



## REQUEST FOR PROPOSAL (RFP)

All interested	DATE: October 28, 2019
	REFERENCE:152-2019-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **“Development and implementation of the Electronic Document Management System in the TsNAP (administrative services centre) of the village of Bilovodsk, of the village of Stanitsa Luhansk Luhansk oblast, c. Volnovakha Donetsk oblast”**.

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

Proposals may be submitted on or before **23:59 (Kyiv time) Monday, November 11, 2019** and via email to the address below:

**United Nations Development Programme**

***tenders.ua@undp.org***

***Procurement Unit***

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

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

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

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

Messages should **not exceed 8 MB in size**. Offers larger than 8 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 8 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: **“152-2019-UNDP-UKR-RFP-RPP” and “Development and implementation of the Electronic Document Management System in the TsNAP (administrative services centre) of the village of Bilovodsk, of the village of Stanitsa Luhansk Luhansk oblast, c. Volnovakha Donetsk oblast”**

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

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

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

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Sukhrob Kakharov*

Mr. Sukhrob Kaharov,  
Operations Manager

UNDP Ukraine  
October 28, 2019

A.D.

## Description of Requirements

Project name:	“Recovery and Peacebuilding Program”
Brief Description of the Required Services	UN RPP is looking for the Contractor which will provide quality expertise in development and implementation of the Electronic Document Management System (hereinafter - EDMS) in TsNAPs (administrative services centres) of the villages of Bilovodsk and Stanitsa Luhanska Lugansk oblast, Volnovakha Donetsk oblast
The overall objective	<p>The purpose of implementation of three systems of electronic document flow in the TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast is a comprehensive solution to achieve the following goals:</p> <ul style="list-style-type: none"> <li>• Transition to purely electronic interaction TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast which envisages changes in internal instructions and regulations and aims to significantly reduce the costs associated with paperwork (paper, printing, storage).</li> <li>• Ensuring the possibility of interaction in TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast, and Volnovakha Donetsk oblast exclusively in electronic form, having in mind such interaction processes as: <ul style="list-style-type: none"> <li>- processing of requests for information,</li> <li>- information interaction with public authorities (institutions, contractors, other enterprises),</li> <li>- processing of citizens' appeals.</li> </ul> </li> <li>• Achieving this goal requires revision of individual provisions, instructions, and should leave the possibility of interaction in forms other than electronic, as provided by law.</li> <li>• Ensuring effective interaction the TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast through such electronic document formats as instantaneous movement, unlimited copying, simultaneous familiarization, as well as prompt interaction between users of the System.</li> <li>• Providing control over business processes, which enables the monitoring of the status of current processes, actions of executors, and documents, as well as the production of statistical reports.</li> <li>• Reliable storage and protection of information, which involves the consolidation of information in electronic form and, accordingly, security measures, in the electronic document flow system using unified approaches to information security.</li> <li>• Compliance with regulations on organization of workflow, electronic workflow, protection of information.</li> </ul>
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator (Local Governance and Decentralization Reform)
Frequency of Reporting	According to TOR attached
Progress Reporting Requirements	According to TOR attached

Location of work	According to TOR attached
Expected duration of work	According to the proposed timeframe specified in the attached TOR
Target start date	November 2019
Target completion date	January 2020
Travels Expected	According to TOR attached
Special Security Requirements	n/a
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The Program does not provide premises, equipment, supporting personnel, services or logistic support
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) – strongly advised to use as a risk mitigation measure against the impact of the local currency devaluation. UNDP shall arrange the payment in local currency based on the UN Operational Exchange Rate prevailing at the time of invoicing. For details please see: <a href="http://treasury.un.org">http://treasury.un.org</a> <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on 1st of November 2019 at 3 pm via Skype. Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> Attn: Procurement Unit Subject: <b>152-2019-UNDP-UKR-RFP-RPP</b> – Pre-Bidding Conference Registration
Payment Terms	The contractor is invited to assess the complexity of work on the implementation by each of these Deliverables, and to offer the

	<p>customer the preferred percentage of the total proposed value of the contract. Proposed by UNDP payment schedule:</p> <ol style="list-style-type: none"> <li>1. After achieving of the result of the Stage 1 and submission of the Inception Report – 20%;</li> <li>2. After achieving of the result of the Stage 2 and submission of the First Interim Report – 70%;</li> <li>3. After achieving of the result of the Stages 3 and submission of the Final Report– 10%;</li> </ol> <p>Payment terms: Not later than thirty (30) days as of meeting the following conditions:</p> <ol style="list-style-type: none"> <li>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs;</li> <li>b) Receipt of invoice from the Contractor.</li> </ol>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator, Economic Recovery and Restoration of Critical Infrastructure, 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). <u>This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</u>
Criteria for the Assessment of Proposal	<p><b>Technical Proposal (70%)</b></p> <input checked="" type="checkbox"/> Experience of the company/organization submitting the proposal 25.71% <input checked="" type="checkbox"/> Proposed work plan, methodology and approach 38.57% <input checked="" type="checkbox"/> Personnel and invited experts/consultants 35.71% <p><b>Financial Proposal (30%)</b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Contractor <input type="checkbox"/> One or more Contractors, depending on the following factors:
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions - Available through the Link: <a href="https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> <input checked="" type="checkbox"/> Detailed TOR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Contract for professional services template (Annex 4)

<p>Contact Person for Inquiries (Written inquiries only)<sup>1</sup></p>	<p><i>Procurement Unit</i> <i>UNDP Ukraine</i> <i>procurement.ua@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<p>Documents to be submitted in proposal</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2);</li> <li><input checked="" type="checkbox"/> Business Licenses (Copies of State/Tax registration documents) and other Certificates (if any). In case a group of experts decides to apply, a letter of affiliation with an officially registered organization (which will be the Contractor in case of contract award) must be provided;</li> <li><input checked="" type="checkbox"/> Organization's profile (date of creation, size, number of staff, description of key staff);</li> <li><input checked="" type="checkbox"/> A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;</li> <li><input checked="" type="checkbox"/> A work plan with the proposed work schedule indicating the persons responsible for each area of activity;</li> <li><input checked="" type="checkbox"/> Annex 3 of this Terms of Reference for Functional Tasks is filled.</li> <li><input checked="" type="checkbox"/> Experience in the development of system of workflow in the TsNAP is mandatory. Documentary confirmation is required (at least 2 developed systems).</li> <li><input checked="" type="checkbox"/> Developed similar system with over 200 users . Provide documentary confirmation</li> <li><input checked="" type="checkbox"/> Personal CVs of the Project Team, including information about past experience in similar projects / assignments, as well as confirmation of their availability if selected for this project;</li> <li><input checked="" type="checkbox"/> At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant;</li> <li><input checked="" type="checkbox"/> <b>Financial proposal (must be password protected and provided in separate archive. Don't provide password unless requested and don't include password to letter with technical proposal part).</b></li> </ul>

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

<p>Other Information Related to the RFP</p>	<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, including documentation regarding the company/organization’s legal status and registration</li> <li>✓ Offers must comply with general administrative requirements: <ul style="list-style-type: none"> <li>• Duly registered company with experience of at least 3 years in software development and implementation (specifically, in development and implementation of EDMS, web-based platforms, websites, CMS, web- design, Intranets, programming, and other relevant);</li> <li>• At least 2 implemented similar projects with local of TsNAP of Ukraine including more complex projects on development and implementation of relevant software solutions, including provision of technical support/maintenance, training, development of user’s guide/manual;</li> <li>• Developed similar systems with over 200 users.</li> </ul> </li> </ul> <p>Contractor’s Personnel (Key Personnel/Experts)</p> <p>The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:</p> <p><b>Project Manager/Team lead:</b></p> <ul style="list-style-type: none"> <li>• At least Bachelor’s degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;</li> <li>• At least 2 years of experience in management of IT projects;</li> <li>• At least 2 similar projects successfully implemented;</li> <li>• Language Requirements: Fluent Ukrainian and/or Russian language</li> </ul> <p><b>Database Architect/Database Developer</b></p> <ul style="list-style-type: none"> <li>• At least Bachelor’s degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;</li> <li>• At least 2 years of experience in the field of software development;</li> <li>• Strong knowledge and extensive skills in database design proved through participation in at least one similar project, in which he/she held a position of Database Architect, Database Developer or similar;</li> <li>• Language Requirements: Fluent Ukrainian and/or Russian and/or English language</li> </ul>
---------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



**Software development engineer**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in the field of software development;
- Specific professional experience proved through participating in at least one similar project, in which he/she held a position or Programmer, Developer, Software development engineer or similar;
- Language Requirements: Fluent Ukrainian and/or Russian language

**Software Tester/Quality Assurance Engineer**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in the field of software development;
- Experience on various performance and load assurance methodology and practices, including performance Testing/Profiling/Tuning, proved through participating in at least one similar project;
- Language Requirements: Fluent Ukrainian and/or Russian language.

**Technical Writer**

- At least Bachelor's degree in such fields as Linguistics, Journalism, Communications, Marketing, Social Sciences, Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other related.
- At least 2 years of prior experience in eliciting user requirements, writing technical documentation and procedural materials for multiple audiences or similar.
- Specific professional experience proved through participating in at least one similar project, within which he/she held a similar position/similar functions.
- Language Requirements: Fluent Ukrainian and/or Russian language

Other information is available on

<http://procurement-notice.undp.org>;

For the information, please contact [procurement.ua@undp.org](mailto:procurement.ua@undp.org)

**Annex 2****FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>2</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>3</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 152-2019-UNDP-UKR-RFP-RPP dated 10/28/2019, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**A. Qualifications of the Service Provider**

<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

<sup>2</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

	Copies of State registration and Tax registration should be attached
Latest Audited Financial Statement or Financial results (2015 -2016)	Copies of income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation
Track Record performed within the last 5 years	Please indicate here the List of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references; Brief description of previous products developed by the company (list);
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

**B. Proposed Methodology for the Completion of Services**

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology, and expected deliverables, implementation schedule for each deliverable/output will be appropriate to the local conditions and context of the work.*

***Must include:***

- 1. Letter of interest/letter of proposal, which briefly describes the organization's profile (date of creation, size, number of staff/consultants, description of key staff/consultants) and approach to the performance of work (up to 2 pages);***
- 2. Technical proposal detailing the proposed work plan;***
- 3. A timeline detailing how the required results will be achieved/completed within the required timeline***
- 4. References***

**C. Qualifications of Key Personnel**

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

***a) Names and qualifications of the key personnel that will perform the services; description of roles of key personnel (Team Leader, Specialists);***

***b) CVs demonstrating qualifications, experience and language skills of Team Leader and Specialists as well as contact details for referees;***

***e) Written confirmation from each team member that they are available for the entire duration of the contract.***

***1) Team Leader***

***2) Other experts***

## Financial Proposal

The Proposer is required to prepare the Financial Proposal in an envelope separate 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 either lease/rent or purchase 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.

### A. Cost Breakdown per Deliverables\*

The key steps and a description of the results that must be obtained in the specified time frames are listed below.

The contractor is invited to assess the complexity of work on the implementation by each of these stages, and to offer the customer the preferred percentage of the total proposed value of the agreement.

<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price (Weight for payment)</b>	<b>Amount, currency, excl. VAT</b>
Delivery of output 1		
Delivery of outputs 2		
Delivery of outputs 3		
<b>Total</b> (please indicate currency)	100%	

*\*This shall be the basis of the payment tranches*

**B. Cost Breakdown by Cost Component:**

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for 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.

<i><b>Nº</b></i>	<i><b>Activity/Costs</b></i>	<i><b>Unit</b></i>	<i><b>Number</b></i>	<i><b>Cost per unit, currency</b></i>	<i><b>Amount, currency excl. VAT</b></i>
<b>1</b>	<b>Cost of implementation</b>				
1.1	Survey of records management processes in TsNAPs and preparation of initial data for primary filling of the database				
1.2	Primary filling of data into a database				
1.3	Installation and setup of server components of the EDMS software				
1.4	Formation of a register of the territorial community (also for ATC)				
1.5	Administration of EDMS software				
1.6					
...					
<b>2</b>	<b>Trainings, consulting, etc.</b>				
<b>2.1</b>	Technical training of personnel for management of EDMS	event	Total 6 ( 2 event for each TsNAP)		
2.2	User guide (online version)	pcs	1		
2.3	Users consulting during the trial operation				
2.3	Other (if any - to define clearly activities/costs)				
...					
<b>3</b>	<b>Guarantee support</b>				
3.1	Guarantee support of the system	month	12		
	...				
<b>4</b>	<b>Other costs (if any - to define clearly activities/costs)</b>				
	<b>Total (please indicate currency)</b>				

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

**\*\* Dear partners!**

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

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

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

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

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

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

**\*\* Уважаемые партнеры!**

Уважаемые партнеры!

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере 056-2017-UNDP-UKR-RFQ-RPP производится в рамках выполнения проекта международной технической помощи.

Согласно положений Налогового Кодекса Украины (п. 197.11) предусмотрено освобождение от налогообложения НДС операций, которые финансируются за счет материально-технической помощи.

Порядок получения права на освобождение от налогообложения операций, которые производятся в рамках проектов международной технической помощи регламентируется постановлением Кабинета Министров Украины от 15 февраля 2002 года №153.

В случае наличия права на применение этой НДСной льготы на дату получения аванса от ПРООН вы должны составить и зарегистрировать в ЕРНН налоговую накладную (далее — НН), которая заполняется следующим образом:

- в графе «Складена на операції, звільнені від оподаткування» верхней левой части делается пометка «Без ПДВ»;
- в раздел А табличной части НН (строки I - X) вносятся обобщающие данные по операциям, на которые складывается такая НН, а именно: в строке I указывается общая сумма средств, подлежащих уплате с учетом НДС; в строке IX — общий объем поставки товаров/услуг. Строки II - VIII раздела А не заполняются;
- в графе 2 раздела В указывается номенклатура услуг поставщика (продавца);
- в графа 3.3 раздела В — код услуги согласно ГКПУ. Графа 3.3 заполняется на всех этапах поставки услуг.
- в графе 4 и 5 — единица измерения услуг;
- в графе 6 — количество (объем) поставки услуг;
- в графе 7 — цена поставки единицы услуги без учета НДС;
- в графе 8 — указывается код ставки НДС 903;
- в графе 9 — код льготы согласно Справочнику других налоговых льгот налоговых льгот, утвержденному ГФС по состоянию на дату составления НН — «14060523».
- в графе 10 — объем поставки без учета НДС (сумма аванса). Детально — в материалах «Налоговая накладная – 2017: порядок заполнения» и «Новая налоговая накладная в образцах».

Что касается налогового кредита с НДС по покупкам материалов для выполнения соответствующих строительных работ, то здесь правила его компенсации, предусмотренные п. 198.5 НКУ, не действуют. Ведь согласно п. 198.5 НКУ на операции по поставке товаров и услуг, освобождение от налогообложения НДС которых предусмотрено п. 197.11 НКУ, правила начисления налоговых обязательств не распространяются.



Это значит, что в ходе использования материалов, которые покупались с НДС, для выполнения данных работ налоговый кредит компенсировать не нужно, соответственно не нужно и начислять для этого налоговые обязательства.

Исходя из вышесказанного, просим Вас формировать Ваши тендерные заявки/счета на оплату без НДС учитывая положения украинского законодательства, изложенного в перечисленных нормативных актах.

В случае возникновения дополнительных вопросов просим Вас обращаться в отделения Государственной Фискальной Службы Украины по месту регистрации Вашего предприятия для получения дополнительной консультации в рамках статьи 52 Налогового Кодекса Украины.



## TERMS OF REFERENCE

**Project Title:** United Nations Recovery and Peacebuilding Program, Local Governance and Decentralization Reform Component

**Description of the assignment:** Development and implementation of the Electronic Document Management System in the TsNAP (administrative services centre) of the village of Bilovodsk, of the village of Stanitsa Luhansk Luhansk oblast, c. Volnovakha Donetsk oblast

**Expected Places of Travel:** Ukraine, business trips within the government-controlled areas of Luhansk and Donetsk oblasts.

**Secondary Supervisor's name and functional post:** Programme Coordinator (Local Governance and Decentralization Reform)

**Starting /Date of Assignment:** November 2019

**Duration of Assignment:** 3 month

### 1. Background:

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

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

The UN RPP was designed to respond to, and mitigate, the causes and effects of the conflict. It is based on findings of the Recovery and Peacebuilding Assessment (RPA) and is aligned to the State Target Programme for Recovery as well as to the two oblast development strategies up to 2020. It takes into account the opportunities that have arisen from the Minsk Protocol of September 2014 and the renewal of its cease-fire provisions (the latest cease-fire having been agreed in March 2018) and is also fully adjusted to the humanitarian-development nexus. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF). It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukraine's regions, and is consistent with the SDGs, in particular SDG 16 (Peace, Justice and Strong institutions).

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure  
 Component 2: Local Governance and Decentralization Reform  
 Component 3: Community Security and Social Cohesion.

The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sectoral programme-based approach and is implemented using an area-based methodology. It is a unifying interventions framework for 10 projects funded by 11 international partners and is worth about USD 80 million.

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

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

1. Enhancing local capacity for gender-responsive decentralization and administrative reforms, to improve governance, local development and the delivery of services.
2. Stimulating employment and economic growth by providing assistance to developing micro-, small- and medium-sized enterprises (MSMEs) via demand-driven business development services and professional skills training.
3. Enhancing social cohesion and reconciliation through the promotion of civic initiatives.
4. Supporting sector reforms and structural adjustments in health, education and critical public infrastructure to mitigate against the direct impacts of the conflict and enhance the capacity of governmental authorities for national the coordination of actions to cope with emergencies arising from the conflict zone.
5. Supporting the implementation of the European Investment Bank's Early Recovery Programme.

Under objective 1, decentralization reform aimed at creating new models of governance in communities also envisages the development of systems that use digital technologies. With the development of information and communication technologies, the opportunities for e-government and document exchange are increasing, which reduces the time and cost of providing administrative services.

In this respect, UN RPP is looking for the Contractor which will provide quality expertise in development and implementation of the Electronic Document Management System (hereinafter - EDMS) in TsNAPs (administrative services centres) of the villages of Bilovodsk and Stanitsa Luhanska Lugansk oblast, Volnovakha Donetsk oblast

## **2. The main objects of the Assignment**

The purpose of implementation of three systems of electronic document flow in the TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast is a comprehensive solution to achieve the following goals:

- Transition to purely electronic interaction TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast which envisages changes in internal instructions and regulations and aims to significantly reduce the costs associated with paperwork (paper, printing, storage).
- Ensuring the possibility of interaction in TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast, and Volnovakha Donetsk oblast exclusively in electronic form, having in mind such interaction processes as:
  - processing of requests for information,
  - information interaction with public authorities (institutions, contractors, other enterprises),
  - processing of citizens' appeals.
- Achieving this goal requires revision of individual provisions, instructions, and should leave the possibility of interaction in forms other than electronic, as provided by law.
- Ensuring effective interaction the TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast through such electronic document formats as instantaneous movement,

unlimited copying, simultaneous familiarization, as well as prompt interaction between users of the System.

- Providing control over business processes, which enables the monitoring of the status of current processes, actions of executors, and documents, as well as the production of statistical reports.
- Reliable storage and protection of information, which involves the consolidation of information in electronic form and, accordingly, security measures, in the electronic document flow system using unified approaches to information security.
- Compliance with regulations on organization of workflow, electronic workflow, protection of information.

