



**REQUEST FOR QUOTATION (RFQ)
(Goods)**

NAME AND DETAILS OF THE COMPANY	DATE: August 6, 2020
	REFERENCE: 501-2020-UNDP-UKR-RFQ-RPP

Dear Sir / Madam:

We kindly request you to submit your quotation for **procurement and adaptation of the HelpDesk Software**, as described in detail in Annex 1 of that RFQ. While preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **11:59 AM (Kyiv time) August 21, 2020** and via *e-mail* to the address below:

**United Nations Development Programme
Procurement Unit
tenders.ua@undp.org**

Quotations submitted by email must be limited to a maximum of **25 MB**, virus-free and no more than 5 email transmissions. *Files larger than 25 MB will not be delivered and therefore the quotation will not be considered.* They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

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

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned services:

Delivery Terms [INCOTERMS 2010]	NA
Customs clearance, if needed, shall be done by:	Supplier
Exact Address/es of Delivery Location/s (identify all, if multiple)	NA
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	November 2020
Delivery Schedule	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Packing Requirements	NA
Mode of Transport	NA

Preferred Currency of Quotation	<input checked="" type="checkbox"/> United States Dollars. Due to fluctuations in the national currency, it is recommended to indicate the price in dollars as risk mitigation measure. <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency: UAH
Value Added Tax on Price Quotation	<input type="checkbox"/> Must be <u>inclusive of VAT and other applicable indirect taxes</u> (<i>VAT amount should be clearly indicated in a separate line</i>) <input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Warranty period: 1 year of full official support from software acceptance date
Deadline for the Submission of Quotation	11:59 AM, Friday, August 21, 2020 Kyiv time
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English and / or <input checked="" type="checkbox"/> Russian and / or <input checked="" type="checkbox"/> Ukrainian
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2 (Tables 1, 2, 3, 4) and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Copy of latest actual Business Registration Certificate; <input checked="" type="checkbox"/> Tax Registration certificate (not mandatory on submission stage but will be required if Offeror is selected for contract award) <input checked="" type="checkbox"/> At least 2 recommendation letters <input checked="" type="checkbox"/> CV of each team member who will be involved in this task with clear description of roles <input checked="" type="checkbox"/> Financial proposal
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 60 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input checked="" type="checkbox"/> 100% upon complete delivery <input type="checkbox"/> Others

Evaluation Criteria	<p><input checked="" type="checkbox"/> Technical responsiveness/Full compliance with requirements and lowest price¹. Completeness of after-sales service.</p> <p>Administrative Requirements:</p> <ul style="list-style-type: none"> ✓ 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 as mentioned above in «<i>Documents to be submitted</i> section" <p>Technical requirements:</p> <ol style="list-style-type: none"> 1. Officially registered organization (commercial or non-profit) in the government-controlled area of Ukraine or outside of Ukraine; 2. At least 3 years of experience in integration of similar systems (HelpDesk Software); 3. At least 2 positive recommendations for participation in similar projects from previous employers; 4. Proven experience of work on Ukrainian market in at least 2 projects with over 100 of employees are working in the similar system; 5. Relevant education of team members and at least 3 years of experience in software development and user requirements development of HelpDesk Software, with at least 2 years of experience in the relevant field. 6. The commercial proposal should provide a summary of all team members' CVs. <p><input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
UNDP will award to:	<input checked="" type="checkbox"/> One supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Goods and/or Services
Special conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days
Conditions for Release of Payment	<input checked="" type="checkbox"/> Mutual Written Acceptance of Goods/Services based on full compliance with RFQ requirements. Upon provision of originals of invoice, act of acceptance and tax invoice (if applicable).
Annexes to this RFQ	<input checked="" type="checkbox"/> Term of References (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> Contract for goods and/or services (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions/Special Conditions - Available through the Link: https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.

¹ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

Contact Person for Inquiries (Written inquiries only)	<i>Procurement Unit</i> <i>UNDP Ukraine</i> 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.
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Goods/services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

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

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

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

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

Any Purchase Order/Contract that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3. Available following the link:

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

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

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

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

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

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

https://popp.undp.org/UNDP_POPP_DOCUMENT_LIBRARY/Public/AC_AntiFraud_UN%20Supplier%20Code%20of%20Conduct_english.pdf#search=code%20of%20conduct

Thank you and we look forward to receiving your quotation.

Sincerely yours,

Sukhrob Kakharov

Mr. Sukhrob Kakharov
UNDP Operations Manager
August 6, 2020

A.D.

Terms of References

Project Name: UN Recovery and Peacebuilding Program, Community Security and Social Cohesion Component

Task description: Procurement and adaptation of the HelpDesk Software

Expected duration of assignment: 3 months

Direct supervisor: UN RPP Component III Lead

Country / Place of work: Ukraine.

I. Context

The United Nations Development Programme (UNDP) has been active and present in eastern Ukraine for the past decade, prior to the conflict, with a focus on community development, civil society development, and environmental protection. Work on addressing the specific conflict-related development challenges built on this earlier engagement, established partnerships, and started in 2015 through the United Nations Recovery and Peacebuilding Programme (UN RPP). UN RPP is a multi-donor funded framework programme formulated and led by the UNDP in collaboration with the Government of Ukraine and in cooperation with a number of partnering UN agencies (UN Women, FAO, UNFPA). UN RPP was designed to respond to, and mitigate, the causes and effects of the conflict in the east of Ukraine. It is an integral component of the UNDP Country Programme and is therefore fully aligned with the United Nations Partnership Framework (UNPF).

