REQUEST FOR PROPOSAL (RFP)

All interested	**DATE: August 5, 2020**
	REFERENCE: 550-2020-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of **Establishment of the National Web Platform for Administrative Service Centers (Platform of Diia Centers).**

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

Proposals may be submitted on or before **11:59 AM (Kyiv time) Friday, August 21, 2020** 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 20 MB in size**. Offers larger than 20 MB should be split into several messages and each message subject should indicate "part x of y" besides the marking mentioned in the announcement and the solicitation documents. Messages larger than 20 Mb may not be delivered. *All electronic submissions are confirmed by an automatic reply*.

1

The Offeror shall mark the email letter/s:

Subject of the message should include: **"550-2020-UNDP-UKR-RFP-RPP"** and **"Establishment of the National Web Platform for Administrative Service Centers (Platform of Diia Centers)"**

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

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

<u>Note</u>: 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 Kakharov,
Operations Manager
UNDP Ukraine
05-Aug-20

A.D.

Annex 1

Description of Requirements

Project name:	UN Recovery and Peacebuilding Programme
Brief Description of the Required Services	In April 2019, UNDP launched a new project called "Mobile Service Provision for the Conflict-Affected Population of Eastern Ukraine" funded by the Government of Canada. The project will be implemented within the UN RPP. The overall goal of the project is to ease the burden of conflict-affected citizens of Ukraine, mainly women, who have to travel long distances to be provided with an access to administrative and legal services. The project will be further built on the work already done by UNDP in developing a network of modern centers for the provision of administrative services, Centers for Administrative Services (hereinafter – TsNAP) in Donetsk and Luhansk oblasts: - Developing effective gender-sensitive means of getting to TsNAPs (through mobile service units) with a focus on providing access to services for the most disadvantaged groups, such as elderly people, women with children, female-headed households, men and women with disabilities; - Ensuring the localization of these units in real time for the target population; - Creating an intuitive information platform (for all relevant administrative and legal aid provision services) that can be easily accessed by target groups. The project is focused on reducing the unprecedented pressure and barriers faced by citizens of this region, mainly women, in addressing their issues through difficult access to administrative services, legal aid, and information services. These challenges also deny access to basic services, as well as interfere with the rights of the population, in particular, those of the women. In order to strengthen the professional and qualification level of the TsNAP staff, achieve the maximum satisfaction level of citizens and business entities with the quality of administrative services provided by TsNAP, it is planned to order the creation of a single all-Ukrainian platform for TsNAP with an option to organize a long-distance learning for its staff.
The overall objective	The main goal for developing the Platform of Diia Centers (hereinafter – the Website) is to provide TsNAPs and citizens with electronic and administrative services, including the information on the TsNAP map and its activities, best practices, exchange of experience, interactive event calendar, etc., as well as to ensure a continuous systematic training process for TsNAP representatives and administrative services providers for improving the quality of administrative services and the level of the citizens' satisfaction through staff training and a regular monitoring of their effectiveness and skills.
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	August 2020
Target completion date	December 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	☒ Required ☐ Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required
Currency of Proposal	☒ 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: http://treasury.un.org ☐ Euro ☒ UAH
Value Added Tax on Price Proposal	☒ must be inclusive of VAT and other applicable indirect taxes (VAT should be clearly indicated in separate line), if applicable ☐ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☐ 30 days ☐ 60 days ☒ 90 days ☐ 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	☒ Not permitted ☐ Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on **13-Aug-2020 at 15-00 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: **procurement.rpp.ua@undp.org** Attn: Procurement Unit Subject: **550-2020-UNDP-UKR-RFP-RPP** – 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 customer the preferred percentage of the total proposed value of the contract. ï Proposed by UNDP payment schedule: • 25% of the total payment after completion of deliverables No. 1-5 • 25% of the total payment after completion of deliverables No. 6-7 • 50% of the total payment after completion of deliverables No. 8-11

	Payment terms: Not later than thirty (30) days as of meeting the following conditions:
	   a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs;
	   b) Receipt of invoice from the Contractor.

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator (Local Governance and Decentralization Reform)
Type of Contract to be Signed	☐ Purchase Order ☐ Institutional Contract ☒ Contract for Goods and/or Services ☐ Long-Term Agreement ☐ Other Type of Contract
Criteria for Contract Award	☐ Lowest Price Quote among technically responsive offers ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <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	**Technical Proposal (70%)** ☒ Experience of the company/organization submitting the proposal 30% ☒ Proposed work plan, methodology and approach 30% ☒ Personnel and invited experts/consultants 40% **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	☒ One and only one Contractor ☐ One or more Contractors, depending on the following factors:
Annexes to this RFP	☒ Form for Submission of Proposal (Annex 2) ☒ General Terms and Conditions / Special Conditions - Available through the Link: https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html ☒ Detailed TOR and Evaluation Criteria (Annex 3) ☒ Contract for Goods and/or Services (Annex 4)
Contact Person for Inquiries (Written inquiries only)[1]	*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.

---

[1] *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.*

Documents to be submitted in proposal	☒ Dully filled in and Signed Form for Submission of Proposal (Annex 2);
	☒ 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;
	☒ Portfolio with experience and qualifications, including financial reports
	☒ Technical proposal with the proposed work schedule, approach to the development of an e-learning platform, web pages and maps, methodology, and phased implementation plan
	☒ CVs of project team members including the information about the experience in implementing similar projects
	☒ 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 (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).**

Other Information Related to the RFP	**Administrative Requirements:**
	✓ Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirement/s: ✓ Offers must be submitted within the stipulated deadline ✓ Offers must meet required Offer Validity ✓ Offers have been signed by the proper authority ✓ Offers include requested company/organization documentation, including documentation regarding the company/organization's legal status and registration Offers must comply with general administrative requirements: ***An organization submitting a proposal:*** ✓ A company with a valid registration (for Ukrainian companies, the company must be registered in the government-controlled territory of Ukraine) and have at least 4 years of experience in software development. ✓ Minimum annual turnover for any 2 years during 2016-2019: 25.000 US dollars per year. ✓ At least 3 similar projects completed in the last 4 years (development of software and mobile Android/IOS applications, website development, development and configuration of distance learning modules). ✓ Availability of qualified engineers (HTML, Java Script, and CSS), a designer and a technical staff to perform the work. ✓ Experience in developing websites for public authorities. ✓ Proven experience in developing applications related to GPS tracking (geoinformation and geolocation services) or network map systems. ✓ Experience in integrating websites with state registers. ✓ Experience in creating distance learning systems with an analytics module. ✓ Previous experience in developing TsNAP services. ✓ Experience in hosting and maintaining websites. Requirements for project team members (Contractor's organization): **Team Manager:** · At least a bachelor's degree in computer science, IT, economics, marketing, public administration, management, engineering or a relevant field; · At least 5 years of experience in IT project management; · Successful completion of at least 3 similar projects; · Fluency in Ukrainian or Russian; English would be a plus. **Software developer:** · At least a bachelor's degree in computer science, IT, engineering or related field or 5+ years of experience in software development; · At least 5 years of experience in software development; ·Successful completion of at least 3 similar projects in software/applications/web platforms development; · Fluency in Ukrainian or Russian; English would be a plus. **Database and/or user interface developer:**

	· At least a bachelor's degree in computer science, IT, design, art, engineering or related field; · At least 4 years of experience in database or user interface development; · Successful completion of at least 3 similar projects in software/applications/web platforms development; · Fluency in Ukrainian or Russian; English would be a plus. **Programmer:** · At least a bachelor's degree in computer science, IT, engineering or related field; · At least 3 years of experience in software development; · Successful completion of at least 3 similar projects in software/applications/web platforms development; · Fluency in Ukrainian or Russian; English would be a plus. Other information is available on http://procurement-notices.undp.org; For the information, please contact **procurement.rpp.ua@undp.org**

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[2]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[3])

[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 550-2020-UNDP-UKR-RFP-RPP dated 8/5/2020, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A.   **Qualifications of the Service Provider**

BRIEF COMPANY PROFILE	
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,	Please indicate here

---

[2] *This serves as a guide to the Service Provider in preparing the Proposal.*
[3] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

licenses, certifications, accreditations (If any);	
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
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 *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)
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. *Technical proposal with the proposed work schedule, approach to the development of an e-learning platform, web pages and maps, methodology, and phased implementation plan*

2. *A timeline detailing how the required results will be achieved/completed within the required timeline*

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 Task Force Experts as well as contact details for referees;

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

1) *Team Manager*

2) *Software developer*

3) *Database and/or user interface developer*

4) *Programmer*

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.

Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Amount, currency, incl. VAT
Delivery of output 1-5	25%	
Delivery of outputs 6-7	25%	
Delivery of outputs 8-11	50%	
Total (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.

No.	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency without VAT
1	**Staff**				
1.1	Team Manager	month			
1.2	Software developer	month			
1.3	Database and/or user interface developer	month			
1.4	Programmer	month			
…	…				
2	**Technical support for 12 months**				
3	**Administrative costs (if necessary)**				
3.1	Communication (Internet/Phone/etc.)				
3.2	**Other (if any – to define clearly activities/costs)**				
3.3					
…					
4	**Travel and accommodation (if any)**				
4.1	Travel costs (tickets)	Travel for 1 person			
4.2	Accommodation	Room-night			
4.3	Daily work, daily allowance	Day			
4.4	**…**				
5	**Other (if any – to define clearly activities/costs)**				
5.1					

14

5.2	…				
	VAT				
	Total, with VAT (to indicate currency)				

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

<div align="right">**Annex 3**</div>

<div align="center">**TERMS OF REFERENCE**</div>

Project title:	UN Recovery and Peacebuilding Programme (UN RPP)
Description of the assignment:	Establishment of the National Web Platform for Administrative Service Centers (Platform of Diia Centers)
Expected places of travel:	No travel
Direct Manager's functional post:	Local Governance and Administrative Services Specialist
Senior Manager's functional post:	Programme Coordinator (Local Governance and Decentralization Reform)
Starting date of the assignment:	August 2020
Duration of the contract:	17 weeks

I. BACKGROUND

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.

Since 2015, at the request of the Government of Ukraine, UNDP has been working to address specific conflict-related development challenges built on earlier engagement and established partnerships through the Recovery and Peacebuilding Programme (UN RPP).

The UN RPP is a multi-donor funded framework programme jointly implemented by several partnering UN agencies (United Nations Entity for Gender Equality and Empowerment of Women (UN Women), Food and Agriculture Organization of the United Nations (FAO), and United Nations Population Fund (UNFPA)).

The UN RPP was designed to respond to, and mitigate, the causes and effects of the conflict. It is an integral part of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework. It is closely interlinked with the Democratic Governance and Reform Programme, operating nationally and in all of Ukrainian 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 in Ukraine
Component 3: Community Security and Social Cohesion
The Programme, which operates on the basis of a pooled funding arrangement, follows a multi-sector programme-based approach and is implemented using an area-based methodology. It is a unifying interventions framework for 12 projects funded by 12 international partners.

In April 2019, UNDP launched a new project called "Mobile Service Provision for the Conflict-Affected Population of Eastern Ukraine" funded by the Government of Canada. The project will be implemented within the UN RPP.

The overall goal of the project is to ease the burden of conflict-affected citizens of Ukraine, mainly women, who have to travel long distances to be provided with an access to administrative and legal services. The project will be further built on the work already done by UNDP in developing a network of modern centers for the provision of administrative services, Centers for Administrative Services (hereinafter – TsNAP) in Donetsk and Luhansk oblasts:
- Developing effective gender-sensitive means of getting to TsNAPs (through mobile service units) with a focus on providing access to services for the most disadvantaged groups, such as elderly people, women with children, female-headed households, men and women with disabilities;
- Ensuring the localization of these units in real time for the target population;
- Creating an intuitive information platform (for all relevant administrative and legal aid provision services) that can be easily accessed by target groups.

The project is focused on reducing the unprecedented pressure and barriers faced by citizens of this region, mainly women, in addressing their issues through difficult access to administrative services, legal aid, and information services. These challenges also deny access to basic services, as well as interfere with the rights of the population, in particular, those of the women.

In order to strengthen the professional and qualification level of the TsNAP staff, achieve the maximum satisfaction level of citizens and business entities with the quality of administrative services provided by TsNAP, it is planned to order the creation of a single all-Ukrainian platform for TsNAP with an option to organize a long-distance learning for its staff.

II. MAIN OBJECTIVES

The terms used and their meanings are given in Annex A "***TERMS AND DEFINITIONS***" attached hereto.

The main goal for developing the Platform of Diia Centers (hereinafter – the Website) is to provide TsNAPs and citizens with electronic and administrative services, including the information on the TsNAP map and its activities, best practices, exchange of experience, interactive event calendar, etc., as well as to ensure a continuous systematic training process for TsNAP representatives and administrative services providers for improving the quality of administrative services and the level of the citizens' satisfaction through staff training and a regular monitoring of their effectiveness and skills.

Basic requirements for the Platform of Diia Centers:

▪Providing citizens with necessary tools to be informed about TsNAP activities and to have access to training and testing;
▪Providing TsNAPs with all necessary tools to inform about training and testing, conduct surveys among employees and users of the training platform;
▪Collecting analytical and statistical information from users;
▪ Ensuring convenience and ease of use;
▪Ensuring interaction with the Administrator's area of the main Diia Portal using a Single Sign-on technology; this area is under construction, the necessary data for this assignment will be provided to the Contractor;
▪Generating analytical reports on training with a Report Designer;
▪Ensuring compliance with the functionalities listed in Annex B.

The Contractor shall perform the work according to the following technical requirements specified in Section III:

▪ The Website design according to the Portal Diia brand book and the Website itself based on user needs with a display of structure and sections depending on visitors (citizens, TsNAP employees) are developed. User needs will be provided by the Customer based on a preliminary survey/evaluation; the brand book will be also provided; all design aspects are subject to the Customer's approval;
▪ The distance learning module should to be integrated into the structure of the Website; the training module may be a proprietary or a ready-made solution (available on the market) and should meet the requirements specified in Section III of these TOR;
▪ The TsNAP map with its location, contact details and working hours is developed (its own digital substrate map based on OpenStreetMap data to display the TsNAP network is created);
▪ The map integrated with the system of online monitoring and assessment of the quality of services is developed. Regular updating of information about the TsNAP rating and their actual display on the map at the specified coordinates configured.
▪ The user area software according to the requirements of Sections III is developed (set up);
▪ The user area is integrated with the Administrator's area;
▪ Technical documentation is developed for the software being developed (website, distance learning system); an example with the requirements of current legislation will be provided by the Customer;
▪ Software is tested; the developed software should meet the requirements of these TOR in terms of functional and non-functional requirements;
▪ Instructions for the system management administrator are developed;
▪ Online training for administrators on how to use the system is conducted;
▪ A pre-project documentation for the creation of the IIPS (Integrated Information Protection System) is developed; the terms of reference for the creation of the IIPS are agreed with the administration of the State Service of Special Communication and Information Protection of Ukraine;
▪The IIPS design is developed and design solutions are implemented;
▪Expert tests are conducted and certificate of the IIPS conformity is obtained.

