria 3.10-3.13</b>	50			
	<b>Total score on Form 3</b>	<b>175</b>			
	<b>Notes</b>				

## 10. TERMS AND CONDITIONS FOR THE CONTRACT CONCLUSION

- The contractors will represent the interests of territorial communities for which they conducted an analysis and developed a set of documents of the local legal framework for organizing a Mobile Home-Based Social Service for lonely and disabled citizens.
- Upon need the contractors will provide support with adjustment (clarification/paraphrasing) of the elaborated documents after its consideration by local authorities of 4 pilot communities. during 6 months after contract end.

## 11. PAYMENT SCHEDULE

The payment schedule for the services provided will be agreed with the Contractor prior to the assignment start. The payments will be made as per delivery of outputs and after the interim and final reports are submitted. The preliminary schedule is given below.

- Upon completion of Deliverable of Stage 1 and submission of the Initial Report - 20% of the total payment;
- Upon completion of Deliverable of Stage 2 and submission of the First Interim Report - 20% of the total payment;
- Upon completion of Deliverable of Stage 3 and submission of the Second Interim Report - 20% of the total payment;
- Upon completion of Deliverable of Stage 4 (delivery of all outputs) and Third Interim Report - 30% of the total payment.
- Upon completion of Deliverable of Stage 5 (delivery of all outputs) and submission of the final report - 10% of the total payment

## 12. FINANCIAL PROPOSAL ACCORDING TO THE TECHNICAL REQUIREMENTS

### *Cost breakdown by deliverables:*

No.	Deliverables	Percentage of the total amount (weight for payment)	Amount, currency incl. VAT
1	Deliverable of Stage 1		
2	Deliverable of Stage 2		
3	Deliverable of Stage 3		
4	Deliverable of Stage 4		
5	Deliverable of Stage 5		
<b>Total ( indicate currency), including VAT</b>		<b>100%</b>	

### *Cost breakdown by components:*

The cost of works will remain unchanged for the entire period of the contract.

The applicants shall include all costs associated with the work execution in their financial proposal (e.g. travel, accommodation, staff salaries, etc.).

No.	Activities/costs	Measuring units	Number	Cost per unit excl.VAT, currency	VAT, currency	Cost per unit incl.VAT, currency	Amount, currency incl. VAT
<b>1</b>	<b>Personnel/experts engaged</b>						
1.1	Team Lead	month					
1.2	Expert 1	month					
1.3	Expert 2	month					
1.4	Other staff (as required)						
<b>2</b>	<b>Cost associated with the assignment implementation</b>						

2.1	Survey (4 communities X 20 respondents)	Respondents	80				
2.2	Focus groups	Unit	4				
2.3	Individual interviews (5 respondents X 4 communities)	Unit	20				
2.4	Holding supervisory meetings, meetings of expert groups, Other (if any - clearly define activities/costs)	Event	16				
2.5	Organizing and holding working group meetings	Event	16				
2.6	Preparing guidelines for drafting a programme for the development of social services in the community	Unit	1				
<b>3</b>	<b>Administrative costs (if necessary)</b>						
3.1	Travel expenses (travel, accommodation and daily allowance)						
3.2	Bank services expenses						
3.3	Other (if any, please, define clearly activities/costs)						
<b>4</b>	<b>Other (if any, please, define clearly activities/costs)</b>						
<b>Total excl.VAT, please indicate currency</b>							
<b>VAT, please indicate the currency</b>							
<b>Total incl.VAT, please indicate the currency</b>							

## Annex 4

## Model Contract

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

Факс: Email:	Fax: Email:
<b>14. Ім'я контактної особи ПРООН:</b>  Посада: Адреса: Тел.: + Email:	<b>14. UNDP Contact Person's Name:</b>  Title: Address: Telephone number Email:
<b>15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі:</b> Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	<b>15. Contractor's Bank Account to which payments will be transferred:</b> 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"> <li>1. Дана лицьова сторінка («Лицьова сторінка»).</li> <li>2. Загальні умови ПРООН для договорів – Додаток 1</li> <li>3. Технічне завдання (ТЗ) - Додаток 2</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>7.</li> </ol> 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	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"> <li>1. This face sheet ("Face Sheet").</li> <li>2. UNDP General Terms and Conditions for Contracts – Annex 1</li> <li>3. Terms of Reference (TOR) – Annex 2</li> <li>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</li> <li>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.</li> <li>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.</li> <li>7.</li> </ol> All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other



<p>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><b>НА ПОСВІДЧЕННЯ ЧОГО,</b> 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><b>IN WITNESS WHEREOF,</b> 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>	
<b>Від імені Підрядника / For the Contractor</b>		<b>Від імені ПРООН / For UNDP</b>	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	