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

Component III of UN RPP “Community Security and Social Cohesion” aims to reach some of its goals through implementation support of the projects strengthening community security and social cohesion through testing innovative legal aid, access to justice, conflict resolution and peacebuilding mechanisms at local level.

II. Main goals and objectives of the assignment

The goal of this assignment is to increase the capacity of the National Free Legal Aid System of Ukraine within its work with clients’ applications.

The objective of this assignment is to deliver the ready-to-use HelpDesk software.

III. Scope of work and expected results

Scope of work:

The concrete requirements to the performance of this assignment is in the **Annex A** to this ToR.

Expected results:

The final result is the delivery of the ready-to-use HelpDesk software as per attached to this ToR Specification.

IV. Monitoring and Reporting Requirements

The Contractor will work under overall guidance and direct supervision of UN RPP Component Lead. The Contractor is obliged to adhere to the monitoring, evaluation and quality control system implemented by UN RPP and Coordination Centre for Legal Aid Provision (CC), and to provide the necessary information, reports and statistics as scheduled or as soon as possible (within a reasonable time but not later than three working days from the date of request reception). For all work performed, the contractor submits to UN RPP 1 periodic (after the first result is reached) and final reports, which include a brief description of the work performed and the results.

All reports are submitted electronically (formats: * .docx, * .xlsx, * .pptx, * .pdf) with annexes (the final product and hard copy of contractor's official letter regarding transferring of this product to UN RPP). The reports should be prepared in Ukrainian. In addition, after the end of the shooting phase copies of the footage, as well as the final video footage, must be provided to the UN RPP.

№	Deliverable	Dates of submission
1	Delivery of the ready-to-use HelpDesk software	Within 3 months

Proposed Payment Schedule

UN RPP will pay the negotiated amount in 1 (one) tranche (100%) as per delivery of the output outlined above.

UN RPP pays the contractual fee for the services within 30 days of the provision of the services and their acceptance by UN RPP.

Payment will be processed upon full completion and acceptance of contractual obligations where UN RPP Component Lead signs certification of acceptance.

V. Experience and Qualifications Requirements

7. Officially registered organization (commercial or non-profit) in the government-controlled area of Ukraine or outside of Ukraine;
8. At least 3 years of experience in integration of similar systems (HelpDesk Software);
9. At least 2 positive recommendations for participation in similar projects from previous employers;
10. Proven experience of work on Ukrainian market in at least 2 projects with over 100 of employees are working in the similar system;
11. Relevant education of team members and at least 3 years of experience in software development and user requirements development of HelpDesk Software with at least 2 years of experience in the relevant field.

The commercial proposal should provide a summary of all team members' CVs. The team should consist of at least the following persons:

- 1) Team leader;
- 2) Expert.

Documents to be submitted with the offer:

<input checked="" type="checkbox"/>	Constituent documents (for legal entities), copy of the certificate of registration of taxpayers
<input checked="" type="checkbox"/>	CV of each team member who will be involved in this task with clear description of roles

<input checked="" type="checkbox"/>	Recommendation Letters (at least 2)
<input checked="" type="checkbox"/>	Financial proposal

VI. Evaluation Criteria

☒ Lowest price and technically compliant offer

Contract award shall be made to the Contractors whose offer has been evaluated and determined as:

- responsive/compliant/acceptable, fully meeting qualification criteria below:
 - ✓ Officially registered organization (commercial or non-profit) in the government-controlled area of Ukraine or outside of Ukraine – Pass/Fail;
 - ✓ At least 3 years of experience in integration of similar systems – Pass/Fail;
 - ✓ Profile education of team members – Pass/Fail;
 - ✓ Relevant experience of the team members – Pass/Fail;
 - ✓ At least 2 positive recommendations for participation in similar projects from previous employers – Pass/Fail;
 - ✓ Proven experience of work on Ukrainian market with clients with over 100 of employees are working in the similar system – Pass/Fail.
- offering the lowest price.

VII. Financial Proposal

Applicants must submit their proposals in the format below. All costs associated with the implementation of the services should be included in the financial offer (e.g., travel expenses, salaries, etc.).

No	Activities / Costs	Unit of measurement	Quantity	Price per unit, excluding VAT, currency	Sum, without VAT, currency
1					
2					
...					
	Total				

FOR LEGAL ENTITIES:

Considering that the purchase of services will be carried out within the framework of the international technical assistance project, the bids / invoices for payment should be provided without VAT.

Omnichannel system for receiving and processing customer requests

Section I. General descriptive part

The software product must ensure the reception of customer applications (hereinafter - "applications") of the free legal aid system of Ukraine (hereinafter - "FLAS") from various sources, including Facebook Messenger, Telegram, Viber, E-mail, Web forms, in one system. It should be possible to connect regional and local free secondary legal aid centers (hereinafter referred to as "FLAS centers") to the system, ensuring the distribution of access rights for specific employees. All applications, regardless of the source of reception, must be received, registered and processed by specialists of the FLAS centers in the system in a single format. Specialists with the appropriate rights should be able to access the history of each client's appeals, generate reports to assess the effectiveness of the employees who provide advice.

Section II. WEB-interface

It is assumed that employees working with applications will be decentralized, so the main requirement for the system is the presence of a WEB-interface.

The main work page for FLAS staff should be a list of applications. The system must be clear, convenient and functional.

Working with applications:

1. The list of applications must be broken down by status;
2. Each employee of the FLAS center may select applications that apply only to him;
3. The system must be able to search by the name or content of the application;
4. It must be possible to filter the application by priority;
5. Each employee or administrator can create the necessary filters (samples of applications), with the ability to save and download them, in particular, there should be the following filters:
 - 5.1. *"Open" - applications with the status "Open";*
 - 5.2. *"In progress" - applications with the status "In progress";*
 - 5.3. *"Completed" - applications with the status "Completed";*
 - 5.4. *"Incoming" - all applications distributed to the specialist;*
 - 5.5. *"Under control" - applications that are under the control of the specialist;*
 - 5.6. *"Trash" - applications that have been deleted;*
6. The settings for displaying the list of applications should change at the request of specialists - sorting by one of the fields - application topic, application code, author of the application, executor of the application, status, priority.

The application card must display complete information about it:

1. statuses (ability to edit / add statuses), in particular:
 - 1.1. *"Open" - the application has been received, but its processing has not yet begun;*
 - 1.2. *"In the progress of providing advice" - the specialist provides advice on request;*
 - 1.3. *"Temporarily completed" - the specialist has provided advice and expects additional questions from the client;*
 - 1.4. *"Request an evaluation" - the specialist requested an evaluation of the provided consultation*
 - 1.5. *"Completed" - the application is completed.*
2. responsible persons (persons who are responsible for application consideration);
3. the application itself and the answers to it;
4. audit of the response to the application - the ability to view the entire history of interaction with the application, when it was received, how it was distributed, when there were any responses, changes of specialists, etc.;

5. time of application consideration;
6. the option to change the specialist of the application, and to appoint another responsible specialist of the application.

The application card must have an option of correspondence between the specialists (specialists of FLAS centers):

1. Correspondence should be inaccessible to the client, but always available to employees of FLAS centers;
2. the ability to attach files to such correspondence.

For each application, specialists are selected among the staff of the FLAS centers according to oblast where the application was received. The specialist can assign the application to himself or it can be done by a responsible employee. All appointments and actions will be reflected in the audit of the application. Each application should be able to indicate the priority - gradation of how important the task is. Each application must be assigned a status and, depending on the progress of the work, it must change. "Open" - the application is open and accepted for processing. "In progress" - the application is being processed at the moment; work is underway. "Completed" - the application is completed and resolved. The list of statuses should be able to change as needed.

Section III. Functionality of system users' roles:

№	Function name	The applicant	Specialist	RC Administrator	CC Administrator
1	Access to modules			+	+
1.1	Knowledge base	+	+	+	+
1.2	Widgets		+	+	+
1.3	Global macros			+	+
1.4	Global filters			+	+
1.5	Reports			+	+
1.6	Client filters			+	+
1.7	Contacts			+	+
1.8	Settings of social media channels			+	+
1.9	News		+	+	+
1.10	Management			+	+
2	System settings				
2.1	Global audit				+
2.2	Global settings				+
2.3	Global settings - edit ban				+
2.4	Groups, access rights				+
2.5	Groups, access rights - edit ban				+
2.6	Departments				+
2.7	Departments - edit ban				+
2.8	Dispatcher				+
2.9	Dispatcher - edit ban				+
2.10	Users				+

2.11	Language				+
2.12	Application setup - edit ban				+
2.13	Application settings				+
2.14	Messages				+
3	Application settings				
3.1	Audit			+	+
3.2	Lock / unlock application editing			+	+
3.3	Display rating authors			+	+
3.4	Display application type			+	+
3.5	Add only existing notes				+
3.6	Print				+
3.7	Prohibition on deleting the answer	+	+	+	
3.8	Prohibition on deleting applications	+	+	+	
3.9	Prohibition to delete a comment	+	+	+	
3.10	Prohibition of response in the application	+		+	
3.11	Prohibition on closing the application	+	+	+	
3.12	Prohibition on freezing of the application	+		+	
3.13	Prohibition to change the author of the application	+		+	
3.14	Prohibition of SLA editing	+			
3.15	Prohibition to edit the performer	+			
3.16	Prohibition on editing answers	+	+		
3.17	Prohibition on editing the department	+	+		
3.18	Prohibition on editing the application after its proceeding	+	+		
3.19	Prohibition on comments editing	+	+		
3.20	Prohibition on priority editing	+			
3.21	Prohibition on status editing	+			
3.22	Prohibition of type editing	+			
3.23	Prohibition on creating applications				
3.24	Omnichannel buttons				+
3.25	Comments to the application		+	+	+

3.26	Applications tray		+	+	+
3.27	Number of ratings in posts and comments		+	+	+
3.28	Evaluation of posts and comments		+	+	+
3.29	Show labels		+	+	+
3.30	Application fields		+	+	+
3.31	Application fields - ban on editing		+		+
3.32	Editing notes		+		+
3.33	Creating subqueries		+		+
3.34	Create a response letter template		+		+
3.35	Follow the application		+	+	+
3.36	Template answers from the knowledge base		+	+	+
4	Knowledge base				
4.1	Delete categories				+
4.2	Delete articles				+
4.3	Display rating authors		+	+	+
4.4	Number of ratings in the article		+	+	+
4.5	Setting up the knowledge base				+
4.6	Evaluation of articles		+	+	+
4.7	Editing categories				+
4.8	Editing articles		+	+	+
4.9	Creating categories				+
4.10	Creating articles		+	+	+
5	Contacts				
5.1	Import and export of users				+
5.2	User audit				+
5.3	Delete users, companies and equipment				+
5.4	Contact fields				+
5.5	Contact fields - edit ban				+
5.6	Creating customer companies				+
5.7	Creating and editing clients				+
5.8	Creating and editing employees				+

Section IV. Communication channels: e-mail:

1. The system should check the configured mailboxes for new requests and create requests from the received letters.
2. All files attached to the letter must be attached to the application.
3. The subject of the letter should be the name of the application, the text should be included in the content of the application.
4. All responses to the client's letter, upon request, must be grouped in the respective application.
5. In the system settings it should be possible to connect an unlimited number of mailboxes, distributing them by regions, FLAS centers.
6. The system administrator must be able to configure all the necessary messages by changing the templates and headers of emails.
7. On the basis of automatic processing of templates, such as the application form from the site legalaid.gov.ua with outgoing mail no-reply@legalaid.gov.ua, it should be possible to create a client card (The client is tied to the identifier - phone, messenger ID, email. In case of receiving a letter from the site form - e-mail is always no-reply@legalaid.gov.ua, and the client actually indicates the CC. But in the text of the letter there is information from the form, including name, phone, email. The system must find these values according to the template, create a map of such a client in the system, and reassign the request as an application received from such a client, but not from no-reply@legalaid.gov.ua), assign a new client to the application for further correspondence with the client.
8. Mail checking should be provided automatically.
9. The system should provide the ability to send an automatic message to the customer that the application has been created.
10. The system should create customers automatically if the request is sent by a new customer.

Section V. Communication channels: form on the site:

1. The system must be able to add the application form on the site (s).
2. The system must provide the possibility for the administrator of the system to change the design of the form (widget) for its possible use on third-party sites.
3. The form must be able to be embedded in the site and open at the link.
4. The application sent from the form should be submitted to the system as a normal request.
5. The client who submitted the application must receive an automatic notification about the creation of the application.

Section VI. Communication channels: Facebook Messenger:

1. The system must be able to connect Facebook pages to convert direct (personal) messages into requests:
 - 1.1. the system must be able to receive and respond to messages;
 - 1.2. initiation of a post or correspondence occurs only from a social network, which can be answered from the system.
2. Messages from Facebook to the system should come in real time, without waiting.

Section VII. Communication channels: Telegram:

1. The system must provide the ability to integrate with Telegram chat channels;
2. It must be possible to connect one or more public accounts (bots) to the system;
3. The system must allow any customer to write to Telegram;
4. Receive and register his message and provide:
 - 4.1. all subsequent correspondence with the client;
 - 4.2. reporting;
 - 4.3. setting deadlines, etc.

5. For each client a client card with data of id-contact with Telegram should be created;
6. Correspondence should be initiated only from the messenger, and take place in real time.

Section VIII. Communication channels: Viber:

1. The system must be able to integrate with Viber chat channels;
2. It must be possible to connect one or more public accounts (bots) to the system;
3. The system must provide for any user an opportunity to:
 - 3.1. write in Viber;
 - 3.2. receive and register his message;
 - 3.3. provide all further correspondence with the client;
 - 3.4. reporting;
 - 3.5. set deadlines, etc.
4. A client card with Viber contact id-data must be created for each client.
5. Correspondence should be initiated only from the messenger and take place in real time.

Section IX. Flexible possibilities of automation (actions depending on conditions, possibility of analysis of the text of messages using a template)

The system should be able to create rules to automate the processing of new applications and work with requests. The system should provide the ability to automatically assign, change different properties of applications, specialists depending on the selected criteria. The rules for processing applications should give the possibility of providing automatic answers depending on the conditions of receipt of applications.

The system must be able to use macros - which ensure a set of actions.

Section X. Browser Messages

The system should be able to notify users of new requests using browser push notifications.

Section XI. Flexible distribution of appeals by employees (with the subsequent division in the reporting and in any sections + restriction of visibility of appeals)

The system should be able to automatically assign specialists in appeals - to the least downloaded from a specific group of specialists (according to the subject of the appeal), given its status and the number of current appeals. The system should be able to automatically allocate to other criteria, including communication channels, the time of receipt of the application.

Section XII. Flexible management of access rights, the ability to create employees' roles

The system must have a modular structure and thus have ample rights management capabilities. Access rights should be managed through the creation of groups. The system must be able to disable / enable the main modules of the system depending on the access rights. The system should provide the ability to administer various modules of the system, give users the right to configure individual modules. The system must be able to activate / deactivate functions when working with applications:

- Audit - review of actions in the application;
- Comments to the application - the ability to add comments to the application;
- Creating a client from the application - the ability to create a client profile when creating an application by yourself. The profile displays the following information:
 - 1.1. Family name, name, patronymic name;
 - 1.2. Phone;
 - 1.3. E-mail;
 - 1.4. Application history
 - 1.5. the ability to create other additional fields.
- Track request - an option that allows to receive all messages related to the selected request;

- Template answers from the knowledge base - the ability to use pre-prepared answers;
- Display request type (according to communication channel / source of receipt);
- Billing of applications - the ability to view, fill in the time spent on the application;
- Prohibition to close the application (specialists cannot close the application themselves. It is closed either automatically or by the supervisor);
- Applications' tray – to make the applications' tray inaccessible to the user;
- Customer information - closely related to the contacts module - the ability to view the customer card.

Section XIII. Integration of the system of appeals to the existing client portal

The system should provide the ability to exchange data with the user's personal account on third-party resources using ARI.

The API must have a possibility of the following actions –

1. Work with applications
 - 1.1. Applications: get applications, receive application, create application, update application, delete application, Answers in application: get answers, add answer, update answer, delete answer
 - 1.2. Comments: get comments, add a comment, update a comment, delete a comment
 - 1.3. Application audit
 - 1.4. Application fields: get application fields, get application field
 - 1.5. Status list
 - 1.6. Priority list
 - 1.7. List of types
2. Work with contacts

Also, there is a possibility to go to the client and see the history of their appeals.

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The system should allow administrators to create their own classification of requests according to a certain basic parameter and values for each of them. The type of task can be both related to individual projects and to individual areas of law. For example - land relations, IDPs, etc.

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assessment (but not more than 2 times to one client per application). The system should provide reports: by employees (number of positive and negative evaluations and the satisfaction ratio), and a list of evaluations requests.

General report:

Number of applications in the system, Number of closed applications, Average time for the first response in the application, Average time for execution of the application, Satisfaction ratio - by centers, regions, distribution by time of receipt of appeals, and by time of responses

Global report:

Number of applications by revenue channels, regions.

Report in dynamics:

Report on the results of applications, by region (department)

Employee report:

Number of applications by status, average time for application consideration, average time for the first answer of each specialist.

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The system must have an internal knowledge base to store instructions, experience, decisions, advice and other useful information. The system should provide the possibility of self-formation of the knowledge base, articles, illustrations and submission of documents.

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In order to ensure the necessary security measures, only those solutions are considered which will install the system on the server equipment of the Coordination Center for Legal Aid (the contractor must provide a configured server - a virtual machine running CentOS 7). The system must be able to store a large amount of data, at least 2,000,000 applications to work in active mode.

The system should have capacity of work for at least 120 specialists of the FLAS system. The supplier must configure the system, train FLAS specialists (online), prepare a user manual with the most frequently asked questions (in Ukrainian), prepare user rules (in Ukrainian).

Section XIX. Functional requirements for the proposed solution:

Requirements
WEB interface
A separate server running CentOS 7
Communication channels: e-mail
Communication channels: form on the site
Communication channels: Facebook (messenger)
Communication channels: Telegram
Communication channels: Viber
Ability to work with the number of appeals in hot mode, not less than 2,000,000 appeals

Flexible possibilities of automation (actions depending on conditions, possibility of messages text analysis using a template)
Browser messages
Flexible distribution of appeals by employees (with the subsequent division in the reporting and in any sections + restriction of appeals visibility)
Creating a single button bot with a solution interface for Facebook, Telegram, Viber channels
Flexible management of access rights, the ability to create their own roles for employees
Integration of the system of appeals to the existing client portal
Creating your own classification of appeals
Flexible filtering of appeals
Collecting feedback from customers
Knowledge base
Template answers
Public offers from clients

Non-functional requirements:

Requirements	Priority
Multilingual solution interface (including Ukrainian localization)	Necessarily
Support in Ukrainian	Necessarily
Documentation in Ukrainian	Necessarily
System update without developer (offline)	Necessarily

**** Dear partners!**

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

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

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

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

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

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

FORM FOR SUBMITTING SUPPLIER'S QUOTATION²
(This Form must be submitted only using the Supplier's Official Letterhead/Stationery³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. 501-2020-UNDP-UKR-RFQ-RPP:

TABLE 1: BRIEF COMPANY PROFILE

BRIEF COMPANY PROFILE	
The Supplier 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's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	
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
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Please confirm (Answers: Yes, we are in the list / No, we are not in the list)

² This serves as a guide to the Supplier in preparing the quotation and price schedule.

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

TABLE 2: Conformity to the specification

Specification requirements Omnichannel system for receiving and processing customer requests	Conformity to the Specification (Yes/No)
<p>Section I. General descriptive part</p> <p>The software product must ensure the reception of customer applications (hereinafter - "applications") of the free legal aid system of Ukraine (hereinafter - "FLAS") from various sources, including Facebook Messenger, Telegram, Viber, E-mail, Web forms, in one system. It should be possible to connect regional and local free secondary legal aid centers (hereinafter referred to as "FLAS centers") to the system, ensuring the distribution of access rights for specific employees. All applications, regardless of the source of reception, must be received, registered and processed by specialists of the FLAS centers in the system in a single format. Specialists with the appropriate rights should be able to access the history of each client's appeals, generate reports to assess the effectiveness of the employees who provide advice.</p> <p>Section II. WEB-interface</p> <p>It is assumed that employees working with applications will be decentralized, so the main requirement for the system is the presence of a WEB-interface.</p> <p>The main work page for FLAS staff should be a list of applications. The system must be clear, convenient and functional.</p> <p>Working with applications:</p> <ol style="list-style-type: none"> 7. The list of applications must be broken down by status; 8. Each employee of the FLAS center may select applications that apply only to him; 9. The system must be able to search by the name or content of the application; 10. It must be possible to filter the application by priority; 11. Each employee or administrator can create the necessary filters (samples of applications), with the ability to save and download them, in particular, there should be the following filters: <ol style="list-style-type: none"> 11.1. "Open" - applications with the status "Open"; 11.2. "In progress" - applications with the status "In progress"; 11.3. "Completed" - applications with the status "Completed"; 11.4. "Incoming" - all applications distributed to the specialist; 11.5. "Under control" - applications that are under the control of the specialist; 11.6. "Trash" - applications that have been deleted; 12. The settings for displaying the list of applications should change at the request of specialists - sorting by one of the fields - application topic, application code, author of the application, executor of the application, status, priority. <p>The application card must display complete information about it:</p> <ol style="list-style-type: none"> 7. statuses (ability to edit / add statuses), in particular: <ol style="list-style-type: none"> 7.1. "Open" - the application has been received, but its processing has not yet begun; 7.2. "In the progress of providing advice" - the specialist provides advice on request; 7.3. "Temporarily completed" - the specialist has provided advice and expects additional questions from the client; 7.4. "Request an evaluation" - the specialist requested an evaluation of the provided consultation 7.5. "Completed" - the application is completed. 8. responsible persons (persons who are responsible for application consideration); 	

9. the application itself and the answers to it;
10. audit of the response to the application - the ability to view the entire history of interaction with the application, when it was received, how it was distributed, when there were any responses, changes of specialists, etc.;
11. time of application consideration;
12. the option to change the specialist of the application, and to appoint another responsible specialist of the application.

The application card must have an option of correspondence between the specialists (specialists of FLAS centers):

3. Correspondence should be inaccessible to the client, but always available to employees of FLAS centers;
4. the ability to attach files to such correspondence.

For each application, specialists are selected among the staff of the FLAS centers according to oblast where the application was received. The specialist can assign the application to himself or it can be done by a responsible employee. All appointments and actions will be reflected in the audit of the application. Each application should be able to indicate the priority - gradation of how important the task is. Each application must be assigned a status and, depending on the progress of the work, it must change. "Open" - the application is open and accepted for processing. "In progress" - the application is being processed at the moment, work is underway. "Completed" - the application is completed and resolved. The list of statuses should be able to change as needed.

Section III. Functionality of system users' roles:

Nº	Function name	The applicant	Specialist	RC Administrator	CC Administrator
1	Access to modules			+	+
1.1	Knowledge base	+	+	+	+
1.2	Widgets		+	+	+
1.3	Global macros			+	+
1.4	Global filters			+	+
1.5	Reports			+	+
1.6	Client filters			+	+
1.7	Contacts			+	+
1.8	Settings of social media channels			+	+
1.9	News		+	+	+
1.10	Management			+	+
2	System settings				
2.1	Global audit				+
2.2	Global settings				+
2.3	Global settings - edit ban				+
2.4	Groups, access rights				+

2.5	Groups, access rights - edit ban				+
2.6	Departments				+
2.7	Departments - edit ban				+
2.8	Dispatcher				+
2.9	Dispatcher - edit ban				+
2.10	Users				+
2.11	Language				+
2.12	Application setup - edit ban				+
2.13	Application settings				+
2.14	Messages				+
3	Application settings				
3.1	Audit			+	+
3.2	Lock / unlock application editing			+	+
3.3	Display rating authors			+	+
3.4	Display application type			+	+
3.5	Add only existing notes				+
3.6	Print				+
3.7	Prohibition on deleting the answer	+	+	+	
3.8	Prohibition on deleting applications	+	+	+	
3.9	Prohibition to delete a comment	+	+	+	
3.10	Prohibition of response in the application	+		+	
3.11	Prohibition on closing the application	+	+	+	
3.12	Prohibition on freezing of the application	+		+	
3.13	Prohibition to change the author of the application	+		+	
3.14	Prohibition of SLA editing	+			

3.15	Prohibition to edit the performer	+			
3.16	Prohibition on editing answers	+	+		
3.17	Prohibition on editing the department	+	+		
3.18	Prohibition on editing the application after its proceeding	+	+		
3.19	Prohibition on comments editing	+	+		
3.20	Prohibition on priority editing	+			
3.21	Prohibition on status editing	+			
3.22	Prohibition of type editing	+			
3.23	Prohibition on creating applications				
3.24	Omnichannel buttons				+
3.25	Comments to the application		+	+	+
3.26	Applications tray		+	+	+
3.27	Number of ratings in posts and comments		+	+	+
3.28	Evaluation of posts and comments		+	+	+
3.29	Show labels		+	+	+
3.30	Application fields		+	+	+
3.31	Application fields - ban on editing		+		+
3.32	Editing notes		+		+
3.33	Creating subqueries		+		+
3.34	Create a response letter template		+		+
3.35	Follow the application		+	+	+
3.36	Template answers from the knowledge base		+	+	+
4	Knowledge base				
4.1	Delete categories				+

4.2	Delete articles				+
4.3	Display rating authors		+	+	+
4.4	Number of ratings in the article		+	+	+
4.5	Setting up the knowledge base				+
4.6	Evaluation of articles		+	+	+
4.7	Editing categories				+
4.8	Editing articles		+	+	+
4.9	Creating categories				+
4.10	Creating articles		+	+	+
5	Contacts				
5.1	Import and export of users				+
5.2	User audit				+
5.3	Delete users, companies and equipment				+
5.4	Contact fields				+
5.5	Contact fields - edit ban				+
5.6	Creating customer companies				+
5.7	Creating and editing clients				+
5.8	Creating and editing employees				+

Section IV. Communication channels: e-mail:

11. The system should check the configured mailboxes for new requests and create requests from the received letters.
12. All files attached to the letter must be attached to the application.
13. The subject of the letter should be the name of the application, the text should be included in the content of the application.
14. All responses to the client's letter, upon request, must be grouped in the respective application.
15. In the system settings it should be possible to connect an unlimited number of mailboxes, distributing them by regions, FLAS centers.
16. The system administrator must be able to configure all the necessary messages by changing the templates and headers of emails.
17. On the basis of automatic processing of templates, such as the application form from the site legalaid.gov.ua with outgoing mail no-reply@legalaid.gov.ua, it should be possible to create a client card (The client is tied to the identifier - phone, messenger ID, email. In

case of receiving a letter from the site form - e-mail is always no-reply@legalaid.gov.ua, and the client actually indicates the CC. But in the text of the letter there is information from the form, including name, phone, email. The system must find these values according to the template, create a map of such a client in the system, and reassign the request as an application received from such a client, but not from no-reply@legalaid.gov.ua), assign a new client to the application for further correspondence with the client.

18. Mail checking should be provided automatically.
19. The system should provide the ability to send an automatic message to the customer that the application has been created.
20. The system should create customers automatically if the request is sent by a new customer.

Section V. Communication channels: form on the site:

6. The system must be able to add the application form on the site (s).
7. The system must provide the possibility for the administrator of the system to change the design of the form (widget) for its possible use on third-party sites.
8. The form must be able to be embedded in the site and open at the link.
9. The application sent from the form should be submitted to the system as a normal request.
10. The client who submitted the application must receive an automatic notification about the creation of the application.

Section VI. Communication channels: Facebook Messenger:

3. The system must be able to connect Facebook pages to convert direct (personal) messages into requests:
 - 3.1. the system must be able to receive and respond to messages;
 - 3.2. initiation of a post or correspondence occurs only from a social network, which can be answered from the system.
4. Messages from Facebook to the system should come in real time, without waiting.

Section VII. Communication channels: Telegram:

7. The system must provide the ability to integrate with Telegram chat channels;
8. It must be possible to connect one or more public accounts (bots) to the system;
9. The system must allow any customer to write to Telegram;
10. Receive and register his message and provide:
 - 10.1. all subsequent correspondence with the client;
 - 10.2. reporting;
 - 10.3. setting deadlines, etc.
11. For each client a client card with data of id-contact with Telegram should be created;
12. Correspondence should be initiated only from the messenger, and take place in real time.

Section VIII. Communication channels: Viber:

6. The system must be able to integrate with Viber chat channels;
7. It must be possible to connect one or more public accounts (bots) to the system;
8. The system must provide for any user an opportunity to:
 - 8.1. write in Viber;
 - 8.2. receive and register his message;
 - 8.3. provide all further correspondence with the client;
 - 8.4. reporting;

8.5. set deadlines, etc.

9. A client card with Viber contact id-data must be created for each client.

10. Correspondence should be initiated only from the messenger, and take place in real time.

Section IX. Flexible possibilities of automation (actions depending on conditions, possibility of analysis of the text of messages using a template)

The system should be able to create rules to automate the processing of new applications and work with requests. The system should provide the ability to automatically assign, change different properties of applications, specialists depending on the selected criteria. The rules for processing applications should give the possibility of providing automatic answers depending on the conditions of receipt of applications.

The system must be able to use macros - which ensure a set of actions.

Section X. Browser Messages

The system should be able to notify users of new requests using browser push notifications.

Section XI. Flexible distribution of appeals by employees (with the subsequent division in the reporting and in any sections + restriction of visibility of appeals)

The system should be able to automatically assign specialists in appeals - to the least downloaded from a specific group of specialists (according to the subject of the appeal), given its status and the number of current appeals. The system should be able to automatically allocate to other criteria, including communication channels, the time of receipt of the application.

Section XII. Flexible management of access rights, the ability to create employees' roles

The system must have a modular structure and thus have ample rights management capabilities. Access rights should be managed through the creation of groups. The system must be able to disable / enable the main modules of the system depending on the access rights. The system should provide the ability to administer various modules of the system, give users the right to configure individual modules. The system must be able to activate / deactivate functions when working with applications:

- Audit - review of actions in the application;
- Comments to the application - the ability to add comments to the application;
- Creating a client from the application - the ability to create a client profile when creating an application by yourself. The profile displays the following information:
 - 1.6. Family name, name, patronymic name;
 - 1.7. Phone;
 - 1.8. E-mail;
 - 1.9. Application history
 - 1.10. the ability to create other additional fields.
- Track request - an option that allows to receive all messages related to the selected request;
- Template answers from the knowledge base - the ability to use pre-prepared answers;
- Display request type (according to communication channel / source of receipt);
- Billing of applications - the ability to view, fill in the time spent on the application;
- Prohibition to close the application (specialists cannot close the application themselves. It is closed either automatically or by the supervisor);
- Applications' tray – to make the applications' tray inaccessible to the user;
- Customer information - closely related to the contacts module - the ability to view the customer card.

Section XIII. Integration of the system of appeals to the existing client portal

The system should provide the ability to exchange data with the user's personal account on third-party resources using ARI.

The API must have a possibility of the following actions –

3. Work with applications
 - 3.1. Applications: get applications, receive application, create application, update application, delete application, Answers in application: get answers, add answer, update answer, delete answer
 - 3.2. Comments: get comments, add a comment, update a comment, delete a comment
 - 3.3. Application audit
 - 3.4. Application fields: get application fields, get application field
 - 3.5. Status list
 - 3.6. Priority list
 - 3.7. List of types
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Also, there is a possibility to go to the client and see the history of their appeals.

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Browser messages
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Creating a single button bot with a solution interface for Facebook, Telegram, Viber channels		
Flexible management of access rights, the ability to create their own roles for employees		
Integration of the system of appeals to the existing client portal		
Creating your own classification of appeals		
Flexible filtering of appeals		
Collecting feedback from customers		
Knowledge base		
Template answers		
Public offers from clients		
Non-functional requirements:		
Requirements	Priority	
Multilingual solution interface (including Ukrainian localization)	Necessarily	
Support in Ukrainian	Necessarily	
Documentation in Ukrainian	Necessarily	
System update without developer (offline)	Necessarily	

TABLE 3: Price offer Financial proposal for the supply of goods in accordance with the technical specification and requirements

No	Activities / Costs	Unit of measurement	Quantity	Price per unit, without VAT, currency	Sum, without VAT, currency
1					
2					
...					
	Total, without VAT, currency				



TABLE 4: Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows:	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate alternative (counter) proposal</i>
Delivery time in accordance with TOR requirements			

Conformity with the Specification			
The product meets the required quality standards			
Warranty and After-Sales Requirements: 1 year of full official support from software acceptance date			
Validity of Quotation (min. 60 days)			
All Provisions of the UNDP General Terms and Conditions			

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

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

 <p><i>Empowered lives. Resilient nations.</i></p> <p>Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та _____</p>	 <p><i>Empowered lives. Resilient nations.</i></p> <p>Contract for Goods and/or Services Between the United Nations Development Programme and _____</p>
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 <input type="checkbox"/> Запит цін <input checked="" type="checkbox"/> Запит пропозиції <input type="checkbox"/> Запрошення на участь у конкурсі <input type="checkbox"/> укладення прямих договорів Номер та дата:	2. UNDP <input type="checkbox"/> Request for Quotation <input checked="" type="checkbox"/> Request for Proposal <input type="checkbox"/> Invitation to Bid <input type="checkbox"/> 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: <input type="checkbox"/> товари <input checked="" type="checkbox"/> послуги <input type="checkbox"/> товари <i>та</i> послуги	5. Subject Matter of the Contract: <input type="checkbox"/> goods <input checked="" type="checkbox"/> services <input type="checkbox"/> goods <i>and</i> services
6. Тип Послуг:	6. Type of Services:
7. Дата початку Договору:	7. Contract Starting Date:
8. Дата завершення Договору:	8. Contract Ending Date:
9. Загальна сума Договору: 9a. Передплата: Не застосовується	9. Total Contract Amount: 9a. Advance Payment: Not applicable
10. Загальна вартість Товарів та/або Послуг: <input type="checkbox"/> менше 50 000 дол. США (лише Послуги) – застосовуються Загальні умови ПРООН для базових (незначних) договорів <input type="checkbox"/> менше 50 000 дол. США (Товари або Товари та Послуги) – застосовуються Загальні умови ПРООН для договорів <input type="checkbox"/> 50 000 дол. США або більше (Товари та/або Послуги) – застосовуються Загальні умови ПРООН для договорів	10. Total Value of Goods and/or Services: <input type="checkbox"/> below US\$50,000 (Services only) – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <input type="checkbox"/> below US\$50,000 (Goods or Goods and Services) – UNDP General Terms and Conditions for Contracts apply <input type="checkbox"/> equal to or above US\$50,000 (Goods and/or Services) – UNDP General Terms and Conditions for Contracts apply
11. Метод оплати: <input checked="" type="checkbox"/> тверда (фіксована) ціна <input type="checkbox"/> відшкодування витрат	11. Payment Method: <input checked="" type="checkbox"/> fixed price <input type="checkbox"/> 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: Посада: Адреса:	14. UNDP Contact Person's Name: Title: Address:

Тел.: Email:	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
<p>Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку:</p> <ol style="list-style-type: none"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ. <p>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.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>	<p>This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order:</p> <ol style="list-style-type: none"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine. <p>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.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p>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.</p>

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:	