## **SECTION 2: RFP SPECIFIC INSTRUCTIONS**

|  |  |
| --- | --- |
| **General Conditions of Contract** | Any Purchase Order or contract that will be issued as a result of this RFP shall be subject to the General Conditions of Contract  Select the applicable GTC:  [General Terms and Conditions / Special Conditions for Contract](https://view.officeapps.live.com/op/embed.aspx?src=https://popp.undp.org/sites/g/files/zskgke421/files/2023-05/PSU_Considerations%20of%20Contracting_UNDP%20GTCs%20for%20Contracts%20%28Goods%20and-or%20Services%29%20-%20May%202023.docx)  [General Terms and Conditions for de minimis contracts (services only, less than $50,000)](http://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf)  Applicable Terms and Conditions and other provisions are available at [UNDP/How-we-buy](http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html) |
| **Special Conditions of Contract** | Cancellation of PO/Contract if the delivery/completion is delayed.  Others: Liquidated damages: up to 1% of total contract amount per each week of delay may be applied on discretion of UNDP. |
| **Duties and taxes** | Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All Proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:  All prices must:  be inclusive of VAT and other applicable indirect taxes  **be exclusive of VAT and other applicable indirect taxes**  [according to project and applicable country agreement] |
| **Language of Proposal** | English or Ukrainian. In case of submission in Ukrainian language, bidders may be requested for provision of English translation of separate parts of the bid or bid as a whole.  Including documentation including catalogues, instructions and operating manuals. |
| **Partial Offers** | Not permitted  Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes |
| **Instructions for proposal submission** | Proposals must be submitted directly in the online system.  Allowable manner of submitting proposals:  The Financial Proposal shall be submitted directly in the system only in the “**Commercial section**” of the requirements and/or line items/deliverables. Non-compliance with this instruction may result in rejection of the proposal received. |
| **A pre-bidding conference will be held on:** | The Pre-Bidding Conference with interested bidders will be held on August 27, 2025 at 11:00 AM (Kyiv time) via Zoom.  Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information at the following e-mail till August 27, 2025 at 10:30 AM (Kyiv time): [procurement.ua@undp.org](mailto:procurement.ua@undp.org)  Attn: *UNDP Ukraine Procurement Unit*  Subject: *UNDP-UKR-01397 – Pre-Bidding Conference Registration* |
| **Implementation Schedule indicating breakdown and timing of activities/sub-activities** | Required  Not Required |
| **Names and curriculum vitae of individuals who will be involved in completing the services** | Required  Not Required |
| **Documents to be submitted** | Organization's **registration documents** (Copy of state registration document and taxpayer certificate);  ☒ **Annex 2: Offer Submission Form**  ☒ **Organizational profile** which should not exceed ten (10) pages, but should include references to previous experiences, work with state entities and provide other information necessary to make an informed selection based on the company’s reputation and track record, namely:   * At least 2 (two) years of experience in developing and building software, complex information systems, software implementation and further support of complex information systems provided for governmental authorities (GOVTECH) - mandatory; * At least 2 (two) links or other objective proof of similar projects development and/or modernization (development, refinement, modification, etc.) or software support of the state (unified, unified state, etc.) web sites, the holder of which is a central-level state body, the jurisdiction of which extends to the entire territory of Ukraine, as demonstrated by the company profile that is to be submitted with the proposal. (Product Acceptance Acts, etc and/or links to the relevant examples/samples) - mandatory; * The relevant records confirming at least 2 (two) years of experience in UI/UX design (including focus-groups) and producing websites including functionality for people with disabilities, user experience mapping – optional requirement, will be an asse.   ☒ **Description of the proposed team**, including **CVs of the key team members** suggested and relevant data that allows to assess their experience in similar engagements;  ☒ **Written confirmation from team members** on their availability for the project;  ☒ At least **2 (two) letters of reference/recommendation** from previous clients on development and implementation of projects (software packages, designed information systems, implementation);  ☒ **Technical proposal** explaining how the organization proposes to approach the task at hand, and confirming realistic and efficient implementation of the project, timetable in line with requirements of the TOR indicating the persons responsible for each area of activity (based on template of *Annex 3: Technical Offer* and in accordance with *Annex 1\_Description of Requirements*);  ☒ **Annex 4: Financial Proposal** in line with the requirements of this RFP (to be uploaded in financial section (Financial Evaluation - Commercial) only.  **PLEASE NOTE: If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.** |
| **Proposal validity period** | Proposals shall remain valid for 90 days from the deadline for the Submission of Proposal. |
| **Currency of Proposal** | ☒ UAH or ☒ USD  For the purpose of bid evaluation and comparison, all bid prices will be converted into US Dollars (USD) using the UN Operational Rates of Exchange (UNORE) effective on the bid submission deadline date, available at:  [https://treasury.un.org/operationalrates/OperationalRates.php](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftreasury.un.org%2Foperationalrates%2FOperationalRates.php&data=05%7C02%7Cisrar.ahmad%40undp.org%7C111812c44424472b18b008dd9dea70e3%7Cb3e5db5e2944483799f57488ace54319%7C0%7C0%7C638840353018979476%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=zaNxQbZwX%2BKeUtQKLC%2BOJoAg5LJCzYTGg%2BKOWZGcGa8%3D&reserved=0)  The Contract(s) with the awarded bidder(s) will generally be signed in the currency of the bid.  To accommodate local currency fluctuations and operational flexibility for local bidders, the following arrangements are possible, subject to agreement with UNDP and reflected in the Financial Proposal:  **Option A: Bid and Contract in USD**   * **Payment in USD**: If the bidder has a valid USD bank account and agrees to this arrangement, payments will be made in USD. Relevant banking details must be provided in the bidder's Quantum profile and invoice. * **Payment in UAH**: Payments may be made in UAH at the UNORE rate([https://treasury.un.org/operationalrates/OperationalRates.php](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftreasury.un.org%2Foperationalrates%2FOperationalRates.php&data=05%7C02%7Cisrar.ahmad%40undp.org%7Cc75962f46a654731f06008ddae7b62ed%7Cb3e5db5e2944483799f57488ace54319%7C0%7C0%7C638858567167503124%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=ffp5nOieDPbiD5AIIdRdHVikkCM8g1GdfsyqQiVHJ7g%3D&reserved=0)) effective on the date of payment. The invoice should be issued in UAH and should reference the equivalent USD amount in line with the Contract.   **Option B: Bid in USD, Contract in UAH**  If agreed by UNDP and the bidder, the contract may be signed in UAH using the UNORE USD/UAH rate effective on the date of contract signature.  **Taking into account that purchase of services will be carried out within the project of international technical assistance the price offers / invoices for payment must be presented without VAT.** |
| **Payment Terms** | The payment shall be arranged in stages in accordance with the proposed payment scheme below and upon acceptance of the deliverables based on quality control and acceptance of recommendations. The Contractor shall comply with the quality assurance system of UNDP, and provide the necessary information, reports and statistics according to a preliminary determined schedule or as soon as possible (within a reasonable period of time).  In particular, the payment schedule will be as follows:   * Deliverables ## 1,2 – 30% * Deliverables ## 3,4 – 30% * Deliverables ## 5,6 – 40%   The payment will be made by UNDP within 30 (thirty) calendar days from the date of certification of acceptance signed by UNDP and submission of originals of invoice, act of acceptance and tax invoice (if applicable). |
| **Conditions for Release of**  **Payment** | Passing Inspection [specify method, if possible] Complete Installation  ☐ Passing all Testing [specify standard, if possible]  ☐ Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible  Written Acceptance of Goods, Services and Works, based on full compliance with RFP requirements  Others [pls. specify] |
| **Clarifications** | Requests for clarification from proposers will not be accepted any later than three (3) days before the submission deadline. Responses to request for clarification will be communicated **via messaging functionality in the portal.** |
| **Evaluation method** | **Selection of the contractor**  For all the proposals successfully passed preliminary examination criteria and minimum eligibility/qualification criteria, two-stage procedure will be utilized in evaluating the proposals, with an 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 have 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 the below Evaluation Criteria.  In the Second Stage, the price proposals of all offerors, who have attained a minimum 70% score in the technical evaluation, shall be reviewed.  The overall evaluation shall result from a cumulative analysis, 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 the 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 shall 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 awarded to the bidder who submitted the winning proposal. |
| **Evaluation criteria** | **Administrative Requirements**  Submitted proposals will be reviewed on “Pass” or “Fail” basis to determine compliance with the below formal criteria/ requirement/s:  *Full compliance with all requirements as specified in Annex 1.*  *Full acceptance of the General Conditions of Contract.*  *Proposal must meet required Proposal’s Validity.*  *Proposal have been signed by the proper authority.*  *Proposal includes requested company/organization documentation as*  *mentioned above in «Documents to be submitted section".*  *Proposal must comply with general administrative requirements*.  **Minimum Eligibility and Qualification Requirements**  ***Full compliance with requirements specified in “Bidders Declaration” section in the Quantum system****;*  ***A properly registered organization (private company or non-profit entity, except for state-owned or communal enterprises). For Ukrainian companies, registration must be obtained in the territory controlled by the Government of Ukraine*** *(in the case of consortium/JV, the requirement should be met individually, i.e. each consortium/JV member should meet this specific requirement);*  ***Technical and Financial proposals should be submitted as separate PDF files****. Financial proposal documents must be uploaded in the financial section (Financial Evaluation – Commercial) only;*  ***No conflicts of interest confirmed****;*  ***At least 2 (two) years of experience in developing and building software, complex information systems, software implementation and further support of complex information systems provided for governmental authorities (GOVTECH);***  ***At least 2 (two) links or other objective proof of similar projects development and/or modernization (development, refinement, modification, etc.) or software support of the state (unified, unified state, etc.) web sites,*** *the holder of which is a central-level state body, the jurisdiction of which extends to the entire territory of Ukraine, as demonstrated by the company profile that is to be submitted with the proposal. (Product Acceptance Acts, etc and/or links to the relevant examples/samples).*  **Experience and Qualification Requirements**  *▪* ***At the minimum, a team of the following specialists on board (labour agreement, private entrepreneur contract or other form of involvement)****:*   * + ***System Architect / Team Leader***      - *Education: advanced University degree (Bachelor’s or higher) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field.*     - *Experience: at least 4 (four) years of professional experience in managing teams to build similar electronic systems*     - *Experience of at least 1 (one) projects (software packages, designed information systems) carried out with state entities at the central level (any government branch);*     - *Portfolio of at least 2 successfully completed projects similar in scope to this one (development/modernization of portals or websites)*   + ***Software Engineer***      - *Education: advanced University degree (Bachelor’s or higher) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field*     - *Experience: at least 3 (three) years of professional experience in software development;*     - *Experience of projects implementation for state entities at the central level will be an asset;*     - *Portfolio of at least 2 successfully completed projects similar to this one.*   + ***UI/UX Specialist***      - *Education: advanced University degree (Bachelor’s or higher) or equivalent in IT, Information system management, Computer science, Mathematics, Physics or related field or demonstrated professional training in the relevant field (taken as substitute of higher education in the sphere);*     - *Experience: at least 3 (three) years in the area of UI/UX;*     - *Experience of projects implementation for state entities at the central level will be an asset;*     - *Portfolio of at least 2 successfully completed projects similar to this one.*   + ***Tester***     - *Education: University degree (Bachelor’s or higher) in technical or social sciences or combination of some university education with at least two (2) years of experience in the sphere of IT, software / code testing or accessibility design and testing;*     - *At least two (2) years of professional experience of work with IT, software / code testing or accessibility design and testing;*     - *Experience of projects implementation for state entities at the central level will be an asset.*   *The Project Team (Team Leader, Software Engineer, UI/UX Specialist and Tester) both women and men (at least 33 % of the team are women, but not more than 67 %), will be an advantage.*  *Fluency in Ukrainian is mandatory for Team Leader, Key Expert, UI/UX Specialist and Tester.*  *At least 1 (one) developed and implemented project (website, webportal, etc) using CMS Joomla as an asset*  ***CVs of the proposed specialists must include clear reference to their main specialization under the present competitive process.*** |
| **Criteria for Contract Award** | ☐ Lowest Price Quote among technically responsive offers  ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)  ☒ 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**. |
| **UNDP will award the contract to:** | ☒ One and only one Service Provider  ☐ One or more Service Providers, depending on the following factors |
| **Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment** | Project Manager, EDA Project |
| **Type of Contract to be awarded** | ☐ Purchase Order  ☐ Institutional Contract  ☒ Contract for Professional Services  ☐ Long-Term Agreement  ☐ Other Type of Contract |
| **Expected date for contract award.** | 25 September 2025 |
| **Contact Person for Inquiries** | - If you need support with the online system, you can contact [procurement.ua@undp.org](mailto:procurement.ua@undp.org) .  - Bidders must send their inquiries and requests for clarifications related to Terms of Reference / Specification / Other bidding documents using the messaging functionality in the portal. |