**List of objects:**

<b>№</b>	<b>Name TsNAP</b>	<b>System implementation address</b>
1	Bilovodsk	105, Tsentralna
2	Stanitsa Luhanska	38, Barbashova
3	Volnovakha	1, Geroiv 51

### 3. Scope of Work

**It requires the implementation of the following objectives:**

**Stage 1. To perform preparatory works:**

- To develop a complete methodology for the EDMS, including description of the method and the mechanism.
  - designing the EDMS, including consultations with stakeholders and detailed analysis of the pilot version of the EDMS, related materials, recommendations and conclusions. A fully functional system shall be based on the results of the pilot version implementation and shall contain all its data without changes and/or losses;
- To develop EDMS for TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast in accordance with the technical specifications contained in **Annex 2 and 3 and Technical Specifications**

Estimated implementation period: up to 20 calendar days after the Contract start date.

**Stage 2. To installation of EDMS**

- Installation of EDMSs into the TsNAPs of the village of Bilovodsk, Stanitsa Luhanska Lugansk oblast and Volnovakha Donetsk oblast for operational use and availability of mandatory warranty service in accordance with Annex 3 and Technical Specifications, all required technical documentation, warranty letters, certificates should be provided by the Contractor on the delivery date.
- Production of EDMSs, as well as installation of the systems, must be carried out in full compliance with applicable national standards and regulations, such as:
  - The Law of Ukraine "On Citizens' Appeals";
  - The Law of Ukraine "On Information";
  - The Law of Ukraine "On Protection of Personal Data";
  - The Law of Ukraine "On Electronic Documents and Electronic Document Management";
  - The Law of Ukraine "On Electronic Digital Signatures";
  - The Law of Ukraine "On Access to Public Information";

- The Law of Ukraine “On Information Protection in Information and Telecommunication Systems,” and others (**Annex 1**).

- All the activities should be done in accordance with the requirements, specifications, instructions and standards outlined in the technical requirements

Estimated implementation period: up to 70 calendar days after the Contract start date.

### **Stage 3. Technical training and developing a user manual**

- Provide technical training to the staffs to operate the EDMS.
- Develop a user manual (electronic version)

Estimated implementation period: up to 90 calendar days after the Contract start date.

## **4. Specifications**

- The system must function in accordance with the requirements of this Terms of Reference.
- Any details not described in this Terms of Reference will be determined and developed at the Contractor's sole discretion.
- The system must comply with certain principles that ensure the quality, openness and technological independence of the Customer from the Contractor.
- The kernel of the System should be built on the principles of 2-tier client-server architecture and provide for the high availability of the System, low latency in processing requests, and a reduction in the requirements for maintenance of the server component through the redistribution of load between the server and the client workstations.
- The system's data warehouse should be built as a centralized database (centralized architecture). The system should enable the use of operational and long-term archives (distributed multi-server architecture). When using a distributed architecture, historical and archival data can be rendered to separate data warehouses with reduced access speed requirements. Access to up-to-date and archived data in the System should be transparent to the user and should not require explicit switching between the main and archive servers.
- A universal client workstation must be implemented in the System – the set of functions and modules used is regulated only by the authority and user rights and does not require the installation of additional software.
- Automated workplace software should provide users with the ability to display the document in both a general form (registration and control card) and a compact, as simple as possible, paper-like approach, as well as the ability to switch the display (automatically and automatically) user preference), depending on the type of document operation (for example, it would be more convenient to view the draft document in a simplified view, and fill in registration forms in a full view).

### **General requirements:**

- A directory of organizations must be maintained in the System to use references to them from technical documents.
- The system must allow the creation and management of an unlimited number of document types at the system administration level.
- The system must support the organizational structure.
- The interface must be in Ukrainian.
- The system should be able to create unified procedures for managing document routing, based on the basic capabilities of the system.
- The system must ensure that access rights are differentiated based on affiliation with the organization, access group, role, and the point of the object's lifecycle in the system. A flexible role model for access to the information contained in the System modules must be set up.
- The system must include a mechanism for obtaining a sample of data by specified criteria forces of employees of enterprises with subsequent printing or output in an external file for processing in office applications.

- The system should provide easy and effective access to documents and data records for operators and supervisors;
- The system should run on Microsoft Windows Server Datacenter 2016. As a Web server, the Apache 2.4 Web server is to be used to work with the system. The database must be a Microsoft SQL Server 2016. The DBMS and application server can be installed on physically different machines.
- **The user interface must meet the following requirements:**
  - Ensure the authorization of users by login and password;
  - Provide a mechanism for registering new Users, as well as editing and deleting profiles;
  - Provide users access to Features in accordance with the access rights they have been granted;
  - Programming process sequences
  - Manage directories
- Maintain compatibility with Google Chrome browsers version 72.0 and higher.

#### **Requirements for ergonomics and technical aesthetics**

- The system must provide a standard WEB-based user interface that meets the following requirements:
- Dialogue with the User should be optimized to perform typical and frequently used operations;
- User interaction with the system must be in Ukrainian, except for individual system messages;
- Display on the screen only those features that are available to a particular User;
- Display on the screen only the information needed to perform the current application task;
- Display on the screen the progress of lengthy processes;
- Provide the ability to access directories when working with input fields.

#### **The system provides automation of the following activities:**

- Receiving, processing and transfer of incoming documents;
- Preparation, processing and sending of source documents;
- Preparation, processing and transfer of internal documents;
- Control of execution of incoming and internal documents;
- Control of execution of source documents;
- Control of source documents;
- Keeping an electronic archive;
- Creation of algorithms of process passage;
- Process control;
- Control of executive discipline and preparation of reports;
- Protection against unauthorized access to operations and the database of electronic documents;
- Ensuring the integrity of the database of electronic documents;

#### **Performance requirements**

- Provide the ability to operate with 100 or more users connected at the same time.
- Response time for a user's http request is no more than 3 seconds (time to receive the first byte of information) and no more than 30 seconds for a full page load for 90% of requests. An exception may be requests related to accessing external systems online

#### **Security requirements**

- Reliability of information support of the Complex should be ensured by a set of used DBMS facilities, system of complex administration and implementation of mechanisms of daily data backup, organization of such measures is carried out by the Customer.
- The reliability of special application software must be ensured by a set of debugging, search and error elimination steps in the stages of setting up the functional architecture and experimental operation of the Complex;
- The reliability of common application and system software must be ensured through the use of licensed software.
- The reliability of the equipment of the Complex must be ensured by the use of certified computing equipment, components and data transmission means.
- It should be possible to provide data transmission between territorially remote units, within the Complex, through the communication channels by the protected means of the operating systems used.

#### **System requirements:**

- Access to information only to authorized users;

• **Differentiation of user access rights to objects and functions. There are the following options for delimiting access to documents:**

- Full access;
- Reading;
- Change;
- Removal.
- Logging user actions when using the system. The system should provide an automatic logging of the following basic actions:
  - Login \ Logout;
  - Creation;
  - Editing;
  - Removal;
- For the effective functioning of the system, the requirements for the following groups of personnel should be defined:
  - system administrators;
  - security administrators;
  - system users

**5. Documentation requirements**

The system must be accompanied by operational documentation in the Ukrainian language corresponding to the current version of the system.

The documentation should include the following components:

- System Administrator's Guide;
- System user manual.

In case of changes, which will require changes in the procedure of working with the system, the documentation will be updated and submitted to the Customer.

**6. Other requirements**

Requirements for channels for communication with the Hardware server and DBMS in case of separate installation:

- Bandwidth: at least 100 Mbps.
- General requirements for communication channels:
- TCP / IP support;
  - Support for permanent TCP / IP connections.

Mail Server Requirements:

- Provide appropriate access to a mail server with a agreed account (e-mail) to send system messages and communications with users.

**7. Develop and conduct training sessions for each TsNAP separately on EDMS management for administrators and users**

The Contractor shall develop and deliver 2 (in total 6) full-day training sessions on operating EDMS for the administrators and users of the each TsNAPs. The training sessions shall contribute to the achievement of the following learning objectives:

- Administrators gain increased their knowledge of how to maintain and operate the newly established EDMS.
- Users obtain knowledge of how to use the newly established EDMS.

The Contractor shall perform the following tasks:

- Develop and transfer a training methodology for the administrators and users. The training methodology should include the following tasks;
  - bring about the users understanding of the process of electronic document flow in general.
  - form the practical skills necessary for users to work with the electronic document flow system;

- form the practical skills needed for system administrators to set up the system, create new users, connect organizational units, set up new services, set up access to new electronic services, and to create statistical and analytical reports;
  - provide an analysis of the typical errors, and their consequences, occurring when the System is configured.
- Conduct training on the transfer of practical skills for the support and administration of the System;
  - Ensure a proper level of automation, full use of functionality and high quality of information and services provided to the Customer;
  - The Customer undertakes to organise the provision of premises for training.

## **8. Conditions and requirements for applicants:**

In order to achieve these goals, the Contractor must provide the following services:

- testing of the software implementation, coordination of all issues with the Customer, including coordination of the process of the provision of services, and issues of interactions between service providers.
- installation of the System on the Client's server equipment (or another variant)
- adjustment (configuration) of the System according to survey results.
- training (instruction) of users of the System.
- putting the System into operation and pilot operation.
- resolving issues arising from the pilot operation.
- putting the System into regular operation.
- The Contractor is obliged to provide software implementation services in stages.

## **9. Delivery**

The software for electronic document management is to be delivered electronically via the Internet. The accounting documents or certificates of the Manufacturer provided by the Contractor during the delivery of the software serve to confirm the legality of the Customer's use of the electronic document management system software.

The fact of delivery of the Electronic Document Management System Software shall be fixed by the Software and hardware of the Supplier, and shall be confirmed by the Parties in the relevant acts signed by the authorized representatives of the Parties.

The implementation and adjustment of the software of the electronic document management system are performed by the Customer in stages according to the schedule agreed by the parties in accordance with the technical requirements. The moment of the handover / acceptance of works/ Services at each stage will be considered as the moment of signing between UNDP and the Executor of the two partite act of performed works / Services rendered and the transmission of documentation related to works / Services. In the course of the project, the Contractor shall provide to the Customer in favor of ATC the comprehensive and relevant documentation that the latter may require for efficient use and maintenance of the system: Description of the implemented electronic document flow system, user instructions, system administrators, etc.

The signing all documents and the submission of a complete set of design and operational documentation in Ukrainian for the EDMS shall be considered as confirmation by UNDP and ATC of the compliance of the performed work / Services to the requirements of the Contract.



## 10. Requirements for warranty support of the system

The Contractor undertakes to provide guarantees of the quality of the services rendered in the form of warranty (technical) support for the 12 (twelve) months following the date of signing of the final act of delivery-acceptance of rendered services, which includes technical support, the elimination of errors and software malfunctions, consulting support, including when configuring software subsystems in customer units that open during the warranty period.

**The warranty technical support does not imply additional financial costs to the Customer and the Beneficiary.**

The guarantee term refers to the period of time that begins from the moment of completion of the provision of services under the Contract, during which the Contractor undertakes to provide services for the elimination of any detected technical errors (defects), the elimination of abnormal situations (system failures) or incidents involving the implemented software. Customer software in the following extent:

- organization of telephone and e-mail hotlines for receiving and process information about incidents (technical errors, defects) and emergency situations in the system during working days from 9 to 18 hours;
- analysis and classification of information about incidents (technical errors, defects) and unforeseen situations in the work of the system, development with the responsible employee of the means for making proposals on the terms and ways to eliminate such issues;
- if necessary, to make changes to the System in order to eliminate identified technical errors (defects) and to provide the Customer with updates of the System, designed in accordance with the requirements of this technical task;
- if necessary, replacement of defective software (including that which does not meet the requirements of this Terms of Reference) supplied by the Contractor.

Guarantee support includes the following services:

a) Explanations regarding:

- general approaches to software installation;
- general approaches to software administration;
- general approaches to the work of software users.

b) Technical Support Consultations:

- general software setup recommendations;
- services for checking that software settings have been made correctly.

c) Individual consultations from the technical support analyst on entering information into the installed software:

- to set up the process of service provision;
- according to the description and content of the software directories and classifiers (general recommendations).

d) Remote administration of the software, in case there are problems in its functioning, if these problems cannot be solved by consulting a technical support engineer (remote access should be provided by the representative of the Customer responsible for resolving this issue), while the duties of the Contractor do not include system and third-party software administration tasks;

e) Individual consultations of the Customer's specialists on refinement of the decision, which does not lead to change of the mode of operation of the System as a whole.

Throughout the life of the technical support, the Contractor is obliged to consider the Client's remarks on the System (within the requirements set out in this document) and to take measures to eliminate software errors or correct settings made during the performance of the contract and which are the result of poor performance of the Contractor's services.

In the event of software malfunction during the warranty period, the Contractor shall, within 10 days, address Customer's complaints about the System's functions and, if technically feasible, shall be obliged to restore its functions within 24 (twenty-four) hours of the time a system failure has been detected.

## **11. Experience and qualification requirements**

- Duly registered company with experience of at least 3 years in software development and implementation (specifically, in development and implementation of EDMS, web-based platforms, websites, CMS, web-design, Intranets, programming, and other relevant);
- At least 2 implemented similar projects with local of TsNAP of Ukraine including more complex projects on development and implementation of relevant software solutions, including provision of technical support/maintenance, training, development of user's guide/manual;
- Developed similar systems with over 200 users .

### **Contractor's Personnel (Key Personnel/Experts)**

The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

#### **Project Manager/Team lead:**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in management of IT projects;
- At least 2 similar projects successfully implemented;
- Language Requirements: Fluent Ukrainian and/or Russian language

#### **Database Architect/Database Developer**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in the field of software development;
- Strong knowledge and extensive skills in database design proved through participation in at least one similar project, in which he/she held a position of Database Architect, Database Developer or similar;
- Language Requirements: Fluent Ukrainian and/or Russian and/or English language

#### **Software development engineer**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in the field of software development;
- Specific professional experience proved through participating in at least one similar project, in which he/she held a position or Programmer, Developer, Software development engineer or similar;
- Language Requirements: Fluent Ukrainian and/or Russian language

#### **Software Tester/Quality Assurance Engineer**

- At least Bachelor's degree in such fields as Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related;
- At least 2 years of experience in the field of software development;

- Experience on various performance and load assurance methodology and practices, including performance Testing/Profiling/Tuning, proved through participating in at least one similar project;
- Language Requirements: Fluent Ukrainian and/or Russian language.

### **Technical Writer**

- At least Bachelor's degree in such fields as Linguistics, Journalism, Communications, Marketing, Social Sciences, Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other related.
- At least 2 years of prior experience in eliciting user requirements, writing technical documentation and procedural materials for multiple audiences or similar.
- Specific professional experience proved through participating in at least one similar project, within which he/she held a similar position/similar functions.
- Language Requirements: Fluent Ukrainian and/or Russian language

### **12. Documents to be submitted in a technical proposal:**

- ☒ Organization's profile (date of creation, size, number of staff, description of key staff);
- ☒ A letter of interest / letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;
- ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
- ☒ Annex 3 of this Terms of Reference for Functional Tasks is filled.
- ☒ Experience in the development of system of workflow in the TsNAP is mandatory. Documentary confirmation is required (at least 2 developed systems).
- ☒ Developed similar system with over 200 users . Provide documentary confirmation
- ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments, as well as confirmation of their availability if selected for this project;
- ☒ At least 2 reference letters for the company from the previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant;
- ☒ Financial proposal.

### **13. PROPOSED PAYMENT SCHEDULE:**

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 Completion reports. A preliminary schedule is provided below.

- After achieving of the result of the Stage 1 and submission of the Inception Report – 20%;
- After achieving of the result of the Stage 2 and submission of the First Interim Report – 70%;
- After achieving of the result of the Stages 3 and submission of the Final Report– 10%;

### **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.  $300 \text{ points} \times \frac{\text{lowest price}}{\text{quoted price}}$ .

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.

**Minimum evaluation criteria**

*(The companies/organizations that are compliant with minimum evaluation criteria will be passed to technical evaluation)*

**Technical criteria:**

<b>Summary of Technical Proposal Evaluation Form</b>	<b>Score Weight</b>	<b>Max Points obtainable</b>
<b>Section 1. Bidder's experience, qualification and capability</b>	25.71%	180
<b>Section 2. Proposed Implementation Plan</b>	38,57%	270
<b>Section 3. Key Personnel/Experts</b>	35,71%	250
<b>Total</b>	<b>100%</b>	<b>700</b>

Forms of assessment of technical proposals are given in the next three pages. The maximum score that may be received for each assessment criterion indicates the relative significance or part of such a criterion in the overall assessment process

**Technical Evaluation Criteria**

<b>Section 1. Bidder's experience, qualification and capability</b>		<b>Points obtainable</b>
1.1	Experience in development and implementation of software solutions (specifically, in development and implementation of EDMS, web-based platforms, websites, CMS, web- design, Intranets, programming, and other relevant): at least 3 years – 40 points, 3-4 years – 43 points, 5 and more years – 45 points	45
1.2	Past projects implemented for TsNAPs of ATC or Ukraine: at least 2 similar or more complex projects on development and implementation of relevant software solutions, including provision of technical support/maintenance, training, development of user's guide/manual – 40 points, 3 projects – 43 points, more than 3 projects – 45 points	45
1.3	Developed similar systems with over: 200 users – 40 points, 300 users – 43 points, more than 300 – 45 points	45
1.4	Letters of recommendation from customers on successful completion of similar projects: at least 2 letters – 40 points, 3 letters – 43 points, more than 3 letters – 45 points	45
<b>Total Section 1</b>		<b>180</b>
<b>Section 2. Proposed Implementation Plan</b>		<b>Points obtainable</b>
2.1	Project timeframe: maximum allowed period for implementation of the project is 90 calendar days (= 3 months). For a proposed timeframe up to 90 calendar days – 50 points; up to 75 calendar days (=2.5 months) – 80 pts, up to 60 calendar days (= 2 months) – 100 points	100
2.2	Annex 3 of this Terms of Reference for Functional Tasks is filled. 100% match 170 points 98% match to task 150 points 95% match to task 120 points	170
<b>Total Section 2</b>		<b>270</b>

Section 3. Key Personnel/Experts		Section 3. Key Personnel/Experts
3.1	<b>Project Manager/Team Lead</b> <ul style="list-style-type: none"> <li>Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points;</li> <li>At least 2 years of experience in management of IT projects – 10 points, 3 years – 12 points, more than 3 years – 15 points;</li> <li>At least 3 similar or more complex projects successfully implemented – 15 points, 4-5 projects – 18 points, more than 5 projects – 20 points;</li> <li>Language Requirements: Fluent Ukrainian and/or Russian language– 10 points</li> </ul>	50
3.2	<b>Database Architect/Database developer</b> <ul style="list-style-type: none"> <li>Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points;</li> <li>At least 2 years of experience in the field of software development - 15 points, 3 years – 18 points, more than 3 years – 20 points;</li> <li>Strong knowledge and extensive skills in database design, proved by participation in at least one similar project, in which he/she held a position of Database Architect, Database Developer or similar - 10 points, 2 projects – 12 points, more than 3 projects – 15 points;</li> <li>Language Requirements: Fluent Ukrainian and/or Russian language– 10 points</li> </ul>	50
3.3	<b>Software development engineer</b> <ul style="list-style-type: none"> <li>Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points;</li> <li>At least 2 years of experience in the field of software development - 15 points, 3 years – 18 points, more than 3 years – 20 points;</li> <li>Specific professional experience , proved through participating in at least one similar project in which he/she held a position of Programmer, Developer, Software development engineer or similar - 10 points, 2 projects – 12 points, more than 3 projects – 15 points;</li> <li>Language Requirements: Fluent Ukrainian and/or Russian language– 10 points</li> </ul>	50

3.4	<b>Software Tester/Quality Assurance Engineer</b> <ul style="list-style-type: none"> <li>• Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points;</li> <li>• At least 2 years of experience in the field of software solutions development <ul style="list-style-type: none"> <li>- 15 points, 3 years – 18 points, more than 3 years – 20 points;</li> </ul> </li> <li>• Experience on various performance and load assurance methodology and practices, including performance Testing/Profiling/Tuning, proved through participating in at least one similar project - 10 points, 2 projects – 12 points, more than 3 projects – 15 points;</li> <li>• Language Requirements: Fluent Ukrainian and/or Russian language– 10 points</li> </ul>	<b>50</b>
3.5	<b>Technical Writer</b> <ul style="list-style-type: none"> <li>• Education: Bachelor's degree in Linguistics, Journalism, Communications, Marketing, Social Sciences, Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other related – 4 points, Master's/Specialist's degree – 5 points;</li> <li>• At least 2 years of prior experience in eliciting user requirements, writing technical documentation and procedural materials for multiple audiences or similar - 10 points, 3 years – 12 points, more than 3 years – 15 points;</li> <li>• Specific professional experience proved through participating in at least one similar project within which he/she held a similar position/similar functions - 8 points, 3 projects and more – 10 points;</li> <li>• Language Requirements: Fluent Ukrainian and/or Russian language – 20 points</li> </ul>	<b>50</b>
<b>Total Section 3</b>		<b>250</b>





## Annex 1

The EDMS must meet the requirements of applicable regulatory documents, namely:

- Constitution of Ukraine;
- Law of Ukraine "On Citizens' Appeals";
- The Law of Ukraine "On Information";
- Law of Ukraine "On Protection of Personal Data";
- Law of Ukraine "On Electronic Documents and Electronic Document Management";
- Law of Ukraine "On Electronic Digital Signature";
- The Law of Ukraine "On Access to Public Information";
- The Law of Ukraine "On Information Protection in Information and Telecommunication Systems";
- Decree of the President of Ukraine dated 13.02.2017 No. 32/2017 "On the decision of the National Security and Defense Council of Ukraine of December 29, 2016". On threats to the state's cybersecurity and urgent measures for their neutralization";
- Resolution of the Cabinet of Ministers of Ukraine of November 30, 2011 No. 1242 "On Approval of the Model Instruction on Paperwork in the Central Bodies of the Executive Power, the Council of Ministers of the Autonomous Republic of Crimea, Local Bodies of the Executive Power";
- Resolution of the Cabinet of Ministers of Ukraine of April 14, 1997 No. 348 "On Approval of the Instruction and Clerkship for Citizens' Appeals in Bodies of State Power and Local Self-Government, Associations of Citizens, Enterprises, Institutions, Organizations Regardless of Ownership Forms, Mass Media";
- Resolution of the Cabinet of Ministers of Ukraine of November 21, 2011 No. 1277 "Issues of the Public Information Accounting System";
- Resolution of the Cabinet of Ministers of Ukraine of May 25, 2011 No. 583 "Issues of implementation of the Law of Ukraine". On Access to Public Information" in the Secretariat of the Cabinet of Ministers of Ukraine, central and local executive authorities";
- Resolution of the Cabinet of Ministers of Ukraine of October 28, 2004 No. 1452 "On Approval of the Procedure for the Use of Electronic Digital Signature by State Authorities, Local Self-Government Bodies, Enterprises, Institutions and Organizations of State Ownership";
- Resolution of the Cabinet of Ministers of Ukraine dated 19.10.2016 No. 736 "On approval of the Model Instruction on the procedure of keeping records, storage, use and destruction of documents and other material media of information containing official information";
- Resolution of the Cabinet of Ministers of Ukraine of September 24, 2008 No. 858 "On Approval of the Classifier of Citizens' Appeals";
- Resolution of the Cabinet of Ministers of Ukraine of March 29, 2006 No. 373 "On Approving the Rules for Information Protection in Information, Telecommunication and Information and Telecommunication Systems";
- Ordinance of the Cabinet of Ministers of Ukraine of March 10, 2017 No. 155-p "On Approval of the Action Plan for 2017 on Implementation of the Cybersecurity Strategy of Ukraine";
- "Regulation on the System of Electronic Interaction of Executive Bodies", approved by the Cabinet of Ministers of Ukraine Resolution No. 670 of July 18, 2012;
- "Procedure for Working with Electronic Documents in Records and Preparing them for Transfer to Archival Storage", approved by Order of the Ministry of Justice of Ukraine 11.11.2014 No. 1886/5;
- «Requirements for data formats of electronic document circulation in public authorities. Electronic message format », approved by the Order of the Ministry of Education and Science, Youth and Sports of Ukraine on 20.10.2011 under No. 1207 and registered with the Ministry of Justice on 15.11.2011 under No. 1306/20044;
- Order of the Ministry of Justice of Ukraine and the Administration of the State Service for Special Communication and Information Protection of Ukraine dated 20.08.2012 No. 1236/5/453 "On approval of requirements for formats, structures and protocols implemented in reliable electronic digital signature";
- DK 010-98 "State Classifier of Management Documentation";
- DSTU 4163–2003 "Unified system of organizational and administrative documentation. Requirements for paperwork ».
- DSTU 2394 - 94 «Information and documentation. Terms and Definitions »;

- DSTU 2732: 2004 “Records management and archival affairs. Terms and definitions”.
- DSTU 3918-1999 (ISO / IEC 12207: 1995) "Software life cycle processes".

## Annex 2

### Terminology:

- **System** is software that is developed in accordance with this Terms of Reference and is intended for the automation of service delivery processes and electronic document flow.
- A **hardware server** is a computer that provides users with their computing and disk resources, as well as access to installed services.
- **Database** - a database for the accumulation and storage of system data, describes the characteristics of these data and the relationship between their elements.
- **Screen Form** - A graphical model that displays the composition, content and position of data that will be used to implement the User's dialogue with the system.
- **System component** - components include software modules, libraries, executables, configuration files, protocols, and more.
- **System user** - a person who is properly registered in the system, possesses personal information for authorization in the system and performs certain actions for work with the system in accordance with the access rights that it possesses.
- **Operation** - a logical sequence of actions performed in a specified order, which is accompanied by the exchange of information in the system.
- **Login** is the login name of the User.
- **Authentication** is the process of authenticating a user based on a user ID - login and password, and, if necessary, an additional identifier. In case of successful authentication, the system shall authorize it with further permission of the User to work.
- **Authorization** - Controls the levels of access to system resources depending on the User ID and the authority given to him to perform certain actions on the system.
- A **browser is software** for a computer or other electronic device, usually connected to the Internet, which enables the User to interact with text, pictures or other information on a hypertext web page.
- **Profile** is a digital representation of the totality of User data.
- **Essence** - The basic defining concepts in the System, which are due to the necessary internal connections.
- **Function** - a set of specific operations, elements of the System that provide users with new features.

Table 1. Abbreviations used in the document

FORMAT	DESCRIPTION
DB	Database
OS	Operating System
SW	Software
PC	Personal Computer
DBMS	Database management system
ICT	Information and communication technologies
BP	Business process
EDS	Electronic digital signature
ATC	Amalgamated territorial community
EDMS	Electronic Document Management System
SEV OVV	The system of electronic interaction of executive authorities (SEV OVV Ukrainian abbreviation)

**Annex 3. Software Requirements**



	<b>The main criteria:</b>	<b>Participant response cannot be "yes" or "no"</b>
	<b>The software must meet the following requirements:</b>	
1.	Keeping a register of one or more settlements (ATC) simultaneously in electronic form	
2.	Automation of all registration actions	
3.	Automated logging of document registration	
4.	System of directories for auto supplementation and elimination of errors (issuing bodies, military ranks / specialties, commissariats, name, patronymic, administrative units);	
5.	More than 20 automated documents (statements, certificates, address cards, registration cards) of A4 / A5 format with editing	
6.	Ability to add scanned documents to client record	
7.	Working with the ID of a citizen of Ukraine (read and write data)	
8.	Key Authorization (EDS)	
9.	Ability to work on any computer without being tied to a specific workplace, and no need to configure each PC - one copy of the software and an unlimited number of users;	
10.	Ability to generate reports for the State Register of Voters, Military Commissariat, for the SMS, DSPP	
11.	All reports are automated, including reports on the work of users (administrators / operators) of TsNAP for analytics	
12.	Creation of a secure (encrypted) connection between the workstation of the user (Elder) and the Application Server.	
13.	Creating new users with role-sharing, authority (view / edit) - remote places (utilities, SMS, etc.);	
14.	Flexible system for managing users by groups and roles, the ability to provide access to specific addresses;	
15.	Logging all user actions / village elder (any action should be displayed in chronological order per second)	
16.	Possibility of software revision if needed;	
17.	Importing of previous database and its adaptation in the context of cities / villages / streets - voter register, SMS, 1C reports, files and more.	

18.	Automated error reduction	
19.	Unlimited workstation	
<b>Purpose of the system:</b>		
20.	keeping a register of the territorial community (also for the ATC) electronically	
21.	Keeping electronic records;	
22.	Process automation and control;	
23.	Keeping an electronic archive;	
24.	Optimization of internal activity;	
25.	Organization of a single information space and increasing the management of documentary flows in conditions of a territorially distributed structure;	
26.	Improved productivity in document management and executive discipline;	
27.	Control over the execution of orders, regulations and requirements for the workflow;	
28.	Reducing the cost of support and complexity of information systems;	
29.	Reducing the costs associated with document management and paperwork;	
30.	Compliance with the principle of registration of documents.	
<b>The implementation of the System should ensure:</b>		
31.	A significant reduction in the time for approval of documents;	
32.	Increasing transparency and control over document handling;	
33.	Registration of the entire history of the document	
34.	Prevention of possible loss of documents;	
35.	Increasing the speed of finding relevant documents;	
36.	Extensive monitoring and reporting capabilities;	
37.	Reducing the time for the transfer of documents, improving the security of the transfer of documents and reducing the risk of losing documents during their transfer;	
38.	Optimization of processes of coordination of organizational and administrative documentation and contracts;	
39.	Increasing the level of enforcement discipline by delivering documents and assignments electronically to the workplaces of users, as well as by providing the possibility of automated control over the execution of documents and construction of reports on the execution of documents;	
40.	Improving the reliability of document storage;	
	Improve efficiency and speed up information retrieval:	
41.	Unification of document forms through the use of document templates;	
42.	Storage and control of content of constant and conditionally constant information;	
43.	Providing further integration with other information systems to provide more consolidated information space and transparency of document processing;	
44.	Reducing time and minimizing errors in execution processes through automation, and defined sequences;	

The system should provide:		
45.	a set of workflow management tools, automation of service delivery processes, archive management, log generation, and more.	
46.	a register of services with a description of attributes (name, basis, terms, cost, invoices, documents, acts, information cards, etc.), and a mechanism of planned change of attributes without loss of accounting and control; automatic control over compliance with deadlines.	
47.	Service Script Designer system that allows the programming of service flow algorithms independently and step-by-step, to edit all processes, and a system to provide for the automated provision of services under the planned scenario, according to the service technology map. Provide services from the moment of the person's request to the actual receipt of the service and completion of internal processes.	
48.	A template builder that allows the user to make changes to document templates independently without the involvement of developers.	
49.	Accelerate interaction with subordinate organizations, and other authorities. Reduce the cost of storing documents through the organization of an electronic archive, and reduce the cost to the authorities of ensuring interaction with each other. Increase the level of executive discipline and simplify control mechanisms.	
50.	Automatic maintenance of any necessary logs	
51.	Electronic archive of documents and cases (history of appeals), and a system for accounting and management of the physical archive. A system for searching documents and cases under various criteria.	
52.	According to the conditions, the system must be implemented on server equipment (or a cloud service) at the request of the customer in accordance with the requirements of the current legislation and this technical specification.	

## 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>
<b>1. Країна, у якій будуть постачатись Товари та/або надаватись Послуги:</b> Україна	<b>1. Country Where Goods Will be Delivered and/or Services Will be Provided:</b> Ukraine
<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:	<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:
<b>3. Посилання на номер договору (напр., номер присудження договору):</b>	<b>3. Contract Reference (e.g. Contract Award Number):</b>
<b>4. Довгострокова угода:</b> Ні	<b>4. Long Term Agreement:</b> No
<b>5. Предмет Договору:</b> <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари та послуги	<b>5. Subject Matter of the Contract:</b> <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods and services
<b>6. Тип Послуг:</b>	<b>6. Type of Services:</b>
<b>7. Дата початку Договору:</b>	<b>7. Contract Starting Date:</b>
<b>8. Дата завершення Договору:</b>	<b>8. Contract Ending Date:</b>
<b>9. Загальна сума Договору:</b>	<b>9. Total Contract Amount:</b>
<b>9а. Передплата:</b> Не застосовується	<b>9а. Advance Payment:</b> Not applicable
<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	<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
<b>11. Метод оплати:</b> <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат	<b>11. Payment Method:</b> <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> cost reimbursement
<b>12. Назва(ім'я) Підрядника:</b>	<b>12. Contractor's Name:</b>
<b>13. Ім'я контактної особи Підрядника:</b>  Посада: керівник Адреса: Номер телефону: Факс: Email:	<b>13. Contractor's Contact Person's Name:</b>  Title Address: Telephone number: Fax: Email:
<b>14. Ім'я контактної особи ПРООН:</b>  Посада: Адреса: Тел.: +380 508002879 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	<b>15. Contractor's Bank Account to which payments will be transferred:</b> Beneficiary: Account name: Account number: Bank name: Bank address: MFO

ЄДРПОУ	EDRPOU
<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> <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. Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.</li> </ol> <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>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> <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. All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</li> </ol> <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: