REQUEST FOR QUOTATION (RFQ)

To all interested Bidders	DATE: June 5, 2020
	REFERENCE: 111-2020-UNDP-UKR-RFQ-RPP

Dear Sir / Madam:

We kindly request you to submit your quotation for Development and implementation of the Electronic Document Management System in the local government of Troitska amalgamated territorial community in Luhansk oblast as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **23:59** June 24, 2020and via *e-mail,* to the address below:

United Nations Development Programme

tenders.ua@undp.org

UNDP Procurement Unit

Quotations submitted by email must be limited to a maximum of **8** MB, virus-free and no more than 5 email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s: *[check the condition that applies to this RFQ, delete the entire row if condition is not applicable to the goods being procured]*

Delivery Terms [INCOTERMS 2020] *(Pls. link this to price schedule)*	N/a
Customs clearance, if needed, shall be done by:	N/a
Exact Address/es of Delivery Location/s (identify all, if multiple)	N/a
UNDP Preferred Freight Forwarder, if any	N/a
Distribution of shipping documents *(if using freight forwarder)*	N/a
Latest Expected Delivery Date and Time *(if delivery time exceeds this, quote may be rejected by UNDP)*	As per TOR. **Annex 1.**
Delivery Schedule	☒Required ☐Not Required
Packing Requirements	N/a
Mode of Transport	N/a
Preferred Currency of Quotation[1]	☒United States Dollars ☐Euro ☒Local Currency : UAH
Value Added Tax on Price Quotation	☐ Must be inclusive of VAT and other applicable indirect taxes ☒ **Must be exclusive of VAT and other applicable indirect taxes**
After-sales services required	As per TOR. **Annex 1.**
Deadline for the Submission of Quotation	*24.06.2020 , 23:59 (Kyiv time)*
All documentations, including catalogs, instructions and	☒ English ☐ French

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[1] *Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.*

operating manuals, shall be in this language	☐ Spanish ☒ Others Ukrainian or Russian
Documents to be submitted[2]	☒ Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; ☒ Quality Certificates (ISO, etc.) if available; ☒ Latest Business Registration Certificate ; ☒ Latest Internal Revenue Certificate / Tax Clearance; ☐ Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); ☒ Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); ☒ Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; ☒Statement of Satisfactory Performance from the Top 2 Clients
Period of Validity of Quotes starting the Submission Date	☒ 60 days ☐ 90 days ☐ 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	☒ Not permitted ☐ Permitted [*pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]*
Payment Terms[3]	☐ 100% upon complete delivery of goods ☒ Other: 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%;

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[2] *First 2 items in this list are mandatory for the supply of imported goods*
[3] *UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of $30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank checque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.*

Evaluation Criteria
[check as many as applicable]
	☒ Technical responsiveness/Full compliance to requirements and lowest price
	Administrative requirements:
	✔ Bid/Proposal was received on or before the date and time set in the RFQ;
	✔ Bid/Proposal must meet required Offer Validity;
	✔ Offers have been signed by the proper authority;
	✔ Other Documents Required as per Data Sheet
	Technical requirements:
	  a) Company, FOP (individual entrepreneur) with a valid registration in Ukraine and experience of at least 3 years in software development and implementation;
	  b) At least 2 similar projects implemented with local, public and / or state authorities;
	  c) Experience in the development of system of workflow in the ATC is will be asset
	  d) Developed similar systems for over 500 users;
	  e) Availability of appropriate equipment and mechanisms;
	  f) Availability of qualified technical staff to perform the services (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;
	  g) At least 2 letters of recommendation from previous clients / clients / partners reflecting the nature of the projects implemented, their results and the role of the applicant.
	☒ Full acceptance of the PO/Contract General Terms and Conditions
	[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]

UNDP will award to:	☒ One and only one supplier
Type of Contract to be Signed	☐ Purchase Order ☒ Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement and *if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)* ☐ Civil Work Contract
Special conditions of Contract	☒ Cancellation of PO/Contract if the delivery/completion is delayed by 30 days ☐ Others *[pls. specify]*
Conditions for Release of Payment	Written Acceptance of Goods based on full compliance with RFQ requirements

	Written Acceptance by the Customer and the Contractor of the Acts of works performed, on the basis of full compliance with the TOR, submission of the original invoice, and tax invoice (if applicable).
Annexes to this RFQ	☒ Technical Requirements (Annex 1) ☒ Form for Submission of Quotation (Annex 2) ☒ General Terms and Conditions / Special Conditions: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html ☐ Others *[pls. specify, if any]* Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only)	*UNDP procurement Unit* *UNDP Ukraine* procurement.rpp.ua@undp.org, 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.