Principles for the creation of the Platform of Diia Centers:
The Website is a tool to inform about the TsNAP activities, its best practices, and exchange of experience. It also serves as a showcase for training courses posted in the training module. The TsNAP map is placed on the Website.
The distance learning module is a tool for the official's continuous training and competency evaluation. For the manager, it is also a tool for evaluation of his/her subordinates' skills.
The development of the distance learning module and the Website is based on the following principles:
▪Compliance with the legislation of Ukraine (Annex C, "**APPLICABLE STATUTORY REQUIREMENTS**" attached hereto);
▪Flexibility, scalability of the architecture, maximum use of parametric settings;
▪Large-scale options for setting up forms, business rules, integration mechanisms, etc. These configuration options should be used by system functional administrators with no need to interfere with a program code;
To successfully complete the assignment, the selected Contractor shall perform the following activities:
● Provide support services within 12 months to ensure operation consistency and technical support for eliminating any deficiencies in the platform functionality or configuration of the platform software (warranty period);
● Ensure troubleshooting system problems in the development and configuration of the platform functionality not detected at testing and acceptance stages during the entire warranty period;
● Provide for free any available upgrades and modifications to the installed IT solution and other third-party software during the warranty period.
● Ensure data migration to the SE Diia hosting, as well as configuration and testing of the Website.
● The domain name will be agreed with the Contractor.

All the above works will be performed by the Contractor in close cooperation with the UN RPP team and the Ministry of Digital Transformation of Ukraine. The ownership of the developed Platform of Diia Centers

belongs to the UN RPP and will be further transferred to the Ministry of Digital Transformation of Ukraine and SE Diia as final beneficiaries of the Project. The Contractor shall fully facilitate the transfer of all products to the final recipient specified by the UN RPP.

The Contractor will provide hosting services for the developed software product within 6 months from the date of its implementation. The Contractor is obliged to provide technical support and ensure the provision of relevant services within 6 months from the date of implementation of the software product under the contract.

III. FUNCTIONAL REQUIREMENTS FOR THE PLATFORM OF DIIA CENTERS

3.1 General requirements for the Website:

The Website is created on the basis of a content management system which should perform the following functions:

- Managing the information structure;
- Managing interface and content of web pages;
- Providing an option to add a filter to publications by various criteria;
- Providing support for displaying content for visually impaired users;
- Displaying impression and transition statistics.

The Website should be integrated into the system of independent statistics collection. The system must be agreed with the Customer.

The administrative interface should be intuitive and understandable to entry-level users and should use the standard interface of file managers (folders, trees, etc.).

The system should provide the following administration functions:

▪ Changing and editing information content of the Website sections and its structure (display or hide sections);

▪ Providing an option to extend the list of categories of information materials or disable some of them;

▪ Ensuring user-friendly context search;

▪ Monitoring the display of internal banners on the Website;

▪ Providing for the creation and management of two sections of the Website (one oriented to visitors, the other one - to the TsNAP staff) with different content;

▪ Providing an option to download materials by users;

▪ Generating a convenient short URL for each material;

▪ Providing remote administration of the Website resources;

▪ Providing an option to download multimedia materials (photo and video images, files for downloading, etc.) to the Website;

▪ Providing an option to download several selected files simultaneously and automatically resize images;

The Website pages should be displayed without any distortion on different devices (computers, phones, tablets, etc.), its adaptability to different formats and systems is a key requirement.

To use the Website (Platform of Diia Centers), the registration and authorization of users is not required. Any user should be able to view the content published on the Website.

The Website should contain a link to the user registration/authorization page in the distance learning module.

The Website administrator should be able to manage the content published thereon through the appropriate content management system (CMS) to be also created by the Contractor.

3.1.1 A desired structure of the Website:

HOME page should contain the following components:

1. A module with photo rotation from the latest event/news and an option to be redirected to the relevant materials posted in different sections of the Website.

2. A "Join the TsNAP team" module is a page with infographics and statistics to explain what the job is, as well as an option to submit a job application and a button to move to the training module, in which the visitor will be assigned the role of "Another user-candidate" and the appropriate training package to prepare for the position.

3. The "News" module allows to move to the news page with an option to view the full text version. The news should be displayed by list (approximately up to 10 news).

4. Under the "News" module heading, there should be a list of several latest news with an option to switch among separate news.

5. The "Service Guide" module enables moving to the Service Guide page to be opened in another window (Service Guide is an already created product, only hyperlinks to be added).

6. The "Training Courses" module is a list and a short description of online training courses offered in the catalogue of the distance learning module with an option to complete training (i.e. an integration with the distance learning module is required).

7. The "TsNAP Activities" module enables moving to a page with information, graphics and video materials, some of which to be available for downloading.

8. The "TsNAP Map" module (interactive) displays a map with TsNAPS plotted thereon, as well as their addresses, contact details, and working hours, a link to a questionnaire form on the quality of services provided to citizens. The TsNAP map is displayed on a digital topographic map of Ukraine adapted to the Open Street Map. The content elements of the map consist of separate vector segments (themes); each of them contains objects of different geometric localization: dots, lines, polygonal elements, which have the appropriate structure and to be filled with an attribute information: data codes and descriptions, types and classifications of objects, proper names in Ukrainian.

9. The "Donor Assistance" module contains an information about grants and support provided for TsNAPs with an option to follow the link to the donor page.

10. The "Training Area" module enables moving to the resources of the distance learning module to be opened in another window.

11. The "Administrator's Area" module enables moving to the resources of the Administrator's area to be opened in another window.

12. Search

13. Success stories

14. "Dia. Business " hyperlink- allows user to go to the main page of the portal https://business.diia.gov.ua/, which opens in a new window (the portal has already been created, only hyperlinks must be added).

All module names should be active for the corresponding transitions.

3.1.2 Filling the home page components:

TSNAP ACTIVITIES

▪Best practices mean a description of solutions to various work situations with an option to attach sample documents, drawings available for downloading.

▪A library of materials and working documents, which will be grouped by subjects, templates, instructions, and samples, to be downloaded from the Website, as well as links to external resources (legal acts), webinar recordings, useful literature, etc.

▪"Ask an Expert" column should be designed for publications and answers to questions to be posted by users (TsNAP employees), with an option to ask a question via the online form.

NEWS

▪News mean the news of the TsNAP network.

▪Analytics mean the analytics of administrative services provision, introduction of new services, infographics, etc.

CONTACTS mean contact details, the Website map, interactive form for requests (the specified information should be placed in the Website footer).

STANDARD AREAS ACROSS THE WEBSITE

Standard areas should include:

- ▪ Banner with the title
- ▪ Search
- ▪ Quick page printing
- ▪ TsNAP map

- Join the TsNAP team
- Navigation button to the distance learning module
- Navigation button to the Administrator's area
- Advertising banners with current events/information about the Ministry

MAIN NAVIGATION BAR
- News
- TsNAP Activities
- Service Guide
- Diia Business
- Success Stories
- Donor Assistance
- Training Courses
- Join the TsNAP Team
- TsNAP Map
- Contacts
- Move to the Website Map
- Partner banners
- Copyrights

3.2 Requirements for the distance learning module:

General requirements

The distance learning module should have the following features and options described below.

The module should be integrated into the **Platform of Diia Centers**.

The module may be created with an existing software available on the market and an option to be integrated and configured according to the requirements specified in these TOR.

The module may be a separately developed software.

All licenses related to the use of the TOR must be provided to the Customer.

The distance learning module should not have a monthly subscription fee or any other but should be represented as a finished product for use.

Technical requirements

The following options should be provided:

1. Providing support for the number of users according to the basic requirements of the Platform of Diia Centers (p. 4, Non-functional system requirements) where the learning module will be placed.

2. The administrator should not have any special IT- and design skills; the learning module should be presented as a constructor where the administrator may add/hide sections and change their content. Users do not need any special training to start using the platform (simple and friendly interface).

3. Providing an option to implement algorithms for automatic assignment of courses based on information from the Monitoring and Evaluation System.

4. Adaptation to the user's device: computer, tablet, phone.

5. Setting up rules for automatic assignment of tasks.

6. Providing a list of tasks with indication of their execution dates; individual or group assignment; setting time limits for their completion.

7. Setting up templates for personal development plans for different purposes; evaluation of their performance by the head, curator, self-evaluation; flexible changes to the plan and combination of different plans.

8. Evaluation by the controller/trainer on checklists.

9. Creation of virtual badge sets; issuing a badge for successful completion of a task; personal collections of badges.

10. Creation and downloading training resources in the following formats: video, HTML page, file, web presentation, gallery, and links (including those redirecting to other platforms).

11. Testing: questions with single, multiple, and free answers; questions for ordering and classification, for comparison and selection by image; importing questions from a text file; various modes of testing.

12. Conducting surveys and voting: an option to conduct surveys and collect feedback; generating survey reports.

13. Creation of courses: a combination of resources (video, text files, presentations), integration of tests and surveys into simple courses; creation and configuration of a course plan; self-assignment courses, with application submission and forced assignment.

14. Importing LLM and HTML training modules (these are the most common formats for e-learning courses).

15. Restriction of access to resources: an option to place resources for a specific area or position (enabling users to gain access to resources with a combination of the following features: city, department, or position).

16. Generation of internal reports and analytics: course training, testing, and system session log for users; flexible reporting for the system administrator with an option to customize templates as needed; consolidated reports on user training for all tasks for the given period.

17. Displaying course progress: saving the course progress and displaying it graphically.

18. Obtaining certificates: entering additional information (full name); downloading certificates as PDF files; saving certificates in the personal account.

3.3 Architecture of the distance learning module

3.3.1. User management:

The following functions ensure the user management within the system:

▪ Creating user accounts (including those created by an automatic import of user and group accounts from the Administrator's area);

▪ Managing user groups (creation/deletion/setting up access privileges);

▪ Managing user membership in groups (enabling/disabling);

For the distance learning module, it is supposed to implement a five-level model for adding and administrating users within the system:

Roles in the user area:

(SA) **System Administrators** create accounts for Managers, manage user groups and the membership of Managers (and, if necessary, those of Contractors) in groups.

(H) **Managers** (the Head of the TsNAP) are persons responsible for managing users in their groups. They should create accounts for Contractors and manage the membership of Contractors in their groups.

(A) **TsNAP User Administrators** provide direct services in TsNAPs.

(P) **User Service Providers** provide a limited number of services.

(O) **Other users** are citizens who has independently registered in the learning module.

(H) should have 4 sublevels at which the courses will be assigned:
- ▪ Candidate: an applicant for a position
- ▪ Beginner: up to 3 months in a certain position
- ▪ Specialist: from 3 months to 1.5 years in a certain position
- ▪ Mentor: at least 1.5 years in a certain position with a solid performance

(A) should have 3 sublevels at which the courses will be assigned:
- ▪ Beginner: up to 3 months in a certain position
- ▪ Specialist: from 3 months to 1.5 years in a certain position
- ▪ Mentor: at least 1.5 years in a certain position with a solid performance

(O) should have 2 sublevels at which the courses will be assigned:
- ▪ Candidate: an applicant for the position of the TsNAP Administrator
- ▪ Visitor: a citizen who has registered for self-training.

No matter what part of the area the user is in, he/she should have an access to the following sections:
- ▪ Service Standards (H) (A)
- ▪ Service Guide (instructions for providing services: technological and information cards) (H) (A) (P) (O)
- ▪ Premises Requirements (H) (A)

▪ Legislation (H) (A) (P) (O)

3.3.2. Creating accounts and registering Managers:

To create Manager accounts, the System Administrator should do the following:

▪ Add the Taxpayer Identification Number (TIN) of the Manager to the "Managers" group;

▪Define the group of the Manager (one or more) and indicate the Manager's TIN as the head of these groups;

▪Download data from an existing database.

In order to get the appropriate permissions for managing the group, the Manager should register on the Diia Portal and/or in the Administrator's area and/or confirm these permissions from the existing database.

The Manager will have access to the following operations in his/her area:

▪ Viewing and filtering data in reports and dashboards;

▪ Viewing ratings of TsNAP training all over Ukraine, the rating position of one's own TsNAP without details on other TsNAPs;

▪ Assigning courses to one's own user group. The Manager may assign training courses to employees; each such assignment should be approved or rejected by the System Administrator;

▪ The Manager has the right to apply for rejection of courses assigned by the System and/or the System Administrator for his/her user group, indicating the reason for such a rejection with its submitting for the subsequent approval of the System Administrator;

▪ Viewing analytics and planning training courses in one's own subdivision.

3.3.3 Creating accounts and registering Users

To create a User account ("TsNAP Administrator" and" Service Provider") in the distance learning module and bind it to the Manager, the User should use the same data as for the authorization/registration in the Administrator's area. When moving from the Administrator's area on the Platform of Diia Centers to the personal account in the learning module, a Single Sign-On (SSO) technology should be used. The Service Provider may not be bound to the Manager if the latter is not registered in the system.

Attention! There is a difference between the two roles: System Administrator and TsNAP Administrator!

The system should monitor the TsNAP User Administrators for which the Manager is not assigned. The System Administrator should receive a daily report on the presence/absence of such accounts, or such information should be displayed in the system and be available to the System Administrator.

To create an "Other user" account, one needs to register and create a username and a password to log in. During the registration, the user shall indicate whether he/she is registered for further employment as a TsNAP administrator. In this case, he/she will be assigned the role of" Other User-Candidate". Otherwise, there will be assigned the role of" Other User-Visitor".

Before implementing integration with the Administrator's area on the Platform of Diia Centers, a registration of all user roles may be implemented through a learning module, namely by importing data in .csv format. However, users must specify the Role and TsNAP when registering, and the System Administrator of the learning module will confirm or cancel log requests.

The user of any role should be able to edit his/her own profile in the learning module (except for the data that is filled in automatically based on the data of the Administrator's area on the Platform of Diia Centers).

3.4 General structure of the distance learning module area (pages to be printed or exported should be provided with the following options):

▪ Home page (ratings, news, announcements, training calendar (online/offline: recommended courses to be highlighted, the user should be able to register for the training course with further confirmation from the organizer));

▪ User profile (personal data, individual development plan, my certificates, icons/badges);

▪ Incoming/outgoing requests (a request for approval of courses and responses, confirmation of individual plans);

▪ Training courses (all courses: distance, online, offline);

▪ Questionnaires/surveys (knowledge tests and surveys; results of a mystery visitor);

23

▪ Library of useful materials (downloaded literature, which is not available; links to literature available on online resources; recommending a literature with an option to attach a file or link (to be checked and confirmed by the System Administrator); all downloaded files to be checked by antivirus);

▪ On-the-job training (for (H) (A) only) (administrator training support form, supervisor feedback questionnaire);

▪ It should be possible to provide Analytics/Planning (H), (O) in view mode without an option to edit data for additional roles in the future.

In the Administrator's area (SA), there should be displayed the same structure where he/she may edit or extend viewing/functions; confirm/reject requests from users with an explanation field for the response/request to be further revised. The Analytics tab should be implemented as well.

General part for all roles: in the "Training Courses" section (Services), the "My TsNAP Services" filter is enabled by default (only those courses to be displayed that are related to the list of services provided by the current user's TsNAP). There should be provided an option to change the visual display of services (Display all/My Services), as well as to search for materials by key words and names of services.

3.5 Filling in the user's area:

User account
- It should be filled in automatically based on the information from the profile in the Administrator's area.
- If the user changes the TsNAP, the training history to be displayed; the user role to be defined from the start date; the profile is saved in full.
- Icons of all received certificates are displayed and grouped by sections (e.g. services, standards, legislation, database management, team management, TsNAP management), with an option for their downloading and printing.
- The individual development plan should be provided with an option to print the current status (planned/executed/in the process) according to the standard form to be additionally provided to the Developer. The standard form may be changed. It is necessary to provide tools for changing the template.
- User profile fields should be available for filtering, downloading data for further analysis (SA), and use in automation rules.

The user profile should contain a field for collecting information on subjects/areas in which the user is an expert in order to involve him/her in training initiatives.

Home page of the distance learning module:
The system should generate ratings according to the following principles:
- For (A), ratings on TsNAPs are displayed;
- For (H), ratings on his/her TsNAP and its rating position in the country without viewing details are displayed;
- For (SA), general data with any details is displayed;
- For (P) and (O), ratings on their groups are displayed.

My training courses (all courses: distance, online, offline)**:**
- To all offered courses, a knowledge test based on their results is attached; the certificate with a date, first name and surname, course subject is assigned after a successful testing. The testing score is not specified in the certificate.
- Courses are grouped by sections (services, standards, legislation, database management, team management, TsNAP management) and displayed by default as assigned in the order of their deadline.
- Courses may be filtered:

a) By deadline (specific date and month);

b) By form (online, remote, full-time);

c) By sections (services, standards, legislation, database management, team management, TsNAP management);

d) By status (started, completed, not started, expired). By default, completed courses are not displayed; the certificates received therefor to be displayed in the user profile.

- All courses, regardless of their form, should have the same display frame: subject/title, target audience, course objectives/results, training form, date/time period of training, test/certificate availability, duration of course/training modules, ECTS (European Credit Transfer System) credit cost.

- A virtual badge is assigned to the user for accumulation of completed courses in a certain section (the number of badges, their names and terms of receipt to be set by (SA)).

- Information about assigned courses (by a system/supervisor/as per user choice) is displayed in the training calendar and individual plan.

- The user (A) may reject the assigned training course, justifying his/her decision. Such a request should fall into" incoming" requests of (H), who shall confirm/reject this request. In this case, the course will be displayed in the appropriate section of elective, but not recommended courses. The option to reject courses is set by (SA) at the stage of publishing the course in the system, however, this option does not apply to courses related to the introduction of new services, changes in service order and the like.

- The user may offer the course subject and himself as a trainer/developer/expert in this area through a special form.

Catalog of courses:
- A catalog of courses is available to all roles;
- Depending on user parameters, different subject sections and training courses are available in the catalog (accesses are customized by (SA) during publication/addition of the training program/course).

Knowledge check system:
Questionnaires/surveys (knowledge tests and surveys; results of a mystery visitor):
- Knowledge check;
a) Regular testing to be passed by (A) (H) (P);
b) The following options are available to (SA): assign regular testing with its start/end date; assign one-shot testing with its start/end date;
c) Testing is formed as a constructor with an option to select a question in section bindings;
d) The subsystem independently generates a list of questions on parameters specified by (SA) from the database of current questions (a number of questions per each subject: services, standards, legislation, database management, team management, TsNAP management; what roles to what subjects are displayed; a number of questions from each subject are displayed by the results of quality indicators in the Administrator's area);
e) (SA) should be able to update questions in the database, as well as confirm/add/remove questions from the test/ database;
f) (H) (P) may propose questions to the database. Such request falls into "incoming" requests of the (SA), who will approve/reject the proposal. The number of such questions in the test should not exceed 10%.

A survey means collecting user opinions; a questionnaire constructor with open and closed questions.

It is necessary to provide the (SA) with an option to add the results of the mystery visitor evaluation in the form of a document, photo, audio and video to the user profile.

(A) may only view his/her evaluation with an option to address a comment to the Manager.

(H) will see consolidated data about his/her TsNAP with an option for submitting its details to (A) and addressing comments/questions to the author of the document (official).

The **library of useful materials** is divided into sections**:** services, standards, legislation, database management, team management, TsNAP management. All materials may be placed as follows:

- Downloading directly into the distance learning module;

- Links to other resources (Ministries, resources of International Technical Assistance and Central Executive Bodies);

- Any user may send a literature to the library with an option to add a file or link (the system should check the document/resource for malware before sending it; the request comes to the (SA), who in turn will check its content and add it to the corresponding section; the initiator will get a "bonus"; when accumulating a sufficient amount of bonuses, the user will be awarded a "badge";

- **On-the-job training** (available only for (H) (A)) is a form of support provided for the Administrator's training, a manager feedback questionnaire). It will be additionally provided to the Developer. It is required to provide an option for editing this form in the future;

- A form/checklist for supporting on-the-job training to be filled in by the Manager; fields with a drop-down list and an option to comment on cells. After filling in the form by the Manager, it should be displayed in the subordinate's area with an option to add/accept/agree/send a comment;

- A manager feedback questionnaire is available to those (A) with whom (H) conducted on-the-job-training. (A) will complete the questionnaire after each training; the data in a consolidated impersonal form (for all (A)) will be further displayed in the area of (K) with an option for its detailing by items and a number of points;

- (H) will assign subjects (from a drop-down list) and dates of on-the-job training to each (A); the subsystem will send an automatic message to (A); the data is displayed in the area of (A) on the "On-the-Job Training" tab and in the individual plan/training calendar.

Analytics/planning of the TsNAP Head (H) (with an option to export and print data). Examples will be additionally provided to the Developer:

- General pie chart with a number of employees, followed by possible detailing to the level below and to a specific employee:
  - ▪ Of these, training assigned
  - ▪ Of these, training started
  - ▪ Of these, training completed
  - ▪ Of these, training successfully completed/certificate received
  - ▪ Test failed
  - ▪ Training expired
  - ▪ Courses rejected

-Results of the employees' testing:
  - ▪ Top 5 TsNAPs with the highest score all over the country, a rating position of the current TsNAP;
  - ▪ Of these, the test results displayed for each employee in descending order (if there are more than 5 employees, the results will be displayed below the acceptable level and above the acceptable level; for the rest of the results, it is necessary to "fall in the middle").

- The results of a mystery visitor (to be provided in the module with an option for (SA) to hide this part).

- The results of on-the-job training conducted by the Head (to be provided in the module with an option for (SA) to hide this part):
  - ▪ Pie chart - Employees Total
  - ▪ Of these, employees trained
  - ▪ Of these, employees evaluated at their current level and above

▪ Under the diagrams, there should be a general table with a list of all subordinates and a training schedule:

- ▪ Subordinate's name, date of employment (login creation in the system);
- ▪ Weeks of the current three months, may be aggregated to months in a year;
- ▪ Subordinate's rating compared with others;
- ▪ Slice of the current situation: the table shows the required courses for the subordinate and performance statistics depending on experience, with the date of the last evaluation conducted by the Head;
- ▪ Training/evaluation plan: dates of the nearest testing and courses to be started/assigned;
- ▪ From the general table, it should be possible to move to the individual development plan of the subordinate with the following information to be displayed:
- ▪ His/her current level/a level which should be as of today;
- ▪ Individual development plan (including recommended literature, probations, who is mentoring/who is mentored, etc.);
- ▪ Statistics on assigned/selected training courses;
- ▪ Test results
- ▪ Head evaluation results;
- ▪ Mystery visitor evaluation results;
- ▪ List of other available courses with an option to assign them to a subordinate/subordinates.

- Forms of the individual development plan with a drop-down list and an option for the Head to assign/approve training modules:

- ▪ The number of rows, columns to be determined by (SA) according to the form approved by the National Agency of Ukraine on Civil Service (NACS);
- ▪ The form is displayed in both areas of (H) and (A), but if filled in by the Administrator, it will fall into "incoming" requests for approval;
- ▪ The form should have a column - ECTS Credits, which will summarize all rows at the end (less than 1 credit is highlighted in red, more than 1 credit - in green);
- ▪ All rows, regardless of the role, are filled in from a drop-down list with an option to add one's own variant.

An example of items of an individual development plan that can be created by (SA) is required. The final list will be additionally provided to the Developer:

- ▪ Workplace development: the section is filled in manually (what the employee should monitor, analyze);
- ▪ Special project assignments (a drop-down list of key indicators to be improved with an option for entering manually by how many percent the indicator should be improved);
- ▪ Learning from the experience of others (a drop-down list of all subordinates and a list of areas to be observed with an option to enter specific tasks);
- ▪ Coaching (a drop-down list of subordinates with a status of a mentor and a manager + a drop-down list of key skills/indicators with an option to enter specific tasks);
- ▪ Self-training (a drop-down list of available literature (with active navigation) with an option to add new fields manually, which should be added to the list and become available to other TsNAPs);
- ▪ Trainings and seminars (distance courses, online and offline, a drop-down list with available list from database, an option to extend the list of programs available to a more experienced employee + "External program" column with an option to manually enter data about this program according to the standard program template in the system).

Based on the results of programs and courses assigned within the system, a generalized document should be formed, which may be saved/printed/submitted to the relevant authorities (personnel department, supervisory body, NACS, etc.). The form of the document should meet the requirements of the NACS.

In the learning module, it is necessary to create several standard templates of an individual plan with an option to assign this plan to a subordinate for its editing: for the candidate to managers, for the basic level of administrator/manager, for the level of specialist-administrator/manager, for the mentor (employee pool) of administrator/manager.

The "Training Program Analytics" page should display the following information:

- The employees covered, total
- Of these, at the moment covered
- Of these, successfully trained; started training, not started training; aggregated data by subrole/role, with an option for detailing the data by the oblast/region/TsNAP.

4. NON-FUNCTIONAL SYSTEM REQUIREMENTS

A key requirement for the National Web Platform of Administrative Service Centers (Platform of Diia Centers) in terms of non-functional requirements is to meet the following criteria:

▪ Ensuring smooth operation for at least 1 million registered users of the system;
▪ Increasing the number of users without any changes and modifications;
▪ Managing the number of simultaneous connections of one user to the system (enabling or disabling multi-session operation);
▪ Response time to a request or operation not exceeding 2.5 seconds for 99% of system requests;
▪ Performance monitoring systems using Zabbix or similar software;
▪ Trouble-free operation under the following conditions (no less than):
▪ 5 operations per second for one user;
▪ 50,000 users training at the same time;
▪ 10,000 organizations (subdivisions) providing services and taking training courses in the system;
There should be an option to scale horizontally, which allows increasing the number of users without affecting system performance if there are additional server spare capacities.
Reliability and stability parameters:
▪ Uptime/Availability - 99.9% : continuous operating time or availability of the System;
▪ RTO (Recovery time objective): In case of any software or hardware failure, the subsystem should be restored to working order within a maximum of 6 hours from the moment the hardware is put into operation. The recovery time and its algorithm should be determined at the technical design stage and specified in the operating documentation.
▪ MTPD (maximum tolerable period of disruption): 12 hours should be a maximum allowed period of disruption when the subsystem may be unavailable without permanent consequences. The malfunction response algorithm should be determined at the technical design stage and specified in the operating documentation.
▪ RPO (recovery point objective): In case of data corruption, the subsystem should be restored from an archive/backup not older than 24 hours.
▪ Stability of operation must be ensured in case of the following emergency situations:
    - Hardware failure
    - Network infrastructure failure
    - Data center power loss
    - Failed system software update
    - Temporary data loss
Two-factor authentication should be provided for certain categories of officials handling particularly critical services.

Requirements for information protection from unauthorized access:
One of the conditions for the creation of the National Web Platform of Administrative Service Centers (Platform of Diia Centers) is its integration with the Integrated Information Protection System (IIPS), which meets the requirements listed below.
The winning company of this tender must organize the preparation and approval of the TOR for the IIPS creation and its deployment by efforts of a company licensed by the State Service of Special Communication and Information Protection of Ukraine.
The list of business entities that have licenses to conduct business activities for the provision of IIPS services is given on the website of the State Service of Special Communication and Information Protection of Ukraine: (http://www.dsszzi.gov.ua/dsszzi/control/uk/publish/article?art_id=284081&cat_id=266373)

The IIPS must comply with the requirements of the ND TZI (Regulatory Document of Technical Information Protection System) and provide the execution of the following main functions:

- Implementing information security policy set for the System;
- Ensuring confidentiality, integrity, availability of information during its processing;
- Isolating user access to protected resources and services of the System, control over the maintenance staff by persons responsible for ensuring the information security in the System;
- Verifying user permissions and their authorization to perform certain actions on processing protected resources and using certain System services according to the defined System security policy;
- Ensuring identification and authentication of System users;
- Ensuring registration of events related to access and actions on protected System resources and services, results of user identification and authentication, changes in user permissions, results of checking the integrity of information security tools, etc.;
- Blocking unauthorized actions on protected System resources;
- Ensuring protection of System information resources and components from attacks of external telecommunication networks or those of the other networks interacting with the System;
- Ensuring protection of System security objects during their transmission through an unprotected environment;
- Ensuring anti-virus System protection;
- Ensuring the integrity of the System software;
- Creating a mechanism and conditions for rapid response to external and internal threats in order to ensure information security;
- Ensuring information security management (ISM);
- Creating conditions for the maximum possible level of localization of negative consequences caused by illegal and unauthorized actions of violators, reduction of the negative impact of security implications on the System functioning;
- Ensuring data registration, collection, storage, and processing on all events in the System related to the information security;
- Ensuring the availability of the System resources for users;
- Providing information protection from environmental impacts;
- Ensuring other functions defined by the System security policy.

Registration data (audit reports) of System components must be protected from unauthorized modification and destruction.

Protection facility complexes (PFC) of System components should provide the following:

- Confidentiality and integrity of information stored and processed in the System components, as well as transmitted between them;
- Confidentiality of personal keys used in the System and by individual users;
- Confidentiality of technological information that ensures the functioning of the PFC System;
- Providing access to the information and resources of the System to its users according to the rules established by the security policy (in particular, access permissions);
- Monitoring user actions through the implementation of mechanisms and procedures for monitoring, registering and auditing registered events.

The security services implemented in the PFC of System components should be provided at the level of G-2 guarantees. The specifications of all guarantee requirements must fully meet the criteria for evaluating the information security in computer systems from unauthorized access (ND TZI 2.5-004-99).

In case of System interaction with other information and telecommunication systems, the requirements for information protection therein should be agreed upon and approved in appropriate interaction protocols.

The information protection system should be built with an option for auditing information security issues according to the procedure established by law.

The requirements for the information protection subsystem should be specified in the IIPS TOR in the System.

If the server component of the System is hosted in a third-party data processing center, the latter must have a built-in IIPS and have a valid certificate of conformity.

Patent purity requirements

All software and hardware used in the System must comply with the terms of license agreements and ensure patent purity.

The developer does not have an exclusive copyright to any of the System components or the System as a whole.

If it is determined that the software must be connected to another system using a protocol or exchange algorithm that is subject to restrictions in Ukraine, a permission to use such a protocol or algorithm must be obtained from the competent authorities before implementing the interface and its commissioning.

Standardization and unification requirements

Standardization and unification of System functions should be ensured by using modern software tools that support a single technology for designing and developing functionality, information supply and a software.

The software in general, and other software components of the System, should comply with the requirements of major international and national agreements and standards in information technology.

A unified software configuration

Standards not older than those listed below must be applied to the development of documentation at the software development stage:

IEEE 830 Software requirements specification and Software Engineering Institute templates;

IEEE 1016 Software architecture design and Software Engineering Institute templates.

IV. EXPECTED OUTPUTS

The following deliverables will be provided by the Contractor:

No.	Deliverables	Date
1.	Terms of reference, work specifications, Website map, page structures, and home page design are developed and approved by the Customer.	3 weeks after the start of the assignment
2.	Design of all Website pages according to the TOR	5 weeks after the start of the assignment
3.	Development of a substrate map of Ukraine	5 weeks after the start of the assignment
4.	Development of a pre-project documentation for the IIPS creation, coordination of the IIPS terms of reference with the administration of the State Service of Special Communication and Information Protection of Ukraine	5 weeks after the start of the assignment
5.	Submission of an application for the IIPS state expert review	6 weeks after the start of the assignment
6.	Development (programming) of Website pages	10 weeks after the start of the assignment
7.	Delivery of software (license) of the distance learning module to the Platform of Diia Centers/a distance learning system is	11 weeks after the start of the assignment

	developed independently and installed on the Platform of Diia Centers	
8.	Software deployment on the Customer's service platform and its initial setup	17 weeks after the start of the assignment
9.	Advising and training for administrators of the Customer's Platform of Diia Centers are developed and accepted by the Customer	17 weeks after the start of the assignment
10.	Development of the IIPS technical project and implementation of design solutions	10 weeks after the start of the assignment
11.	Conducting expert tests and obtaining a certificate of the IIPS conformity	17 weeks after the start of the assignment

V. PROPOSED PAYMENT SCHEDULE

UNDP will pay the negotiated amount in 3 tranches for the deliverables mentioned above:

• 25% of the total payment after completion of deliverables No. 1-5
• 25% of the total payment after completion of deliverables No. 6-7
• 50% of the total payment after completion of deliverables No. 8-11

Payments will be processed after full completion and acceptance of deliverables according to the payment certificate provided to the Local Governance and Administrative Services Specialist.

VI. MONITORING/REPORTING REQUIREMENTS

The Contractor shall report to the Local Governance and Administrative Services Specialist of the Local Governance and Decentralization Reform Component of the UN Recovery and Peacebuilding Programme.
All reports to the UN RPP are submitted electronically (formats of * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication with a final product attached. The reports should be prepared in Ukrainian or English.

Text materials are presented in the form of structured documents as * .PDF and * .D-C files.
The Contractor shall adhere to the system of monitoring, evaluation and quality assurance applied by the UN RPP, as well as provide the necessary information, reports, and statistics according to a pre-set schedule or as soon as possible (within a reasonable time).
Upon completion of all works, the Contractor shall submit to the UN RPP a final report, including a full description of the work done and the outputs achieved.

VII. EXPERIENCE AND QUALIFICATION REQUIREMENTS

- A company with a valid registration (for Ukrainian companies, the company must be registered in the government-controlled territory of Ukraine) and have at least 4 years of experience in software development.
- Minimum annual turnover for any 2 years during 2016-2019: 25.000 US dollars per year.

- At least 3 similar projects completed in the last 4 years (development of software and mobile Android/IOS applications, website development, development and configuration of distance learning modules).
- Availability of qualified engineers (HTML, Java Script, and CSS), a designer and a technical staff to perform the work.
- Experience in developing websites for public authorities.
- Proven experience in developing applications related to GPS tracking (geoinformation and geolocation services) or network map systems.
- Experience in integrating websites with state registers.
- Experience in creating distance learning systems with an analytics module.
- Previous experience in developing TsNAP services.
- Experience in hosting and maintaining websites.

Requirements for project team members (Contractor's organization):
Team Manager:
· At least a bachelor's degree in computer science, IT, economics, marketing, public administration, management, engineering or a relevant field;
· At least 5 years of experience in IT project management;
· Successful completion of at least 3 similar projects;
· Fluency in Ukrainian or Russian; English would be a plus.
Software developer:
· At least a bachelor's degree in computer science, IT, engineering or related field or 5+ years of experience in software development;
· At least 5 years of experience in software development;
· Successful completion of at least 3 similar projects in software/applications/web platforms development;
· Fluency in Ukrainian or Russian; English would be a plus.
 Database and/or user interface developer:
· At least a bachelor's degree in computer science, IT, design, art, engineering or related field;
· At least 4 years of experience in database or user interface development;
· Successful completion of at least 3 similar projects in software/applications/web platforms development;
· Fluency in Ukrainian or Russian; English would be a plus.
 Programmer:
· At least a bachelor's degree in computer science, IT, engineering or related field;
· At least 3 years of experience in software development;
· Successful completion of at least 3 similar projects in software/applications/web platforms development;
· Fluency in Ukrainian or Russian; English would be a plus.

VIII. DOCUMENTS TO BE SUBMITTED BY APPLICANTS:
Bidders must submit the following documents:

	Experience of the company submitting the proposal Portfolio with experience and qualifications, including financial reports
	Technical proposal with the proposed work schedule, approach to the development of an e-learning platform, web pages and maps, methodology, and phased implementation plan
	Project team members CVs of project team members including the information about the experience in implementing similar projects
	Financial proposal

IX. EVALUATION METHOD:

Evaluation and comparison of proposals

A two-stage procedure is used in evaluating proposals, the evaluation of the technical proposal is 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 technical proposals. At 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. At the second stage, the price proposals of all applicants, who have attained a minimum 70% score in the technical evaluation, will be reviewed.

The overall evaluation will be completed according to the 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 (of those being technically compliant) will be selected as a baseline and the maximum number of points obtainable for the financial part (i.e. 300) will be allocated. All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 points x lowest price/quoted price.

The winning proposal will be the one with the highest number of points after the points obtained in both technical and financial evaluations, respectively, are added up. The bidder with a winning proposal will be awarded a contract.

Criteria for technical evaluation

Summarized evaluation form of the technical proposal	Score weight	Maximum score
Experience of the company/organization submitting the proposal	30%	210
Proposed work schedule, methodology, and a phased implementation plan	30%	210
Project team members	40%	280
Total Score	**100%**	**700**

Technical evaluation forms are provided below. The maximum points obtainable as per each criterion indicate the relative importance or score weight in general evaluation process.

Technical evaluation forms:
Form 1. Experience of the company/organization submitting the proposal
Form 2. Proposed work schedule, methodology, and a phased implementation plan
Form 3. Project team members

Criteria for technical evaluation

Evaluation of technical proposals Form 1	Maximum score	Organization		
		A	B	C
Experience of the company/organization submitting the proposal				

Officially registered company/organization with at least 4 years of experience in software development: 4 years - 45 points, 5-7 years - 48 points, 8 years and more - 50 points	50			
At least 3 similar projects have been completed in the last 4 years (development of software and mobile Android/iOS applications, website development): 3 products - 45 points, 4-6 products - 48 points, 7 products and more - 50 points	50			
Proven experience in developing applications related to GPS tracking (geoinformation and geolocation services): at least 1 product - 25 points, 2-3 products - 28 points, 4 products and more – 30 points	30			
Experience in developing websites for local authorities: 1-2 products - 15 points, 3 products or more - 20 points	20			
Experience in integrating websites with state registers: 1 product - 15 points, 2 products - 18 points, 3 products and more - 20 points	20			
Experience in creating distance learning systems with an analytics module: 1-2 products - 15 points, 3 products and more - 20 points	20			
Development of IT solutions for TsNAPs: 1-2 products - 15 points, 3 products and more - 20 points	20			
Total score in Form 1	**210**			

Evaluation of technical proposals Form 2	Maximum score	Organization		
		A	B	C
Proposed work schedule, methodology, and a phased implementation plan				
Does the proposal clearly explain, understand and meet the objectives of the assignment?	Up to 70			
Does the proposed project deadline meet the time requirements?	Up to 70			
Does this proposal demonstrate the Contractor's knowledge of IT system development (system description, approach to the development of e-learning platforms, web pages)?	Up to 70			
Total score in Form 2	**210**			

Evaluation of technical proposals Form 3	Maximum score	Organization		
		A	B	C
Project team members				
Team Manager:				
3.1. At least a Bachelor's degree in computer science, IT, economics, marketing, public administration, management, engineering or a relevant field: - Specialist/Master's degree or higher - 20 points - Bachelor's degree - 15 points	20			
3.2. At least 5 years of experience in IT project management: at least 5 years - 15 points, 6-7 years - 18 points, 8 years and more - 20 points	20			
3.3. At least 3 similar projects have been completed: at least 3 projects - 15 points, 4-7 projects - 18 points, 8 projects and more - 20 points	20			
3.4. Fluency in Ukrainian and Russian; English would be a plus: - Fluency in English, Russian, and Ukrainian – 10 points - Fluency in Russian and Ukrainian – 5 points	10			
Interim score by criteria 3.1 – 3.4	70			
Software developer:				
3.5 At least a Bachelor's degree in computer science, information technology, engineering or a related field; - Specialist/Master's degree or higher - 20 points - Bachelor's degree - 15 points	20			
3.6. At least 5 years of experience in software development: at least 5 years - 15 points, 6-7 years - 18 points, 8 years and more - 20 points	20			
3.7. At least 3 similar projects in software/applications/web platforms development have been successfully completed: at least 3 projects - 15 points, 4-6 projects - 18 points, 7 projects and more - 20 points	20			

3.8. Fluency in Ukrainian and Russian; English would be a plus: - Fluency in English, Russian, and Ukrainian – 10 points - Fluency in Russian and Ukrainian – 5 points	10			
Interim score by criteria 3.5-3.8	70			
Developer of databases/user interfaces:				
3.9. At least a Bachelor's degree in computer science, IT, design, art, engineering or a related field; - Specialist/Master's degree or higher - 20 points - Bachelor's degree - 15 points	20			
3.10 At least 4 years of experience in database or user interface development: at least 4 years - 15 points, 5-7 years - 18 points, 8 years and more - 20 points	20			
3.11. At least 3 similar projects in software/applications/web platforms development have been successfully completed: at least 3 projects - 15 points, 4-9 projects - 18 points, 10 projects and more - 20 points	20			
3.12. Fluency in Ukrainian and Russian; English would be a plus: - Fluency in English, Russian, and Ukrainian – 10 points - Fluency in Russian and Ukrainian – 5 points	10			
Interim score by criteria 3.9-3.12	70			
Programmer:				
3.13. At least a Bachelor's degree in computer science, engineering or a relevant field; - Specialist/Master's degree or higher - 20 points - Bachelor's degree - 15 points	20			
3.14. At least 3 years of experience in software development: at least 3 years - 15 points, 4-5 years - 18 points, 6 years and more - 20 points	20			
3.15. At least 3 similar projects in software/applications/web platforms development have been successfully completed: at least 3 projects - 15	20			

points, 4-5 projects - 18 points, 6 projects and more - 20 points				
3.16. Fluency in Ukrainian and Russian; English would be a plus: - Fluency in English, Russian, and Ukrainian – 10 points - Fluency in Russian and Ukrainian – 5 points	10			
Interim score by criteria 3.13-3.16	70			
Total score in Form 3	**280**			

TERMS AND DEFINITIONS

The terms used and their meanings are given in the table.

Table 1. Terms and definitions

Term	Meaning
API	Application Programming Interface
Diia Portal	National Web Portal Of Electronic Services "Diia"
Platform of Diia Centers	National Web Platform of Administrative Service Centers (Platform of Diia Centers) is a website organized as a system multi-level association of various resources and services to ensure maximum access of administrative service centers to an information and a system learning process, as well as to provide the public with information about the location and role of administrative service centers in communities enabling them to influence development of administrative services.
Distance learning module	Module of the Platform of Diia Centers presented as a learning management system
User	Entity providing electronic, administrative, and other public services, administrative service centers (hereinafter - TsNAP), any other person who uses the Platform of Diia Centers to obtain information
User area	Personal user account in the distance learning module
Service provider	A representative of another agency whose workplace is located in the TsNAP
CMS	Content management system
Administrator's area	Module of the National Web Platform of Administrative Service Centers (Platform of Diia Centers) assigned for managing the distribution and execution of tasks by officials
QES	Qualified electronic signature
IIPS	Integrated Information Protection System
TOR	Terms of reference
PFC	Protection facility complexes
ND TZI	Regulatory documents of technical information protection system

Functionalities:

1) Electronic identification and authentication of users, including an integrated electronic identification system, qualified electronic signatures (QES) and seals, as well as other means of identification enabling a unique identity check;

2) application of clear and user-friendly interfaces, including those adapted for visually impaired users;

3) Use of the Platform of Diia Centers via a computer, as well as via a smartphone or tablet;

4) Automatically filling in the forms (fields) of documents created by means of a software of the Platform of Diia Centers, as well as with interlinked information obtained from national electronic information resources;

5) Automatic verification of the completeness of forms (fields) of documents created by means of a software of the Platform of Diia Centers, the availability of grammatical mistakes in specified documents, as well as in cases where appropriate algorithms for automatic verification of the accuracy of information provided in such documents are established by legislation;

6) Systematization and search for electronic services (including administrative and other public services) by typical, in particular, life situations;

7) Morphological search by a part of the word without taking into account the input register;

8) Real-time transmission/acceptance and processing of information, continuity of operation of the Platform of Diia Centers;

9) Isolation and control of access to information available on the Platform of Diia Centers;

10) Verification of user permissions and their authorization to perform certain actions on processing protected resources (reading, modifying, destroying, entering information, etc.);

11) Monitoring of visits; registration of events that occur on the Platform of Diia Centers related to its security; disabling unauthorized actions on processing protected resources and automatically informing the technical administrator about such actions;

12) Provision of information and/or advisory services to users;

13) Other functionalities required to perform the tasks of the Platform of Diia Centers.

APPLICABLE STATUTORY REQUIREMENTS

The module software must comply with the following requirements specified in legal documents:
▪ The Constitution of Ukraine;
▪ The Law of Ukraine "On Electronic Trust Services";
▪ The Law of Ukraine "On Information";
▪ The Law of Ukraine "On Electronic Documents and Electronic Document Management";
▪ The Law of Ukraine "On Personal Data Protection";
▪ The Law of Ukraine "On Information Protection in Information and Telecommunication Systems";
▪ Resolution of the Cabinet of Ministers of Ukraine dated September 19, 2018, No. 749" On Approval of the Procedure for the Use of Electronic Trust Services in Public Authorities, Local Governments, Enterprises, Institutions, and Organizations of State Ownership";
▪ Directive of the Cabinet of Ministers of Ukraine dated January 30, 2019, No. 37-r" Action Plan on Implementation of the 2019–2020 Concept of Development of the e-Services System in Ukraine";
▪ Resolution of the Cabinet of Ministers of Ukraine dated December 4, 2019, No. 1137 "Issues of the Unified National Web Portal of Electronic Services and the Unified National Portal of Administrative Services", which approved the "Regulations on the Unified National Web Portal of Electronic Services".
This list is not exhaustive. Requirements of the legislation of Ukraine, statutory and regulatory documents related to the goal, objectives and purposes of providing services may be additionally clarified.

Annex 4

Model Contract

Договір на надання Товарів та/або Послуги між Програмою розвитку Організації Об'єднаних Націй та»	Contract for Goods and/or Services Between the United Nations Development Programme and
Empowered lives. Resilient nations.	Empowered lives. Resilient nations.
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**: 9а. **Передплата**: Не застосовується	9. **Total Contract Amount**: 9а. **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: Номер телефону: Факс: Email:	13. **Contractor's Contact Person's Name**: Title Address: Telephone number: Fax: Email:
14. **Ім'я контактної особи ПРООН:**	14. **UNDP Contact Person's Name**:

Посада: Адреса: Тел.: Email:	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. 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. 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,	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. 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. 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.

підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче	
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: