**Section IV: Schedule of Requirements**

**Organisational Context**

The United Nations Office for Project Services (UNOPS) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Mandated as a central resource of the United Nations, UNOPS provides sustainable project management, procurement and infrastructure services to a wide range of governments, donors and United Nations organisations. With over 6,000 personnel spread across 80 countries, UNOPS offers its partners the logistical, technical and management knowledge they need, where they need it. By implementing around 1,000 projects for our partners at any given time, UNOPS makes significant contributions to results on the ground, often in the most challenging environments. Gender equality is key to UNOPS efforts to build a sustainable, inclusive and resilient future and is integral to UNOPS projects.

**Country Context**

With its presence in Ukraine since 2016, UNOPS has provided management and procurement services to support Ukraine’s national reform and sustainable development agenda, take environmental and climate action, strengthen the rule of law, improve energy and healthcare solutions, as well as address economic and governance institutional weaknesses.

The Russian Federation’s invasion of Ukraine in February 2022 has caused a severe and highly complex humanitarian emergency with a global impact not witnessed in Europe for over 70 years. The international response has been significant, with exceptional support provided by many donor countries and organisations. UNOPS, with its ability to add considerable value in its core areas of infrastructure, procurement, and project management services, is part of the response to the ongoing emergency and is expanding its capacity in the country to be able to provide robust and timely support over the long term, through the recovery and reconstruction phases.

Recognizing the enormity and complexity of the challenges ahead, UNOPS Ukraine is supported by the UNOPS Europe and Central Asia Regional Office,in Geneva and UNOPS Headquarters in Copenhagen, Denmark.

**Project Context**

The [Third Ukraine Rapid Damage and Needs Assessment (RDNA3)](https://ukraine.un.org/sites/default/files/2024-02/UA%20RDNA3%20report%20EN.pdf?afd_azwaf_tok=eyJhbGciOiJSUzI1NiJ9.eyJhdWQiOiJ1a3JhaW5lLnVuLm9yZyIsImV4cCI6MTcyODQ3NDc0MCwiaWF0IjoxNzI4NDc0NDQwLCJpc3MiOiJ0aWVyMS01ZGQ5ZmNmYmIteDhucDQiLCJzdWIiOiIyMTcuMjAuMTc5LjE1NyIsImRhdGEiOnsidHlwZSI6Imlzc3VlZCIsInJlZiI6IjIwMjQxMDA5VDExNDcyMFotcjE1ZGQ5ZmNmYmJ4OG5wNHp1cW1jdnJ2NzQwMDAwMDAwOTgwMDAwMDAwMDBodDYzIiwiYiI6ImpCcUNmbS15Zi1nYWhkTHBhNXEwZ2RnelpkWXFlWnhLcktFckVuNjFXOGciLCJoIjoieFVPUWlJaHRISVJyM3ZuMmI5QTY0T3l2dlVSODVlMFZQdTNrT0x1M0JCdyJ9fQ.pw-E85nH_rW1O2qKAj3YA_diFv0oJ6Cpok4L9iUANkZJQcYi8eltbAAZ--5dvvKZEO5N9mD-19R9N8hH_nZaG87BIvGssz9uCMrKkbtT5Vboef2xqhrqfMTPGKwxfoPQYyoCTeZs0G0QiJjUj8a5hYvb4PmwGbdjTpEeBS5ia-eCzhvxtrJQPwZFVnbHzGPi-zP9xV_6M8iStJsuUE0B94-JR_0Ue-hen5PI0L_hq9If5-5xIE9P-2Pmnk7PHufaoasAUP34iiP0YH2XMlYCaXwsLwF9-uF6MRzW_8Cbg5eSs77XRW85h-n6ul81CEXSsmQ140_NJeidbCbr-0jblw.WF3obl2IDtqgvMFRqVdYkD5s) completed in December 2023 by the Government of Ukraine, the World Bank Group, the European Commission, and the United Nations, identified only for 2024 $15 billion immediate reconstruction and recovery priorities at national and communities level (housing, soft infrastructure and services, energy, transport), with agriculture among the highest recovery needs (12%), along with housing (17% of the total), transport (15%), energy (10%), social protection and livelihoods (9%), and explosive hazard management (7%).

One of the UNOPS implemented Project [“Restoring Communities and Social Infrastructure: A settlements based approach in Mykolaiv”](https://www.unops.org/news-and-stories/news/restoring-entire-communities-in-mykolaiv) goals is to restore communities and enable them to recover. A holistic "Settlements" based approach is a tried and tested, endorsed approach by the International Financial Institutions that creates the conditions that do not just allow communities to survive, but enables them to thrive. The project therefore intends to look at these communities not simply through an infrastructure lens, but to use the restoration of infrastructure as a catalyst for rejuvenating a settlement or communities.