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, 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 quotation. 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html .

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that 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/protestandsanctions/

UNDP encourages every prospective Vendor to avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

Sincerely yours,

Sukhrob Kakharov

Mr. Sukhrob Kakharov,
Operations Manager

UNDP Ukraine
June 5, 2020

A.D.

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 local government of Troitska amalgamated territorial community in Luhansk oblast.

Expected Places of Travel: Ukraine, Troitska amalgamated territorial community in Luhansk oblast

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

Starting /Date of Assignment: June 2020

Duration of Assignment: 2,5 months

1. Background information

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

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

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

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

The Programme is pooling funds employing a multi-sectoral programme-based approach and is implementing using an area-based methodology and unifying interventions framework for 12 projects funded by 12 international partners.

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

This endeavor will be achieved through the pursuit of the following specific objectives

1. To enhance local capacity for gender-responsive decentralization and administrative reforms to improve governance, local development and the delivery of services.

2. To stimulate employment and economic growth by assisting in Micro-, Small- and Medium Enterprise (MSME) development through demand-driven business development services and professional skills training.

3. To enhance social cohesion and reconciliation through the promotion of civic initiatives.

4. To support sector reforms and structural adjustments in health, education and critical public infrastructure to mitigate the direct impacts of the conflict.

In this respect, UN RPP is looking for the Contractor which will develop and implement the Electronic Document Management System (hereinafter - EDMS) in the local government of Troitska amalgamated territorial community in Luhansk oblast.

2. **The main objectives of the task**

The purpose of implementation of the system of electronic document flow in Troitska ATC is a comprehensive solution to achieve the following goals:

- Transition to purely electronic interaction in Troitska ATC 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 Troitska ATC 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 in Troitska ATC 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 provides the ability to monitor the status of current processes, actions of executors, documents, and 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:

№	name of the ATC	Number of work station/including mobile**	System implementation address
1	Troitska	35/2	46, Tsentralna Street, Troitske, 92100, Luhansk oblast

**- the type of mobile devices will be specified during Stage 1 implementation.

3. **Scope of work and general requirements for the System.**

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

- Inspection of the object of software implementation, coordination of all issues with the Customer, including coordination of the process of provision of services, issues of interaction of service providers.

- Installation of the System on the Client's server equipment (or other variant)
- Adjustment (configuration) of the System according to the survey results.
- Training (instruction) of users of the System.
- Putting the System into operation and pilot operation.
- Removal of comments on the results of pilot operation.
- Putting the System into industrial operation.

The Contractor is obliged to provide software implementation services in stages.

The Objective of Stage 1. To perform preparatory works:
- To develop a complete methodology for the EDMS, including description of the method and the mechanism, including:
  - 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 Troitska ATC in accordance with the technical specifications **and Technical Specifications** contained in **Annex 1 - 3.**

    Estimated implementation period: up to10 calendar days after the Contract start date.

The Objective of Stage 2. Installation of EDMS
- Installation of EDMS into the Troitska ATC 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 EDMS, as well as installation of the system must be carried out in full compliance with applicable national standards and regulations, such as:
  - 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" and others **(Annex 2).**
- 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 50 calendar days after the Contract start date.

The Objective of Stage 3. Technical training of staff and user manual and conduct of EDMS management training session for administrators and users:
  - To provide technical training to the staffs to operate the EDMS.
  - To develop of user manual (electronic version)

Develop and conduct an EDMS management training session for administrators and users

The Contractor shall develop and deliver at least 2 training (full day session) for Troitska ATC on operating EDMS for the administrators and users (Customer). The training shall contribute to the achievement of the following learning objectives:

- Administrators have increased their knowledge of how to maintain and operate the newly established EDMS (the number of administrators will be determined during the installation process);

- Users have obtained their knowledge of how to use the newly established EDMS. (the number of administrators and users will be determined during the installation process).

The Contractor shall perform the following tasks:

- Development and transfer of training methodology for the administrators and users. The training methodology should include the following tasks;

  - formation of the users understanding of the general process of electronic document flow in general.

  - formation of practical skills necessary for users to work with the electronic document flow system;

  - formation of practical skills necessary 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, create statistical and analytical reports;

  - an analysis of typical errors and their consequences that occur when configuring the System.

- Conducting training on the transfer of practical skills in support and administration of the System;

- To ensure the proper level of automation, full use of functionality and high quality of information and services provided to the Customer;

- The Customer undertakes the organizational measures related to the provision of premises for training.

Estimated implementation period: up to 75 calendar days after the Contract start date.

4.   Duration of work

Duration of work should be no more than 2.5 months from the date of signing the contract. The Bidder must provide a preliminary Schedule of Work as part of the Bid.

5.   Acceptance of work

Software for electronic document management is delivered electronically via Internet channels. 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 signed by the authorized representatives of the Parties by the relevant acts.

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.

Signing all documents and submitting the complete set of design and operational documentation in Ukrainian to the EDMS shall be considered as confirmation by UNDP and ATC of compliance of the performed works / Services with the requirements of the Contract.

6. Requirements for warranty support of the system

The Contractor undertakes to provide guarantees of quality of services rendered in the form of warranty (technical) support within 12 (twelve) months from the date of signing of the final act of delivery-acceptance of rendered services, which includes technical support, elimination of errors, 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 of the Customer and the Beneficiary.

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 the services for the elimination of the detected technical errors (defects), elimination of abnormal situations (failures and failures) on incidents with the implemented software. Customer software in the following extent:

- organization of a hotline by telephone and e-mail in order to receive and process information about incidents (technical errors, defects) and emergency situations in the system during the working days from 9 to 18 hours;
- analysis and classification of information about incidents (technical errors, defects) and freelance situations in the work of the system, development with the responsible employee of the object of introduction of software proposals on terms and ways of their elimination;
- 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 the defective (including does not meet the requirements of this Terms of Reference) software (software) supplied by the Contractor.

Guarantee support includes the following services:
a) Explanation 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 the correctness of filling in the software settings.

c) Individual consultations of the technical support analyst on filling the installed software with information:
- 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 of problems of its functioning, if these problems could not be solved by consulting a technical support engineer (remote access should be provided by the representative of the Customer responsible for solving this issue), while in the duties of the Contractor not includes 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 to the System (within the requirements set out in this document) and to take measures to eliminate software errors or its 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, remove Customer's remarks about the System's functions and within 24 (twenty-four) hours, if technically feasible, from the time of system failure detection, shall be obliged to restore its efficiency.

7. Requirements for the contractor

• Company, FOP (individual entrepreneur) with a valid registration in Ukraine and experience of at least 3 years in software development and implementation;

• At least 2 similar projects implemented with local, public and / or state authorities;

• Experience in the development of system of workflow in the ATC is will be asset.
• Developed similar systems for over 500 users.

• Qualified professionals including Database Architect / Database Developer, Software Development Engineer, Software Tester / Quality Education Engineer with relevant education and at least 2 years of experience in software development and user requirements development, writing technical documentation and procedural materials for many audiences or the like.

8. **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.

☒ Documentary confirmation (at least 1 developed systems) of experience in the development of system of workflow in the ATC if any.

☒ Developed similar systems with over 500 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 letters of recommendation from previous clients / clients / partners reflecting the nature of the projects implemented, their results and the role of the applicant;

☒ Financial proposal.

9. **Terms of the contract:**

Offer the lowest price for a technically relevant application.

10. **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%;

11. **Estimated value of the offer**

Bidders must submit their bids in the following format. All costs associated with the provision of services must be included in the price offer (for example, travel expenses, business trips, staff salaries, accommodation, etc.). The bid of the tenderer to be contracted is fixed and cannot be reviewed during the performance of the contract.

№	Activities / Costs	Unit of measurement	quantity	Price per unit, excluding VAT, currency	Sum, without VAT, currency.
1	Preparatory work	service	1		
2	Installation of the SED system	service	1		
3	Develop a user guide	service	1		

4	Preparation and conduct of training sessions for EMS management staff	service	2		
5	Advising users in the process	service	1		
6	Guarantee support of the system	month	12		
	Total				

- The kernel of the System should be built on the principles of 2-tier client-server architecture and provide high availability of the System, low latency in processing requests, reducing requirements for technical support of the server component due to the redistribution of load between the server and the workstations of clients.
- 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.
- The system must implement a universal client workplace - 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-control card) and a compact, as easy-to-read (paper-like) approach, as well as the ability to switch display (automatic and optional) user), depending on the type of document operation (for example, it is more convenient to view the draft document in a simplified view and fill in the registration attributes in cards - in total).
- To enable integration with service portals and other external services, a modular web services bus must be available (based on the Apache TomCat application server, soap and rest protocols, Java technology).
- Provision should be made for the comfortable operation of geographically remote users, with a minimum data rate of 512 Kbps or in the absence of a short term.
- The implementation of the System should be performed on the basis that the functioning of the System is carried out in the existing information and computer network.
- The system should provide clustering with load sharing across nodes and high availability.
- The system should run in the following software environment:
  - client workstations operating system - Windows;
  - server operating system Windows 2010 and above;
  - The transport system. The system must operate using standard protocols.
- The EDMS should enable:
  - both the simultaneous completion of a number of its modules and a separately defined module;
  - putting new modules into operation without causing malfunctions (failures) of other pieces of software and the existing order of communication between them.
- The EDMS must be able to develop both towards the implementation of new processes and to the improvement of existing ones.

Basic Requirements for EDMS

- The system must integrate into the website to cover information in accordance with the Law on Access to Public Information;
- The EDMS is designed to automate the management of documents and processes related to the general management activities, functional tasks of the organizational units and operational processes of the organization and must contain the following sections:
  - Incoming documents
  - Original documents
  - Internal documents
  - Appeal
  - Regulations
  - Regulatory acts
  - Electronic appeals of citizens

- Requests for public information (requests for public information from individuals and legal entities)
- Document control (setting deadlines for control and monitoring control over compliance);
- Reports (reporting subsystem)
- Search (search subsystem)
- Other.

- The EDMS should solve the following complex of functional problems (the system must fully ensure the implementation of each of the following complex of functional tasks):
  - registration and record keeping
  - processing of citizens' appeals
  - delivery of documents to structural units
  - collective processing of documents
  - monitoring of the executives' tasks
  - processing of structured documents
  - electronic document archive
  - managing the content in hierarchical directories
  - preparation of reports and statistics
  - support for setting up mailbox monitoring and automatic creation of cards according to specific criteria of emails (subject, sender, content, attachment)
  - Exchange of documents with external EDMS - SEV OVV (Ukrainian abbreviation)
  - protection of information
  - electronic digital signature
  - public information

- E-Reception should be placed in the system, which provides:
  - filing of electronic appeals according to the category of questions raised by the author, as well as receiving their answers in electronic form;
  - submitting and receiving requests for information managed by the City Council and its executive bodies;
  - the ability to attach additional information in any format regarding the information request;
  - viewing the response to a request using a feedback code that is automatically provided to the citizen when submitting a request;
  - possibility to register information about requests in the institution's electronic records system.

- According to the selected category of e-applications, structural units are assigned responsible persons for processing, preparation and timely sending of the response to e-applications;

- This system has a subsystem of the electronic document circulation of the executive committee of the relevant council and should have mechanisms of integration with other information systems of the executive committee. Portals of references and regulations should work together with EDMS in automatic mode;

- The system must have a module for mobile workstation mode with access to a central EDMS database, which provides the following features:
  - review of documents, draft documents and draft resolutions;
  - sighting and signing of draft documents;
  - signing draft resolutions;
  - creating and editing a resolution;
  - making a note on the execution or closing of the document.

- The mobile workplace should be a full-fledged part of the System, fully covered by all requirements for the architecture and security of information (including the use of electronic digital signature) that apply to the System as a whole;

- Working with a mobile workplace should not require the installation of additional software;

- The ability to work with the application for smartphones and tablets;

- The system must have the following components:

- The platform is the basis for the creation and operation of software components. The components that are part of the system implement the basic functionality of the system, the storage and access data, the environment for providing access control, managing the infrastructure and information necessary for the operation of other system modules and other service functions.
- Template tools for quickly creating and modifying information implemented on a platform basis.
- Add-ons for empowering the system. They realize the ultimate functionality, automate individual processes in the organization, for example: general basic workflow and control of execution.
- Technology modules are tools for scaling the platform, as well as tools for integrating with other components of the organization's information system.
- The Bidder must provide documentary evidence of work experience and projects implemented in the bodies on this proposed Open Source platform
- Availability of the proposed document management system in local governments is mandatory. Documentary confirmation is required.
- Presence of the implemented proposed system with the number of users of the system more than 500. Documentary confirmation must be provided.

Additional requirements:
- Use for the industrial relational Database Management System (DBMS). The offered free DBMSs should not have functional and hardware and hardware limitations on the performance and storage of information.
- The ability to deploy EDMS servers both on a Microsoft Windows Server operating system and on a Linux server operating system, including virtual ones.
- Ability to provide access to the test environment during the day to familiarize with the functionality of the system and to confirm compliance with the characteristics stated by the Participant.

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 Défense 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".

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 2

FORM FOR SUBMITTING SUPPLIER'S QUOTATION[4]
(This Form must be submitted only using the Supplier's Official Letterhead/Stationery[5])

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. 111-2020-UNDP-UKR-RFQ-RPP:

Table 1:   Brief description of the Bidder

BRIEF COMPANY PROFILE	
The Bidder must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:	
Full registration name	
Year of foundation	
Legal status	If Consortium, please provide written confirmation from each member
Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached

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[4] *This serves as a guide to the Supplier in preparing the quotation and price schedule.*
[5] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

Latest Audited Financial Statement or Financial results (2017 -2018)	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, contact references; Brief description of previous products developed by the company (list);
Please provide contact details of at least 3 previous partners for reference	Please attach the signed reference letters *if any.*
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)

Table 2: Ecxperience in development similar systems for over 500 users:

№	Client name and address	Duration		Amount (USD)	Brief description
		Start date	**Date Completed**		
1					
2					
3					
…					

TABLE 3: Availability of staff to perform the work:

№	Full names of the staff	Qualification	Work experience, years	Status: temporary/permanent
1				
2				
3				
4				

TABLE 4:   Schedule of works:

№	Type of works	Timing of the performance of works from the date of signing the contract	Duration of work
1			
2			

3			
…			

Table 5: Price offer

Bidders must submit their bids in the following format. All costs associated with the provision of services must be included in the price offer (for example, travel expenses, business trips, staff salaries, accommodation, etc.). The bid of the tenderer to be contracted is fixed and cannot be reviewed during the performance of the contract

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№	Activities / Costs	Unit of measurement	quontity	Price per unit, excluding VAT, currency	Sum, without VAT, currency.
1	Preparatory work	service	1		
2	Installation of the SED system	service	1		
3	Develop a user guide	service	1		
4	Preparation and conduct of training sessions for EMS management staff	service	2		
5	Advising users in the process	service	1		
6	Guarantee support of the system	month	12		
	Total				

** 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.

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Table 6

Requirements for the EDMS:

	Requirements for the EDMS	**participant comment (comment cannot be "yes" or "no"**
1.	Storing any type of data (structured and unstructured) within a single system.	
2.	Support for Windows Server 2012/2016 Server Hyper V. Server Platform Virtualization Technologies Deploying the system to a standalone virtual machine with the ability to back up and quickly deploy application servers.	
3.	Document version control (ability to maintain document version; save all changes to documents and data, see changes to participants, ability to return to the previous document version).	
4.	The system must support the ability to store files in any format.	
5.	Combined search capability (Attribute and Full text)	
6.	Guaranteeing the authenticity (invariability) of documents stored (program-level EDS guarantees that the document will not be modified, not authorized, deleted or modified in the prescribed period and according to its status).	
7.	Ability to edit documents stored on the system.	
8.	The system shall provide: - separation of powers of the system administrator, system technologist, user; - delineation of access rights to documents, functions and objects of the System, which are determined by the user's affiliation to the unit, group and role (s); - role determination of the rights (authorities) of access of users to documents, functions and objects of the System; - the ability to change the access rights of other users to the functions and documents of the System only with the authority of the System Administrator.	
9.	Complete logging of user actions on the system. Ability to keep track of actions taken on the document. Control access to EDMS facilities (logging events, granting certain access rights).	
10.	Users must interact with the software included in the EDMS through a visual graphical interface. The EDS interface must be clear and user-friendly, must not be overloaded with graphical elements, and should allow the display of screens to be displayed quickly. The	