In connection with this project, UNOPS is seeking to partner with a non-governmental, locally-based organization specializing in communities coordination to play a crucial role in the initiative. The project aims to restore and rehabilitate up to 43 multi-family apartment buildings and internal roads in Mykolaiv City that have sustained damage due to conflict. The scope of the repairs includes both light and medium interventions across three micro-districts: Lisky 1, Lisky 2, and Korabelnyim such as: replacement of windows, balconies, repairs of roofs, entrances and some facades, caused by the war. The scope of internal roads repair include dismantling of all damaged elements of the roads and pavement (asphalt, concrete ets), collection, and capital repairs of the pavements and roads.

The project targets a wide outreach, encompassing approximately 4,650 households or apartment units, with an estimated 1,800 individual apartments slated for repair. This effort is grounded in evidence-based practices, drawing upon UNOPS’s previous activities in Mykolaiv, as well as a formal request from the Mykolaiv City Hall for assistance with housing repairs.

The organization selected for this collaboration will work in close coordination with UNOPS and other key stakeholders to foster active participation, a sense of ownership, and robust engagement within the affected communities. The success of this project hinges on the ability to effectively communicate and coordinate residents, ensuring that they are not only beneficiaries but also active contributors to the rebuilding process in their neighborhoods.

**Objectives**

The Project is designed with a clear and focused objective: to revitalize the communities within the City of Mykolaiv. This will be achieved through a comprehensive assessment of the damages and infrastructure needs, followed by the rehabilitation of up to three micro-districts in the city—namely Lesky 1, Lesky 2, and Korabelnyi. The rehabilitation efforts will encompass both light and medium repairs to the residential infrastructure in these areas, addressing the physical damage caused by the conflict, as well as repairs of internal roads in Lisky-1.

However, the project's scope extends beyond mere structural repairs. To ensure the holistic recovery and long-term resilience of these communities, the initiative also includes communities coordination efforts aimed at fostering social cohesion and empowering residents. In particular, liaison and coordination with the community envisages engaging with the communities members through meetings, focus groups discussions and assessments to facilitate communication between the homeowners in the micro-districts, contractors and UNOPS Project Team and to identify most acute needs that communities would like to address in the nearest future.

The Project is committed to achieving substantial completion of these objectives by May 2025, ensuring that the communities in Mykolaiv are not only rebuilt but are also strengthened and revitalized for the future.

### Key Personnel Requirements

| **No.** | **Position description/Title** | **Required qualification** | **Area of experience required** | **Years of relevant experience required** |
| --- | --- | --- | --- | --- |
| **1** | **Team Leader** | Bachelor degree in social sciences. | min 5 years of experience in NGOs working withcommunities to develop and implement plans and programmes at the community level | 5 years |
| **2** | **Expert 1** | Bachelor degree in social sciences. | min 2 years of experience in NGOs working withcommunities to develop and implement plans and programmes at the community level | 2 years |
| **3** | **Expert 2** | Bachelor degree in social sciences. | min 2 years of experience in NGOs working with the communites to develop and implement plans and programmes at the community level | 2 years |
| **4** | **Expert 3** | Bachelor degree in social sciences. | min 2 years of experience in NGOs working with the communities to develop and implement plans and programmes at the community level | 2 years |

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**Deliverables & Tasks to be implemented**

***The Service Provider is expected to prepare and submit the following deliverables:***

* **Deliverable 1:** Stakeholder List and Methodology: for liaising and coordination with communities within three days of commencing services, the local Bidder should submit a comprehensive list of local stakeholders and a detailed methodology for liaising and coordinating with the communities, including a communication strategy to ensure stakeholder commitment during the project’s implementation.
* **Deliverable 2:** Detailed plan for awareness activities: the local service provider shall prepare and submit a schedule detailing the method and approach for awareness-raising activities. This plan should be informed by pre- and post-project assessments (through focus group discussions or other methods of information collection) and include metrics for measuring communities population, returnees, homeowner satisfaction, etc., and report on these metrics effectively. The plan should also include the steps for establishment of a complaints mechanism.
* **Deliverable 3:** Report on conducted activities: final narrative and quantitative report on all activities must be submitted, detailing the analysis and impact of the activities on beneficiaries. This report should be concise, include analysis of the results of conducted activities, photographs of the activities and cover focus group discussions (other meetings, held with the communities), establish complaints mechanism and other project-related activities. The report should include the established complaints mechanism and its functionality.
* **Deliverable 4:** Follow-Up Interventions Plan: The local service provider must develop and submit a proposed outline and plan for complementary follow-up interventions that address existing gaps, issues, or problems identified by the communities focus groups.

The following tasks in connection to the deliverables are expected to be fulfilled:

1. **Liaison with communities, home-owners associations, and community-based organisations in Mykolaiv micro-districts (Deliverables 1, 2 &3):**

Under the direction of the UNOPS Project Manager (PM) and Deputy Project Manager (DPM), the selected organization will be responsible for identifying and establishing communication with local communities, homeowners' associations, and the contractors who are engaged in infrastructure management, housing repairs, and other project-related activities within the micro-districts of Mykolaiv.

### *Principles of Coordination with Communities*

The organization should ensure that all communities liaison and coordination procedures strictly align with humanitarian principles, particularly the “Do No Harm”[[1]](#footnote-0) approach, ensuring that the intervention does not negatively impact the communities involved.

* Identify and implement communities engagement methodologies that are culturally sensitive and aligned with the norms and practices of the local population. This is crucial for gaining the trust and active participation of the communities in the project's infrastructure activities.
* Sensitize local population—comprising approximately 4,650 persons in 1800 households with a minimum requirement of outreach to 1000 households —on the outputs, outcomes, and sustainability aspects of the project activities. This includes explaining how the project will impact their daily lives and the long-term benefits they can expect.
* Contribute to the strategic planning of communities liaison activities, ensuring that these activities are conducted according to the defined methodologies. A regular field presence will be required to effectively manage and oversee these coordination efforts.
* Ensure that all activities related to community engagement are carried out to the highest standards. This includes maintaining strong communication with communities leaders and key stakeholders to explain the project’s objectives and promote the organization’s role.
* Encourage the inclusion of women and minority groups in communities decision-making processes, ensuring that their perspectives are considered in project-related discussions.
* Act as a vital link between UNOPS and the residents, facilitating clear and consistent communication. This role also involves maintaining comprehensive qualitative and quantitative records of all activities, disaggregated by age, gender, and diversity where applicable.
* Regular monthly written and verbal reports on communities engagement activities, including gender and other disaggregated data (age, disability), related to homeowners from up to 1800 households must be provided to UNOPS Ukraine. This reporting will help track the progress and impact of the project’s communities engagement components.
* Specific Community Implementation Activities for Liaison and Coordination with the communities Ensure successful access with all parties involved (up to 1,800 households), which is critical to achieving the project’s objectives.
* Work closely with communities leaders to identify absent homeowners and establish communication with them. This communication will inform them about the project and seek their consent to access their apartments for repair work.
* Establish a robust complaint management mechanism to receive, track, manage, and resolve any issues or grievances raised by communities members concerning the project activities. This mechanism is a key component of the organization’s accountability to the beneficiary communities.
* Establish a community-based center where homeowners and communities members can access information about the project, submit complaints, and coordinate access to apartments for repair work.
* Establish focus groups to gather input from the communities, proposing interventions to address gaps, issues, or other problems identified through these discussions. This feedback will inform follow-up grants and other complementary interventions.
* Conduct thorough pre- and post-project assessments, collecting quality data on various metrics such as communities population, returnees, homeowner satisfaction, etc - through a gender lens. This data will be reported effectively to measure the impact of the project.
* Present the results of the focus group discussions and pre- and post-project assessments to UNOPS, highlighting further needs of local communities and proposed solutions through future interventions.

1. **Monitoring and reporting on project’s communities engagement components (Deliverables 3&4)**

* Monitor the effectiveness of the communities engagement activities and suggest adjustments of methodology and material based on the lessons learned from current practices.
* Conduct pre- and post-project assessments and collect quality data to measure various metrics on communities population (including gender-, age- and disability-desegregated data), returnees data , homeowner satisfaction (or complaints), etc. and report the collected data in an effective manner.
* Report timely and accurately on the progress of all the communities engagement components of the project, with a focus on impact, quality, risks & issues, and lessons learned.
* Report communities feedback.
* Report communities proposals for future interventions that would complement the ongoing light and medium repairs.

1. **Complaints mechanism setup and management (Deliverable 3)**

* Implementation of the complaints mechanism allowing all stakeholders of the project (starting with the members of the beneficiary communities) to voice concerns, complaints and/or recommendations about any aspect of the project (quality; health and safety; behaviour and integrity of UNOPS, partners and contractor staff; gender equality and social inclusion aspects; etc.) and the project team to address, resolve and learn from those concerns, complaints and/or recommendations in a systematic way.

**Payments Schedule**

| **No.** | **Deliverable** | **Timeframe for Completion[[2]](#footnote-1)** | **Payment %** |
| --- | --- | --- | --- |
| 1 | Stakeholder List and Detailed Methodology for liaising and coordinating with the Communities | three days from contract commencement date | 10% |
| 2 | Detailed plan for awareness activities and step-by-step plan for establishment of a complaints mechanism | fourteen days from the contract commencement date | 15% |
| 3 | Report on conducted activities, including the functionality of the established complaints mechanism | two and a half months from the contract commencement date | 50% |
| 4 | Plan of follow-up interventions in the communities | three months from the contract commencement date | 25% |

1. <https://www.cdacollaborative.org/wp-content/uploads/2018/01/Do-No-Harm-A-Brief-Introduction-from-CDA.pdf> [↑](#footnote-ref-0)
2. Tentative timeframe for the submission of deliverables. At the stage of the contract signature with the selected bidder, clear deadlines will be established with due dates of submission [↑](#footnote-ref-1)