25

	navigation elements must be in a user-friendly format. The input and output of EDMS data, the acceptance of management commands, and the display of the results of their execution must be interactive. The interface must meet modern ergonomic requirements and provide convenient access to the core functions and operations of the EDMS.	
11.	The system should allow the remote and mobile territorial users to access the central database of the EDMS to perform, in accordance with the rights and authority granted, all necessary actions in the processes of document management.	
12.	Advanced and user-friendly functionality for system and system technology administrators.	
13.	Automation of processes, processing of incoming, outgoing, internal, organizational and administrative documents, minutes of meetings, appeals of citizens and legal entities, provision of administrative services and other types of documents.	
14.	Implementation of unified technological procedures for passing, transmitting and processing documents.	
15.	Accumulation and reliable storage of documents and their registration cards	
16.	Accumulation and maintenance of archival data in previous years.	
17.	Document control.	
18.	The ability to bind an automatic control period for each document group.	
19.	Ability to set up automatic notifications for artist deadlines.	
20.	Flexible setup of automatic save / display operations for the new, within the general, extension control period.	
21.	Separation of concepts of term of control and controllability of the document from term of execution. Setting these terms separately.	
22.	Document control (control unit), resolution control (manager, or other user).	
23.	Informing users of EDMS and others about the status of documents, assignments and tasks, and about other events that can be controlled by EDMS, by the EDMS itself, by email.	
24.	Support for various filters for creating any list of documents (registers).	
25.	Ability to search documents in all fields of the document card: artist, resolutions, terms, correspondent, applications, resolutions, note, additional fields, etc.	
26.	Support for cross-references and document links.	
27.	Ability to create, customize and apply document templates.	

28.	Ability to print resolutions on forms and templates.	
29.	Formation, viewing and printing of various lists, tables and reports with the ability to select data by defined criteria.	
30.	There should be a mechanism for reporting: - by user indicators or by templates specified in the system; - possibility to make changes to report templates; - to receive information on control of executive discipline on the results of the generated reports; on-line, statistical information both electronically and in print.	
31.	Setting print templates should be accessible to the system technologist.	
32.	Ability to scan directly into the document card and configure document recognition.	
33.	Preferably: Have a crawler on your system to opt out of third-party applications.	
34.	Updating of regulatory information (classifiers and directories).	
35.	There must be three main defined directories: organizational structure, residents, external contractors.	
36.	The hierarchical structure of the organization must be clearly defined.	
37.	The Directory of Document Nomenclature must be accessible for editing and filling in by the System Technologist and must be linked to the Directory of Organizational Structure: each unit has its own case file.	
38.	The possibility of forming directories on various grounds (types of documents, logs, agents, employees, nomenclature of cases, structure of the institution, etc.).	
39.	Directory search should be provided in all fields available in the directory.	
40.	When registering a document, correspondents and addressees should be selected from the directory.	
41.	Ability to fill directories directly from the document registration card.	
42.	The counterparty directory interface should have the following capabilities: - adding a new counterparty, - editing an existing counterparty, - removal of the counterparty, - combining multiple counterparty cards into one card (to avoid duplication).	
43.	The Counterparty Directory should be able to use the Directory of Regions, Cities, Streets to form a counterparty address, as well as maintain manual counterparty addressing.	

44.	Search for a correspondent and create a new record.	
45.	Bind the documents to an official according to the functions that the person performs in this document. The document can be linked to more than one official. Everyone in their function: the addressee, the author of the resolution, the executor and more.	
46.	Temporary Substitute Mode: Grant the rights and authority of temporarily absent users to substitute users by informing the substitute user of the documents of the substitute user. When replacing one official with another acting member, the documents must be tied to the first official.	
47.	Ability to specify more than one official as the addressee.	
48.	If the official resigns, a procedure should be provided for the transfer of the documents remaining under the control or work of the official to his successor.	
49.	When transferring documents from one official to another, the document changes the binding only in the function in which the document was tied to the person from whom the transfer takes place.	
50.	When submitting documents, the name of the person indicated from the beginning must not be changed. The surname of the person to whom the document was transmitted should be indicated separately.	
51.	When submitting documents, it should be possible to divide and sort the documents that are transferred: by groups, by filing cabinets, by topic, by nomenclature of cases.	
52.	The document access control system for users should be built on the basis of document groups and organizational structure.	
53.	There should be the possibility of color highlighting of overdue documents / tasks, as well as documents / tasks that are nearing completion.	
54.	The presence in the EDMS of separate search folders displaying overdue documents / tasks, as well as documents / tasks that are nearing completion.	
55.	Documents must be registered and transmitted according to the organizational structure.	
56.	When reforming the subordination of the organizational structure, the documents must be moved according to the relocation of the units.	
57.	Document groups must be created by a system technologist.	
58.	The document group contains unique details: document card format, document number format, document card types.	
59.	Receiving, registering, and processing mail sent via email.	

60.	Determining the rules of operation for each group of documents individually (location of details, numbering, deadline, level of control, etc.).	
61.	View the card at the same time as the document image in one modular window without having to open additional windows.	
62.	Interfaces with other information systems and IT services.	
63.	Provision should be made for automatically informing customers of administrative services of the status of their orders by means of e-mail. Ability to integrate with SMS services	
64.	Ability to send messages by means of both EDS and e-mail.	
65.	Ability to perform automatic EDS operations and / or other systems upon reaching a certain step (step) of the route or status of the document.	
66.	Possibility of conditional and unconditional automatic transitions between stages of business process.	
67.	Ability to create cyclic routes (automation of cyclic business processes), parallel and sequential routes.	
68.	Support for delegation of tasks and tasks by the mechanism of the tree of resolutions.	
69.	Ability to assign assistants to a particular supervisor, giving them access to view the supervisor's tasks and prepare proposals.	
70.	Support for organizational planning functions of the institution: - work with reports and plans; - possibility of planning of city council events, meetings, events and their logistics; - organizational and documentation support of personal reception of citizens (planning of reception, possibility of tracking the history of appeals, possibility to add documents and impose resolutions).	
71.	Ability to work on mobile devices: either an adapted mobile interface, or an application, or an email in which you can view / execute a document, resolution.	
72.	Support for converting documents to a fixed PDF format and their automatic signature of EDS (support of Ukrainian crypto-providers).	
73.	Support for converting documents to a non-volatile PDF / A format for long-term archiving of archival documents.	
74.	Flexible configuration of document forms with document card attribute synchronization.	
75.	Create Rich Text Editor formatted documents with support for using document templates and synchronizing document card attributes.	
76.	Support for encryption of EDMS file storage.	

77.	The EDMS must provide a flexible mechanism to control access to system objects based on the ACL (Access Control List).	
78.	The EDMS should provide mechanisms to control access to specific card attributes at certain stages of the document's life cycle.	
79.	The software product should have industrial interfaces with external systems based on SOAP and REST implemented	
80.	There must be an opportunity to submit applications to third parties (not connected to the EDMS PC) by the authorities through the SEV OVV and to receive the results of the examination of applications through the SEV OVV version 2 in accordance with the established procedure (regulation).	
81.	Automatic or manual numbering according to group, type, subspecies, period, etc.	
82.	Automatic determination of execution time depending on the type, type, subspecies of the document.	
83.	Support for the creation of simple and complex resolutions (with each term), resolutions templates, draft resolutions.	
84.	Support Determination of the main contractor, co-executors and controller for the implementation of the resolution.	
85.	Ability to set the execution period with the periodicity (monthly, quarterly, once every six months, etc.) of the document.	
86.	Support for automatic closing of one document to another.	
87.	Possibility at automatic control: - informing the controller about the fact of delay, non-fulfilment of the document / resolution; - informing the executor of the receipt of the document / resolution, some time before the deadline, non-compliance, delay, etc.	
88.	In manual control - entering data by the controller (the author of the task) to confirm the fact of execution of the document / resolution.	
89.	Ability to record the transfer of originals and copies of documents in document cards.	
90.	Support for bar code implementation in electronic document when printing.	
91.	Quickly fill in the fields of the document card from the system directories, which can be replenished from the registration cards when registering documents.	
92.	The ability to link documents: - manual; - automatic (when generating a response or receiving a response) with synchronization of certain attributes of the document cards.	

93.	All form fields should provide input control to minimize user errors (for example, by using masks).	
94.	The ability to automatically list the required documents, depending on the subspecies of the input document and additional criteria (question-prompting, service / appeal, etc.)	
95.	Ability to automatically form and print a description of the documents received from the applicant and control their availability for the input document.	
96.	Ability to download the document along with all digital signatures, bookmarks and attachments.	
97.	Ability to capture the facts of the transfer of documents in the archive, support for prompt search of the archive and work with archival documents.	
98.	There should be a possibility to customize the text message templates.	
99.	Registration of security-critical events in audit protocols, system event logging, document work log.	
100.	The EDMS must support the allocation of access rights: - differentiation of access of users depending on the type of documents; - differentiation of access of users by type of actions over documents; - differentiation of access of users to the objects of the System; - distinguishing access by job responsibilities; - distinguishing access to specific e-card attributes at all stages of the document's life cycle.	
101.	The EDMS should provide secure data processing for users' work over the public data network, including restricting data access through the use of encryption tools.	
102.	There must be the ability to create, block, delete, update / edit user information.	
103.	Requirements for linguistic support EDMS must support the use of at least two languages, Ukrainian and English, for user interaction.	
104.	Business chat The EDMS should enable: • discuss in real time the document and its task; • Keep the discussion history in the Chat on a document or draft document.	

TABLE 8: Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows :	Your Responses		
	Yes, we will comply	*No, we cannot comply*	*If you cannot comply, pls. indicate counter proposal*
Delivery Lead Time			
Compliance with the requirements of the Terms of Reference			
Bid Duration (min. 60 days)			
Free of charge to the Customer to eliminate any defects, deficiencieswithin 12 months			
All Provisions of the UNDP General Terms and Conditions			
Other requirements *[pls. specify]*			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]
[Designation]
[Date]

Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та _____	**Contract for Goods and/or Services Between the United Nations Development Programme and _____**
1. **Країна, у якій будуть постачатись Товари та/або надаватись Послуги**: Україна	1. **Country Where Goods Will be Delivered and/or Services Will be Provided**:Ukraine

2. **ПРООН** [ ] Запит цін [X] Запит пропозиції [ ] Запрошення на участь у конкурсі [ ] укладення прямих договорів
 	
   Номер та дата:
	2. **UNDP** [ ] Request for Quotation [X] Request for Proposal [ ] Invitation to Bid [ ] direct contracting
	
	   Number and Date:

3. **Посилання на номер договору (напр., номер присудження договору):**	3. **Contract Reference (e.g. Contract Award Number)**:
4. **Довгострокова угода**: Ні	4. **Long Term Agreement**: No
5. **Предмет Договору**: [ ] товари [X] послуги [ ] товари *та* послуги	5. **Subject Matter of the Contract**: [ ] goods [X] services [ ] goods *and* services
6. **Тип Послуг:**	6. **Type of Services:**
7. **Дата початку Договору**:	8. **Дата завершення Договору**:	7. **Contract Starting Date**:	8. **Contract Ending Date**:

9. **Загальна сума Договору**: 9a. **Передплата**: Не застосовується	9. **Total Contract Amount**: 9a. **Advance Payment**: Not applicable

10. **Загальна вартість Товарів та/або Послуг:**
  [   ] **менше 50 000 дол. США (лише Послуги)** – застосовуються Загальні умови ПРООН для базових (незначних) договорів
  [   ] **менше 50 000 дол. США (Товари *або* Товари та Послуги)** – застосовуються Загальні умови ПРООН для договорів
  [ ] **50 000 дол. США або більше (Товари *та/або* Послуги)** – застосовуються Загальні умови ПРООН для договорів
	10. **Total Value of Goods and/or Services**:
	  [ ] **below US$50,000 (Services only)** – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply
	  [ ] **below US$50,000 (Goods *or* Goods and Services)** – UNDP General Terms and Conditions for Contracts apply
	  [ ] **equal to or above US$50,000 (Goods *and/or* Services)** – UNDP General Terms and Conditions for Contracts apply

11. **Метод оплати:** [X] тверда (фіксована) ціна [ ] відшкодування витрат	11. **Payment Method:** [X] fixed price [ ] cost reimbursement
12. **Назва(Ім'я) Підрядника:**	12. **Contractor's Name:**
13. **Ім'я контактної особи Підрядника:** Посада: керівник Адреса:	13. **Contractor's Contact Person's Name:** Title Address:

Номер телефону: Факс: Email:	Telephone number: Fax: Email:
14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: Email:	14. **UNDP Contact Person's Name**: Title: Address: Telephone number Email:
15. **Банківський рахунок Підрядника, на який будуть перераховуватись платежі:** Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	15. **Contractor's Bank Account to which payments will be transferred**: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU

Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку: 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 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. 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	This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order: 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 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. All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other

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від того, виконані вони в усній або ж у письмовій формі, що відносяться до предмету даного Договору, втрачають силу.

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.

НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче

negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

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.

IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.

Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	