REQUEST FOR PROPOSAL (RFP)

All interested	**DATE: January 15, 2021**
	REFERENCE: 16-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting services of

Creation of an web portal of the Luhansk Oblast State Administration with the possibility of implementing an integrated platform of Internet portals of local executive bodies and local governments of the Luhansk oblast.

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) Monday, February 01, 2021** 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*.

The Offeror shall mark the email letter/s:

Subject of the message should include: **"16-2021-UNDP-UKR-RFP-RPP" Creation of an web portal of the Luhansk Oblast State Administration with the possibility of implementing an integrated platform of Internet portals of local executive bodies and local governments of the Luhansk oblast.**

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

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

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,

Manal Fouani

Ms. Manal Fouani,
Deputy Resident
Representative
UNDP Ukraine
15-Jan-21

Annex 1

Description of Requirements

Project name:	UN Recovery and Peacebuilding Programme
Brief Description of the Required Services	The web portal of Luhansk Oblast State Administration, which combines integrated platforms of Internet portals of local executive bodies and local governments of Luhansk oblast, should become an important element of e-democracy, e-government, and development. A web portal is a tool for creating conditions for the investment attractiveness of the region. The web portal is a tool for open dialogue between local authorities and residents of the region and will be based on modern approaches and technologies in e - products. In this regard, UNDP is looking for a Contractor who will provide a quality experience in the development, implementation and maintenance of the web portal for the Luhansk Oblast State Administration (hereinafter - LOSA).
The overall objective	The contractor will be responsible for creation of an web portal for Luhansk Oblast State Administration with the possibility of implementing an integrated platform of Internet portals of local executive bodies and local governments of Luhansk Oblast, which will have a modern design, most comfortable for people with different levels of gadget skills, and filled all the necessary data to ensure the principle of publicity and openness of LOSA, prompt disclosure of information on activities through Internet, as well as ensuring the introduction and use of modern information technologies. General requirements for the organization of the web portal are available in the Annex B below.
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	February 2021
Target completion date	May 2021
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 **21-Jan-2021 at 15-00 pm (Kyiv time) 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: **16-2021-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.
	Proposed by UNDP payment schedule:
	
	 - After achieving of the result of the Deliverable 1 and submission of the Inception Report – 20%;
	 - After achieving of the result of the Deliverable 2 and submission of the First Interim Report – 70%;
	 - After achieving of the result of the Deliverable 3 and submission of the Final Report– 10%;
	
	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). 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.
Criteria for the Assessment of Proposal	**Technical Proposal (70%)** ☒ Experience of the company/organization submitting the proposal 26% ☒ Proposed work plan, methodology and approach 38% ☒ Personnel and invited experts/consultants 36% **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 supplier** ☐ One or more Supplier, depending on the following factors (according to Lots): ☐ Respectively per each LOT ☐ The general combination of the lowest prices for all lots, based on different combinations of award contracts ☐ Regardless of the ability to execute work on more than one lot, UNDP can at its discretion to award a contract to other parties for the purpose of reduce the risk of work. ☐ If Bidder submits proposal for more than one LOT, UNDP keeps it's right for request of additional information, which could confirm ability of supply lots a per each lots.
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.

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[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; ☒ Organization's profile (date of creation, size, number of staff, description of key staff); ☒ A letter of interest/letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company; ☒ A work plan with the proposed work schedule indicating the persons responsible for each area of activity; ☒ Filled Annex B of this Terms of Reference ☒ Documentary evidence of at least 2 developed public resources ☒ Personal CVs of the Project Team, including information about past experience in similar projects / assignments, as well as confirmation of their availability if selected for this project; ☒ At least 2 letters of recommendation from previous clients / clients / partners reflecting the nature of the projects implemented, their results and the role of the applicant; ☒ **Financial proposal (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: **The company/organization submitting the proposal:** 1) Officially registered on the Government controlled territory of Ukraine organization/company 2) At least 3 years of experience in development and implementation of software solutions (in particular, in the development and implementation of SED, web platforms, web portalis, content management systems, web design, intranets, programming, etc.); 3) At least 2 complex projects for the development and implementation of relevant software solutions, including technical support / maintenance, training, development of a guide / user manual implemented with local or state authorities; 4) Availability of qualified experts team to perform the work. **Contractor's Personnel (Key Personnel/Experts)** **The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:**

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

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

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

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

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

Other information is available on
http://procurement-notices.undp.org;
For the information, please contact **procurement.rpp.ua@undp.org**

** Dear partners!

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

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

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

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

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

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

** Уважаемые партнеры!

Представительство ООН в Украине информирует Вас, что приобретение товаров и услуг объявленных в тендере 499-505-2020-UNDP-UKR-RFP-RPP
 производиться в рамках выполнения проекта международной технической помощи. Согласно положений Налогового Кодекса Украины (п. 197.11) предусмотрено освобождение от налогообложения НДС операций, которые финансируются за счет материально-технической помощи.

Порядок получения права на освобождение от налогообложения операций, которые производятся в рамках проектов международной технической помощи регламентируется постановлением Кабинета Министров Украины от 15 февраля 2002 года №153. В случае наличия права на применение этой НДСной льготы на дату получения аванса от ПРООН вы должны составить и зарегистрировать в ЕРНН налоговую накладную (далее — НН), которая заполняется следующим образом:

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

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

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

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

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

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 **16-2021-UNDP-UKR-RFP-RPP** dated 1/15/2021, 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

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[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. *A work plan with the proposed work schedule indicating the persons responsible for each area of activity;*

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.

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, excl. VAT
Delivery of output 1	20%	
Delivery of outputs 2	70%	
Delivery of outputs 3	10%	
Total (please indicate currency) without VAT	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.

№	Activity/Costs	Unit	Number	Cost per unit, currency	Amount, currency excl. VAT
1	**Personnel**				
1.1	**Project Manager/Team Lead**	1 month of work			
1.2	**Database Architect/Database developer**	1 month of work			
1.3	**Software development engineer**	1 month of work			
1.4	**Software Tester/Quality Assurance Engineer**	1 month of work			
1.5	**Technical Writer**	1 month of work			
…	…				
2	**Administration Costs (if necessary)**				
2.1	Communications (telephone/Internet)				
2.2	Other (if any - to define clearly activities/costs)				
…					
3	**Travel and Lodging**				
3.1	Daily Allowance	Day			
…	**…**				
4	**Other costs (if any - to define clearly activities/costs)**				
4.1	Branding and design				
…	…				
	Total (please indicate currency)				

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

Terms of Reference

Project Title: United Nations Recovery and Peacebuilding Program, Local Governance and Decentralization Reform Component
Description of the assignment: Creation of an web portal of the Luhansk Oblast State Administration with the possibility of implementing an integrated platform of Internet portals of local executive bodies and local governments of the Luhansk oblast.
Expected Places of Travel: Ukraine, Sievierodonetsk
Secondary Supervisor's name and functional post: Programme Coordinator (Local Governance and Decentralization Reform)
Starting /Date of Assignment: February 2021
Duration of Assignment: 4 months

1. **BACKGROUND**

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

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

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

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

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

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

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

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

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

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

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

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

In the course of the reform of the decentralization of power in Ukraine and the reform of the administrative-territorial system, more and more public attention is paid to the activities and publicity of executive bodies and local self-government. The openness of power at all levels is a condition of democracy.

The web portal of Luhansk Oblast State Administration, which combines integrated platforms of Internet portals of local executive bodies and local governments of Luhansk oblast, should become an important element of e-democracy, e-government, and development. A web portal is a tool for creating conditions for the investment attractiveness of the region.

The web portal is a tool for open dialogue between local authorities and residents of the region and will be based on modern approaches and technologies in e - products.

In this regard, UNDP is looking for a Contractor who will provide a quality experience in the development, implementation and maintenance of the web portal for the Luhansk Oblast State Administration (hereinafter - LOSA).

2. MAIN GOALS AND OBJECTIVES

The contractor will be responsible for creation of an web portal for Luhansk Oblast State Administration with the possibility of implementing an integrated platform of Internet portals of local executive bodies and local governments of Luhansk Oblast, which will have a modern design, most comfortable for people with different levels of gadget skills, and filled all the necessary data to ensure the principle of publicity and openness of LOSA, prompt disclosure of information on activities through Internet, as well as ensuring the introduction and use of modern information technologies. General requirements for the organization of the web portal are available in the Annex B below.

3. SCOPE OF WORK

 The contractor must provide the following services:
- Creating a web portal layout. Discussion of the technical specifications structure and layout of the web portal with the structural units. Approval of the layout and plan.
- Development, approval and testing of design layouts, templates and layout of web portal pages.
- Transfer information to the web portal from the current and archived versions of the web portal. Coordination of the structure and content of the web portal. Test period of work (at least 1 month).
- Completion of testing, consult users, moderators and administrators (at least 5 participants) on how to work with the content management system of the web portal.

Attention! In the event of a change in the name, purpose, function of the Luhansk Oblast State Administration during the warranty period, the Contractor is obliged to configure the web portal for the newly created structure free of charge. This also applies to the structural units presented on the web portal.

The Contractor is obliged to provide software implementation services according to the stages below:

Stage 1. Preparatory activities.

Collection, analysis, consultation and systematization of information on the necessary input data for the development of an web portal. Approval of developed terms of reference for web portal design
The initial report provided and approved by UNDP.
Expected implementation period: up to 30 calendar days after the start date of the contract.

Stage 2. Development and launch of an web portal. Testing period completion.
2.1 The development of an web portal, as well as the launch, must be carried out in full compliance with applicable national standards and regulations indicated in **Annex A** – "Requirements of applicable law" and in accordance with the General requirements for the organization of the web portal indicated in **Annex B**.

2.2 Transfer of information to the web portal from the current and archived versions of the web portal. Coordination of the structure and content of the web portal.
The second report was submitted and approved by UNDP
Expected implementation period: up to 60 calendar days after the start date of the contract.

Stage 3. Technical advice for staff and development of user instructions. Conducting web portal management training sessions for portal administrators.
3.1 Provide technical training for staff to manage the portal

The Contractor must develop technical instructions and conduct 2 online-trainings (2 hours each) for Luhansk Oblast State Administration on the operation of the web portal for administrators. (minimum 5 person)
Trainings topics should include but not limited to:
- formation of users' understanding of the general process of portal management in general;
- formation of practical skills necessary for system administrators to create a system, create new users, connect organizational units, configure new services, configure access to new electronic services, create reports, etc;
- analysis of common mistakes and their consequences that occur when setting up an portal.
- Conducting advices on the transfer of practical skills to maintain and administer the web portal;
- ensuring the appropriate level of automation, full use of functionality and high quality of information and services provided to the Customer;

3.2 Develop a user manual (at least 5 pages) (electronic version)
- the instructions should contain information about the methods of administration and technical capabilities of the web portal
Expected implementation period: up to 120 calendar days after the start date of the contract.

4. **Acceptance of work**

The web portal is considered accepted after the Customer has checked and approved the Executor's work completion report. The fact of acceptance must be confirmed by the signing of the relevant acts by authorized representatives of the Parties.
Works on implementation and adjustment of the web portal must be carried out by the Executor in stages in line with the calendar plan agreed by the parties according to technical requirements. The fact of transfer-acceptance of the Works/Services at each stage will be considered the moment of signing of the bilateral act of the performed Works/provided Services between UNDP and the Executor and transferring of the source program code related to the Works/Services. During the project, the Contractor must provide the Customer (for the benefit of the Beneficiaries) with comprehensive and relevant documentation/information, that the latter may need for efficient use and maintenance of the resource: Description of the program, instructions for users/system administrators etc.

5. **Requirements for warranty support of the system**

The Contractor undertakes to provide guarantees of the quality of services rendered in the form of warranty (technical) support within 24 (twenty-four) months from the date of signing of the final act of delivery-acceptance of rendered services, which includes technical support, elimination of errors, software malfunctions, consulting support, including when configuring software subsystems in customer units that open during the warranty period.

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

Guarantee term refers to the period that begins from the moment of completion of the provision of services under the Contract, during which the Contractor undertakes to provide the services for the elimination of the detected technical errors (defects), elimination of abnormal situations (failures and failures) on incidents with the implemented Customer software in the following extent:

- organization of a hotline by telephone and e-mail to receive and process information about incidents (technical errors, defects) and emergencies in the system during the working days from 9 to 18 hours;
- analysis and classification of information about incidents (technical errors, defects) and emergency situations in the work of the system, development with the responsible employee of the object of introduction of software proposals on terms and ways of their elimination;
- if necessary, to make changes to the System to eliminate identified technical errors (defects) and to provide the Customer with updates of the System, designed following the requirements of this technical task;
- if necessary, replacement of the defective (including does not meet the requirements of this Terms of Reference) software (software) supplied by the Contractor.

Guarantee support includes the following services:
a) Explanation regarding:
- general approaches to software launch;
- general approaches to software administration;
- general approaches to the work of software users.
b) Technical Support Consultations:
- general software setup recommendations;
- services for checking the correctness of filling in the software settings.
c) Individual consultations of the technical support analyst on filling the launched software with information:
- to set up the process of service provision;
- according to the description and content of the software directories and classifiers (general recommendations).
d) Remote administration of the software, in case of problems of its functioning, if these problems could not be solved by consulting a technical support engineer (remote access should be provided by the representative of the Customer responsible for solving this issue), while in the duties of the Contractor not includes system and third-party software administration tasks;
e) Individual consultations of the Customer's specialists on the refinement of the decision, which does not lead to the change of the mode of operation of the System as a whole.

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

In the event of software malfunction during the warranty period, the Contractor shall, within 10 days, remove Customer's remarks about the System's functions and within 24 (twenty-four) hours, if technically feasible, from the time of system failure detection, shall be obliged to restore its efficiency.

6. **EXPECTED OUTPUTS OF THE PROJECT /DELIVERABLES**

The duration of work should not exceed 4 months from the date of signing the contract by both parties.
The following results will be achieved by the Contractor:

№	Deliverables	Period of completion (as from the start of the assignment)
1.	Collection, analysis, consultation, and systematization of information on the necessary input data for the development of an web portal. Approval of terms of reference, web portal design The first report was adopted and approved by UNDP.	30 calendar days after the start of the task
2.	Development and launch of an web portal following the General requirements for the organization of the web portal contained in Annex B. Transfer information to the web portal from the current and archived versions of the web portal. Coordination of the structure and content of the web portal. The second report was submitted and approved by UNDP	60 calendar days after the start of the task
3.	The final version of the webportal has been launched. Provide technical training for staff to manage web portal. The final report was submitted and approved by UNDP	120 calendar days weeks after the start of the task

7. PROPOSED PAYMENT SCHEDULE:

The schedule of payments for the services will be agreed with the Contractor before the start of the assignment. Payments will be linked to deliverables and executed upon submission of Interim and Completion reports. A preliminary schedule is provided below.

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

8. REQUIREMENTS FOR MONITORING/REPORTING

The organization will report within the UN Recovery and Peacebuilding Programme to the Administrative Decentralization Specialist under the Component II "Local Governance and Decentralization Reform in Ukraine."
The format of the reports must be agreed at the first stage of the contract, but UNDP reserves the right to make further changes and clarifications to the report's format.
All reports and studies are submitted to UNDP in electronic form (*.docx, *.xlsx, *.pptx, *.pdf formats) on electronic media or in the form of electronic communication with the final products attached, which are also accompanied by a paper version of an official letter from the Contractor on transferring these products to UNDP. The documents must be written in Ukrainian.
The Contractor must adhere to the monitoring, evaluation, and control system implemented by UNDP, as well as provide the necessary information, reports, and statistics according to a pre-established schedule or as quickly as possible (within an acceptable period).
Upon completion of all work, the Contractor submits to UNDP a final report containing a full description of the work performed and the results obtained.

9. EXPERIENCE AND QUALIFICATION REQUIREMENTS

The company/organization submitting the proposal:

5) Officially registered on the Government controlled territory of Ukraine organization/company
6) At least 3 years of experience in development and implementation of software solutions (in particular, in the development and implementation of SED, web platforms, web portalis, content management systems, web design, intranets, programming, etc.);
7) At least 2 complex projects for the development and implementation of relevant software solutions, including technical support / maintenance, training, development of a guide / user manual implemented with local or state authorities;
8) Availability of qualified experts team to perform the work.

Contractor's Personnel (Key Personnel/Experts)

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

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

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

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

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

Technical Writer
5) At least Bachelor's degree in such fields as Linguistics, Journalism, Communications, Marketing, Social Sciences, Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other related.
6) At least 2 years of prior experience in eliciting user requirements, writing technical documentation and procedural materials for multiple audiences or similar.

7) Specific professional experience proved through participating in at least one similar project, within which he/she held a similar position/similar functions.
8) Language Requirements: Fluent Ukrainian and/or Russian language

10. INFORMATION AND DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

☒	Organization's profile (date of creation, size, number of staff, description of key staff);
☒	A letter of interest/letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;
☒	A work plan with the proposed work schedule indicating the persons responsible for each area of activity;
☒	Filled Annex B of this Terms of Reference
☒	Documentary evidence of at least 2 developed public resources
☒	Personal CVs of the Project Team, including information about past experience in similar projects / assignments, as well as confirmation of their availability if selected for this project;
☒	At least 2 letters of recommendation from previous clients / clients / partners reflecting the nature of the projects implemented, their results and the role of the applicant;
☒	Financial proposal.

11. EVALUATION CRITERIA

Evaluation and comparison of proposals
A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the minimum technical score of 70% (or 490 points) of the obtainable score of 700 points in the evaluation of the technical proposals.

In the First Stage, the technical proposal is evaluated based on its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for financial part (i.e. 300). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 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 contract will be devoted to the bidder that submitted the winning proposal.

Evaluation and comparison of proposals

Summary of Technical Proposal Evaluation Form	Score Weight	Max Points obtainable
Form 1. Experience of the firm / organization submitting the proposal	25.71%	180
Form 2. Proposed work plan, methodology and approach	38,57%	270
Form 3. Personnel	35,71%	250
Total	**100%**	**700**

Technical evaluation forms are provided at the next pages. The maximal 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 firm / organization submitting the proposal

Form 2. Proposed work plan, methodology and approach

Form 3. Personnel

Technical Evaluation Criteria

Experience of the firm / organization submitting the proposal Form 1	Maximum score
1.1 Experience in development and implementation of software solutions (in particular, in the development and implementation of SED, web platforms, web portals, content management systems, web design, intranets, programming, etc.): at least 3 years - 45 points, 3-4 years - 55 points, 5 and more years - 60 points	60
1.2 Past projects implemented for public authorities or OTGs: (similar complex projects for the development and implementation of relevant software solutions, including technical support / maintenance, training, development of a guide / user manual) - at least 2 projects -45 points, 3 projects - 55 points, more than 3 projects - 60 points	60
1.3 Letters of recommendation from customers for the successful completion of such projects: at least 2 letter - 45 points, 3 letters - 55 points, more than 3 letters - 60 points	60
Overall score on Form 1	**180**

Assessment of technical proposal Form 2 Proposed work plan, methodology and approach	Maximum score
2.1 Project timeframe: maximum allowed period for implementation of the project is 120 calendar days (= 4 months). For a proposed timeframe up to 120 calendar days – 50 points; up to 90 calendar days (=3 months) – 80 pts, up to 75 calendar days (= 2,5 months) – 100 points	100
2.2 Annex B of this Terms of Reference is filled. 100% match - 170 points; 98% match to task - 150 points; 95% match to task - 120 points	170
Total Section 2	**270**

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Form 3 **Personnel**		Maximum score
3.1	**Project Manager/Team Lead** 1. Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points; 2. At least 2 years of experience in management of IT projects – 10 points, 2-3 years – 12 points, more than 3 years – 15 points; 3. At least 2 similar or more complex projects successfully implemented – 15 points, 4-5 projects – 18 points, more than 5 projects – 20 points; 4. Language Requirements: Fluent Ukrainian and/or Russian language– 10 points	50
3.2	**Database Architect/Database developer** 1. Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points; 2. At least 2 years of experience in the field of software development - 15 points, 2-3 years – 18 points, more than 3 years – 20 points; 3. Strong knowledge and extensive skills in database design, proved by participation in at least one similar project, in which he/she held a position of Database Architect, Database Developer or similar - 10 points, 2 projects – 12 points, more than 3 projects – 15 points; 4. Language Requirements: Fluent Ukrainian and/or Russian language– 10 points	50
3.3	**Software development engineer** 1. Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points; 2. At least 2 years of experience in the field of software development - 15 points, 3 years – 18 points, more than 3 years – 20 points; 3. Specific professional experience , proved through participating in at least one similar project in which he/she held a position or Programmer, Developer, Software development engineer or similar - 10 points, 2 projects– 12 points, more than 3 projects – 15 points; 4. Language Requirements: Fluent Ukrainian and/or Russian language– 10 points	50
3.4	**Software Tester/Quality Assurance Engineer** 1. Education: Bachelor's degree in Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other ICT-related – 4 points, Master's/Specialist's degree – 5 points; 2. At least 2 years of experience in the field of software solutions development - 15 points, 3 years – 18 points, more than 3 years – 20 points;	**50**

	3. Experience on various performance and load assurance methodology and practices, including performance Testing/Profiling/Tuning, proved through participating in at least one similar project - 10 points, 2 projects – 12 points, more than 3 projects – 15 points; 4. Language Requirements: Fluent Ukrainian and/or Russian language– 10 points	
3.5	**Technical Writer** 1. Education: Bachelor's degree in Linguistics, Journalism, Communications, Marketing, Social Sciences, Computer Science, Computer Engineering, Telecommunications, Information and Communication Technology or other related – 4 points, Master's/Specialist's degree – 5 points; 2. At least 2 years of prior experience in eliciting user requirements, writing technical documentation and procedural materials for multiple audiences or similar - 10 points, 3 years – 12 points, more than 3 years – 15 points; 3. Specific professional experience proved through participating in at least one similar project within which he/she held a similar position/similar functions- 8 points, 3 projects and more – 10 points; 4. Language Requirements: Fluent Ukrainian and/or Russian language – 20 points	**50**
	Overall score on Form 3	**250**

12. ESTIMATED COST OF ASSIGNMENT

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.

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.

No.	Deliverables' short description	TOTAL (indicate currency), without VAT

1	Collection, analysis, consultation, and systematization of information on the necessary input data for the development of an web portal. Approval of terms of reference, web portal design The first report was adopted and approved by UNDP.	
2	Development and launch of an web portal following the General requirements for the organization of the web portal contained in Annex B. Transfer information to the web portal from the current and archived versions of the web portal. Coordination of the structure and content of the web portal. The second report was submitted and approved by UNDP	
3	The final version of the web portal has been launched. Provide technical training for staff to manage an web portal. The final report was submitted and approved by UNDP	
Total all-inclusive price, (indicate currency), without VAT		

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.

№	*Activity/Costs*	*Unit*	*Number*	*Cost per unit, currency*	*Amount, currency excl. VAT*
1	**Personnel**				
1.1	**Project Manager/Team Lead**	1 month of work			
1.2	**Database Architect/Database developer**	1 month of work			
1.3	**Software development engineer**	1 month of work			
1.4	**Software Tester/Quality Assurance Engineer**	1 month of work			
1.5	**Technical Writer**	1 month of work			
…	…				
2	**Administration Costs (if necessary)**				
2.1	Communications (telephone/Internet)				
2.2	Other (if any - to define clearly activities/costs)				
…					
3	**Travel and Lodging**				
3.1	Daily Allowance	Day			
…	…				
4	**Other costs (if any - to define clearly activities/costs)**				
4.1	Branding and design				
…	…				
	Total (please indicate currency)				

Annex A   **REQUIREMENTS OF APPLICABLE LAW**

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

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

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1236/5/453 "On approval of requirements for formats, structures and protocols implemented in reliable electronic digital signature";
- DK 010-98 "State Classifier of Management Documentation";
- DSTU 4163–2003 "Unified system of organizational and administrative documentation. Requirements for paperwork ».
- DSTU 2394 - 94 «Information and documentation. Terms and Definitions »;
- DSTU 2732: 2004 "Records management and archival affairs. Terms and definitions".
- DSTU 3918-1999 (ISO / IEC 12207: 1995) "Software life cycle processes".

Annex B. General requirements for the organization of the web portal

CUSTOMER REQUIREMENTS	Participant comment (YES or NO)
1. The main components	
1.1 Home page The main page contains: • blocks of links to pages / landings / external resources that contain icons and block names that change through the administrative center • news block with the main news and the latest news, with a transition to the news feed and a form for subscribing to updates • calendar block of events with display of the nearest events with filtering by categories, for example exhibitions, press announcements, other events, etc. (categories are adjusted by the administrator by means of the administrative center) and with transition to a feed of all events • link blocks, configured by the administrator by means of the administrative cente	
1.2 Through elements **1.2.1 Header** The portal header is placed on each page of the portal and contains a logo, web portal menu, search box for the web portal and links to communities on social networks, language switching (Ukrainian / English, switching occurs when clicked). The header is made in the uniform style of official resources of public authorities. It must be done in blue color (#2D5CA6, the color code is in hexadecimal format using a radial gradient of shades of that color. The header contains the following elements: 1. Graphic element of the interface "gov.ua state sites of Ukraine" 2. The coat of arms of the Luhansk Oblast in the upper left corner of the header; 3. The State Emblem of Ukraine in the center of the header; 4. The name "Luhansk Oblast State Administration – Oblast Civil–Military Administration" under the State Emblem of Ukraine; 5. Menu " web portal version for the visually impaired" in the upper right corner of the header; 6. Links to the official pages of the Oblast State Administration in social networks (Facebook, Instagram, Telegram) in the form of icons of these social networks in the upper right corner of the header; 7. Search box (right edge of the header, parallel to the web portal name, or below) 8. Context blocks. **1.2.2 Footer** The footer of the web portal is placed on each page of the portal and contains the information about the ownership of the portal, license to use content,	

copyright, and the right to use and distribute content, contact information for feedback on the portal, links to the English version, links to social networks, links to the portal map – a page that contains a complete list of portal pages.

1.2.3 Search

The search form is located in the header on each page of the portal and contains 2 search forms - simple and advanced. The simple form contains a field for entering keywords or phrases to search all the materials of the portal. The advanced search form is designed to search for official documents and contains the following set of fields: document type, topic, date of acceptance, document number, keywords. The search is performed by clicking the "Find" button and then going to the search results page.

The web portal is searched by the titles and content of the content pages of the web portal , according to the keyword or phrase entered by the user. Search results are ranked by relevance. The search results show the user a list of found materials in the form of links, with an option to filter search results by type - only news, only regulations, and so on. In the absence of data that will match the request, the user receives a message and recommendations for further action.

1.3 Web portal tree

Content is divided into static - sections, static pages, and dynamic - publications that form chronological feed (timeline).

The structure of static materials is hierarchical and it can contain any number of levels and can be changed by the portal administrator by means of the administrative panel.

The pages of the web portal are formed by software using templates.

2. Guideline structure

The following guideline portal structure is recommended. The structure takes into account the optimal number of sections in the menu, which is perceived by users, logically divides sections into groups, and takes into account the basic needs of users identified as a result of research in the search for information.

The composition of the context blocks of the main page and their content:

1. **Oblast State Administration:**

Leadership
OSA Structure
OSA Apparatus
Tasks and Functions of OSA
Departments and Management
Vacancies and Personnel Policy
Plans
Reports
Order of the Chairman
Orders of the Chief of Staff

2. **Luhansk Oblast:**

About Luhansk Oblast: Passport of the Oblast:
Administrative and territorial structure of the Oblast

Social and Economic Development:

- Economic situation;
- Development programs.

Finance and Budget:

- State Fund for Regional Development (SFRD)
- Execution of the regional budget.

Culture, Sports and Leisure:

- Institutions in the field of culture and sports
- Targeted programs in the field of culture and sports

Social Protection of the Population:

- Institutions in the field of social protection

Housing and Public Utilities

- Targeted programs in the field of housing and public utilities

Healthcare;
Education and Science;
Agriculture;
Ecology and Environment;
Interactive Maps of the Oblast (link).

3. **News**
4. *Citizens:*
   - Appeals of citizens;
   - Schedule of personal receptions of citizens by the Head of the Oblast State Administration;
   - State information resources;
   - Administrative services;
   - Civil society and government;
   - Electronic public consultations
   - The only day of informing the population of the region;
   - Public Council at the Oblast State Administration
   - Service for submission and consideration of e-petitions and section Budget of participation of Luhansk Oblast, with opportunities to submit projects online, display submitted projects, voting, organization of discussions (e-DEM resource).
5. **Business:**
   - Business support;

- Regulatory policy;
- Procurement and bidding;

6. **Public information:**
    - Reference information;
    - Procedure for access to public information;
    - Public information accounting system;
    - Reports on the satisfaction of requests for information;

7. **Useful links (filled with banners with hyperlinks to government web portals)**

8. **Territorial subdivisions of the Central executive bodies**

9. **Subordinate institutions and organizations** (filled with a hyperlink to the websites of relevant institutions and organizations)

Latest news slider (bnrief description of the news against photo background)
The slider should be able to scroll the news by clicking on the edge of the photo and automatically sliding in a given time.

10. **Blogs for the leader and management**

"Recent events"
The block of the web portal that displays the latest events and is divided into categories between which you can switch. It contains the following categories:
1. News
2. Announcements
3. Orders of the Head of the Oblast State Administration
4. Online broadcasts
The last block – links to the official websites of the Office of the President of Ukraine, the Cabinet of Ministers of Ukraine and Verkhovna Rada of Ukraine in the form of banners.

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3.   Main page of the structural unit:

Header
"Main menu" (the main menu is duplicated with the main page of the web portal .)
"Recent events of the structural unit"
The block of the web portal that displays the latest events and is divided into categories between which you can switch. It contains the following categories:
- News
- Announcements
- Useful Information

"Menu of the structural unit"
Internal menu of the structural unit, which displays links to the internal pages of the structural unit:
- News
- About the department
     Structure
     Phonebook
     Reception schedule
- Activities of the department
- Access to public information

- Regulatory framework **Useful links** - links to the official web portals of the Office of the President of Ukraine, the Cabinet of Ministers of Ukraine and Verkhovna Rada of Ukraine in the form of banners. **Bottom margin of the page (footer)**	
4. Tag system and chronological teeds of materials	
A tag system is used to ensure convenient organization of information. Any material posted on the web portal can be marked with one or more tags which are displayed together with the title of the material. The use of tags in areas such as crop production, livestock, food, organic production, etc., and thematic tags such as analytics, open data, international relations, services, anti-corruption, reform, etc. is provided. Web portal moderators can further create and delete tags. Each tag corresponds to a page or document with a history of materials marked with this tag (timeline). In the history, the user will be able to filter materials by time of publication, type of material or topic. In addition to the history of materials, this page contains the name of the tag, text description of the tag (optional), links to static pages, documents, other chronological feeds or external links. With the help of chronological tapes, news feeds, events, announcements, vacancies and other types of dynamic materials are formed, as well as a kit of materials of different types on the selected topic.	
5. Event announcements	
Announcements of events should form a chronological feed of the publication with marking the past events. For each event, the location and time of the event should be displayed, and it should be possible to add the event to one of the popular calendars (iCalendar, Google Calendar, Outlook, etc.).	
6. Media gallery	
Ability to post photos and videos. Photos are sorted by albums which are marked with appropriate tags and included in thematic chronological feeds. Videos are placed as a built-in widget and stored on a Youtube server or other video services. Media files are uploaded to the web portal by the administrator through the administrative center by batch downloading from the local computer.	
7. Administrative documents	
The database of administrative documents contains a form for filtering documents by document type, directions, topics, document number, document date, and also contains a full-text search for words and phrases. All official documents must be placed and stored in a single database. Each document must be marked with one or more thematic tags. To place a sample of documents in a specific section, you must filter the documents by means of a	

database (for example, documents of a specific topic, type or time period) and place a parameterized reference to the sample. To place a link to a document in the text, you must upload it to a shared database and provide a link to the document in the database.

The document page must have a printable version and the option of downloading the document in pdf format.

Documents are entered into the portal by means of the administrative center (by filling in the appropriate fields) and can be entered in text format, attached file or link to an external resource.

Documents must be submitted:
- in text format;
- attached file (text and spreadsheet files, eg Word, Excel, fillable PDF);
- link to an external resource (for example, zakon.rada.gov.ua).

8. Integration with major social networks

On each content static page, page of news, announcements and other dynamic text or media materials, there are buttons of distribution through social networks. The images, title and description of the material should be displayed correctly during distribution. If the material does not contain a photo, the default image should be displayed.

For the selected text which is marked as the main quote, the sharing button in twitter should be displayed.

9. Subscription to newsletters

The visitor of the portal can subscribe to newsletters from the portal on selected topics. To do this, you must specify an email address. A letter with a link is sent to the specified address to confirm the subscription.

At any time, the visitor can change the settings or unsubscribe. To do this, a special link is added to each letter.

10. Module for displaying people undergoing inspection

The component is designed to display and filter the register of persons undergoing special inspection, used by HR Department of the Ministry.

The functionality provides for the administrator to enter the following data in the appropriate fields by means of the administrative center:
- last name, first name and patronymic;
- position;
- inspection message (file);
- declaration (file);
- application (file);
- information about the results (file);
- date of inspection.

The user on the portal can find a person by last name, first name, patronymic or position, filter by date range, as well as sort by date and last name.

11. Feedback forms

Pages such as "Citizens' Appeals", "Request for Public Information", "Report on Corruption", etc. contain a form that is available without registration. After filling in and sending the form, the request is sent to the e-mail address specified in the form settings. The text of automatic emails to the user should be edited in the administrative section. The composition of the form fields is edited by the portal administrator by means of the administrative center.	

12. Staticpages

Static pages form a hierarchical tree of portal pages, which contains relatively infrequently changed information. They should contain the date of publication (update), links and attached (child) pages and, if the page has content, distribution buttons on social networks.	

13. Other pages and sections

Other pages and sections are created using the above tools using existing templates and structures.	

14. User interface requirements

14.1. User experience research If available, the Customer provides the Contractor with the results of sociological research, access to analytics of the use of the current web portal,etc. To form the main tasks of the target audience and scenarios of user actions on the portal, the following measures are taken: • analysis of the current resource • analysis of best practices in the industry • analysis of materials provided by the Customer • research on the topic in open access.	

15. Portal structure, navigation and interface prototype

Taking into account the results of user experience research, the Contractor develops the structure of the portal pages, prototypes of interfaces and scenarios of transitions between them. The structure of the web portal must meet the following requirements: • logical and clear distribution of information that meets the main objectives of the target audience • nesting depth – not exceeding 4 levels • short and unambiguous titles of sections and pages to be clear to the target audience The web portal interface must meet the following requirements: • simple and clear controls that do not require training • clear navigation of all available resources and the current position in the structure of the web portal • the ability to return from each page to the main page of the relevant section or to the main page of the portal • minimum number of actions to solve the main tasks of the target audience • minimum amount of information that the user must enter to solve the	

problem - no functions that are not required for basic tasks Interface prototypes are developed in two versions: - for desktop and tablet - for smartphone Compliance of the structure and interface of the web portal with the requirements is determined by prototype testing. If the structure and prototypes provided by the Contractor satisfy the Customer, the latter must approve them within 10 working days from the date of submission.	

15.1 Graphic design

The Contractor develops a modern, unique graphic design without the use of common templates for all standard pages, interface elements and text markup. The design should be easy to understand, attractive, meet the desired image of the Customer and design standards of state-run sites of Ukraine. The color scheme and style of design elements is chosen in accordance with the design of the system, also taking into account the wishes of the Customer. Colors of components are chosen to draw attention to key control elements for basic tasks. All interface elements should be easily recognizable on monitors with any contrast and brightness. All images and fonts must be licensed accordingly. Graphic elements should be optimized for the web. Animation of elements should be moderate and smooth. Graphical design of interface elements must be developed in all states: - menu - open, closed, when hovering - link - in the normal state, when hovering, clicking, visited - buttons - active, inactive, when hovering, when pressed - input fields - active, inactive, input error - check boxes and radio buttons - selected, not selected, inactive Development of a logo, corporate style, brand book is not included in the work on graphic design. Discrepancy of graphic design with approved prototypes is allowed by agreement of the parties. In case of disagreement between the Customer and the Contractor on the issues of user interface and graphic design, the parties try to reach a consensus and agree that preference is given to research, experience of similar platforms, surveys of the target audience. The Contractor gradually provides no more than 2 different design concepts. If the design concept provided by the Contractor satisfies the Customer, he must approve it within 10 working days from the date of submission. In this case, he can send the Contractor up to 3 iterations of revisions that do not affect the overall structure of the pages and their style. Making changes to the design after its adoption is allowed only with the consent of the parties.	

15.2 Front-end layout and development

Web portal layout involves the creation of all templates (types) of web portal pages on the basis of a consistent graphic design. The layout must meet the following requirements:	

• HTML 4/5 hypertext markup language • cascading CSS3 style sheets • cross-browser for modern versions of Safari, Mozilla Firefox, Opera, Chrome, Internet Explorer, as well as standard browsers for mobile operating systems Android and iOS • adaptability for screens from 320 to 1920 pixels wide • correct display when disabling graphics or prohibiting the use of scripts by the user • animation of images, buttons, links, blocks by means of CSS3 • mechanisms of help in entering and receiving information, contextual clues • printable version without extra elements • adaptive version for people with visual impairments In addition, the frontend portal must be made taking into account the modern requirements of Web Vitals (https://web.dev/vitals/). The developed portal (on the example of the main page) should be audited (https://web.dev/measure/) with the results in green zone (90-100 points) for both mobile and desktop versions.	
15.3 Adaptation for smartphones and tablets	
The mobile version of the portal should be implemented on the principle of Accelerated Mobile Pages (AMP) (new technology Twitter and Google). The implementation of AMP technology must be performed in accordance with the official documentation (https://amp.dev/ documentation / guides-and-tutorials /) and be validated on the service (https://validator.ampproject.org/). When opening web portal pages on mobile devices, adaptive design should be used for ease of display and use. Layouts for tablets and smartphones must be implemented for correct display on standard browsers of mobile operating systems Android and iOS. Resource pages should be displayed correctly in each browser, and users should have access to the information and features they need, regardless of which browser or device they use.	
15.4 Adaptation of design for people with perceptual disorders	
The information on the official web portal must be accessible to visually impaired users in accordance with the established requirements, namely: • minimum text contrast 4.5:1 (except for large texts - 3:1); • font size not less than 14 pt; • the font must be correctly scalrd up by the browser to up to 200%; • it is not allowed to use animation with a frame rate of less than 3 seconds; • a text version for images and media content is provided. • no text image is used; • all images have alternate text; • clickable areas are large enough; • all interface elements have a signature; • the option of control from the keyboard is provided; • possibility of use of screen assistants and speakers is taken into account; • valid HTML code is used for markup.	
16. Requirements for portal administration	
16.1. Requirements for the content management system Content management of the web portal should be provided by the Content Management System, which represents a secure web interface with authorized	

access and a set of necessary functions and mechanisms for adding, changing, deleting and structuring information located on the web portal.

No special technical skills, knowledge of technology or software products are required from the Customer's personnel to support the portal and operate the web interface of the Content Management System, except for general skills in working with a personal computer and web browser.

The content management system is available at a special URL and is protected from unauthorized access by login and password. The HTTPS protocol with the corresponding SSL/TlS certificate is used for session encryption.

The authorized user of the Content Management System must be able to perform the following actions:

- adding, editing and deleting texts (articles) with hypertext information, media files, news, documents, etc;
- editing the composition and position of menu items and section trees;
- download and delete files;
- adding, editing and deleting material types and thematic tags;
- portal user management;
- work with portal modules, such as sliders, surveys, newsletters, accreditation, etc.;
- other portal settings.

The system should not provide for further subscription fees.

16.2. Differentiation of access rights

All users of the web portal are divided into several groups:
1. Web portal administrators: they have access to the Content Management System, register editors and distribute their rights of access to individual modules.
2. Editors: they provide informational support to the portal within the powers granted by the administrator.
3. Visitors: they have access to public sections of the portal.

16.3. Filling, launching   and configuring the web portal

The following actions should be performed towards the web portal:

- analysis of the availability of all necessary sections that are mandatory for publication in accordance with the law;
- filling the structure and navigation menu of the web portal;
- transfer of the actual content of pages and documents from the previous web portal (relevance is determined by the Customer).
- creation and filling of new pages of the web portal is carried out in accordance with the agreed structure with the information provided by the Customer.

The Customer shall create a working group responsible for preparing the information, providing the necessary data and materials, and appoints a group coordinator.

The Contractor fills the portal with test information sufficient to determine feasibility of the project and compliance with the Terms of Reference. The amount of test information is determined at the discretion of the Contractor and represents textual and graphical information included in the standard pages of the project. The Customer carries out full filling of the project with information independently.

17. Non-functional requirements

17.1 Requirements for the protection of web portal information
The following information protection requirements must be implemented:

- If a web page contains links to the information resources of another web page, the terms of operation of the latter should not violate the security policy set for that web page.
- The requirements for protecting the integrity and accessibility of publicly available information on the web portal , as well as the confidentiality and integrity of technological information of the web portal , must be met.
- The information processing technology must meet the requirements of the information security policy defined for the system that provides for the web page operation.
- Requirements for ensuring the integrity of publicly available information on the web portal and confidentiality and integrity of technological information provide for the use of technologies that ensure controlled and authorized access to information and prohibition of uncontrolled and unauthorized modification.
- Technological processes must allow to back up the information on the web page and provide the procedure for restoring them using backups. A full backup of all web portal content should be performed once a week.

17.2. Reliability requirements
Reliability of the Portal should be ensured in the following areas:

- Ensuring operability of the portal.
- Saving portal data.
  Reliability is ensured by:
- use of modern technologies for application software development and quality testing;
- redundancy of modules and their elements;
- mode of automatic analysis of the current state (in real time) and restoration of working capacity in accordance with the regulations of restoration works;
- organization of systematic backup and archival storage of information on the portal;
- promptness of replacement of failed software and hardware;
- compatibility of hardware and software;

- hardware and software protection of work from unauthorized software and hardware interference;
- archiving and backup of any data entered.

Maintenance of working capacity should be provided at failure of one or several modules based on their redundancy. At the same time, minimal attention should be required from the Portal administrator in regard of response to elimination of the consequences of module failures. At the same time, data storage on the Portal must be ensured by means of information exchange, as well as using software and hardware.

Data storage should ensure the integrity and relevance of data in case of software and hardware failures, malfunctions and errors through the use of appropriate software and hardware tools and solutions, backup, etc.

Data preservation should be provided in the following cases:

- power off;
- failure of technical means of information processing;
- errors, crashes, or destruction of software and/or hardware.

17.3 SEO optimization

1. Each page of the web portal to be created in the administrative system must have a unique address (seo-friendly) in a form understandable to humans.
2. Possibility of editing SEO parameters of the page (title and description). If meta tags are not specified individually they are generated automatically according to the template
3. Availability of robots.txt. file and web portal map.xml.
4. Possibility of generation alt and title properties for images automatically.
5. Setting a redirect to the main mirror of the web portal . Redirect from addresses from www to addresses without www, or vice versa.
6. Semantic block layout of templates.
7. Correct handling of 404 errors.
8. Optimization of web portal loading speed (caching, gzip)
9. Connecting tools for Google Analytics webmasters

17.4. Operating conditions
Operation of the Portal should provide the following modes:

- Main mode - the mode of normal operation of all modules of the Portal for the purpose intended;
- Administration mode - the mode of centralized automated debugging and automated updating of the Portal concurrently with the work of other users in the main mode or in the maintenance mode.
- Maintenance mode - the mode of scheduled maintenance and recovery of technical means of the Portal modules.

The portal must provide the following load indicators:

- number of unique visitors – not less than 100 thousand per day;
- initial loading of any page – within 5 seconds (at loading not less than 100 requests per second);
- speed of processing basic requests for operations with cards and data registers and providing responses – 5 seconds;
- speed of search results with relevant answers – 5 seconds;
- speed of form processing and generation of printed versions – up to 15 seconds.

ADDITIONAL REQUIREMENTS:	

- Links to additional electronic resources of the Oblast State Administration and its structural subdivisions;
- Buttons for distribution on social networks (Facebook, telegram, Twitter, WhatsApp) in the sections with news and administrative documents (ordinances, orders);
- The function of search over administrative documents;
- Telephone directory as a section;
- Public information accounting system in accordance with the requirements of the Resolution of the Cabinet of Ministers of Ukraine of 21.11.2011 № 1277;
- Calendar of events as a widget on the main page;
- Photo and video galleries as sections;
- Possibility of indicating an error when sending a message to the moderator (Ctrl + Enter combination on the selected piece of text);
- Transfer of information from previous versions of the web portal of the Oblast State Administration;
- When creating design layouts, use a color palette that includes:

- shades of blue, gray and white, with the following mandatory primary colors:
- shades of blue: #2D5CA6 (link, navigation); # 234161 (link during hover);
- shades of gray: #6D727C (secondary text); # C2C5CB (borders, inactive elements); #F5F7FA (background of selected blocks);
- white: #FFFFFF (main background of the web page);
- black: #1D1D1B (colors of the main text, headings);
- yellow: #FFE358 (buttons, blocks of information that needs attracting the user's attention);
- purple: #552C92 (visited links);
- red: # FF0000 (error notification);

- Integration with the open data portal (data.gov.ua) using ARI functions;
- When creating a web portal, rely on the Order of the State Committee for Information Policy, Television and Radio Broadcasting of Ukraine, the State Committee for Communications and Informatization of Ukraine 25.11.2002 № 327/225, Resolution of the Cabinet of Ministers of Ukraine of 12.07.2019 № 493, the proceedings of state power bodies.

When developing, the design of the following web portals should be used as reference:

- President of Ukraine - https://president.gov.ua/
- Cabinet of Ministers of Ukraine - https://kmu.gov.ua/;
- Kyiv OSA - https://koda.gov.ua
- Odessa OSA - https://oda.odessa.gov.ua

• Donetsk OSA - https://dn.gov.ua The issues of templates, coding, design layouts should be approved with the department of information and computer support of the oblast administration structures	42

Model Contract

Договір на надання Товарів та/або Послуг між Програмою розвитку Організації Об'єднаних Націй та»	Contract for Goods and/or Services Between the United Nations Development Programme and
1. **Країна, у якій будуть постачатись Товари та/або надаватись Послуги**: Україна	1. **Country Where Goods Will be Delivered and/or Services Will be Provided**: Ukraine
2. **ПРООН** [ ] Запит цін [X] Запит пропозиції [ ] Запрошення на участь у конкурсі [ ] укладення прямих договорів Номер та дата:	2. **UNDP** [ ] Request for Quotation [X] Request for Proposal [ ] Invitation to Bid [ ] direct contracting Number and Date:
3. **Посилання на номер договору (напр., номер присудження договору):**	3. **Contract Reference (e.g. Contract Award Number):**
4. **Довгострокова угода**: Ні	4. **Long Term Agreement**: No
5. **Предмет Договору**: [ ] товари [X] послуги [ ] товари *та* послуги	5. **Subject Matter of the Contract**: [ ] goods [X] services [ ] goods *and* services
6. **Тип Послуг:**	6. **Type of Services:**
7. **Дата початку Договору**: 8. **Дата завершення Договору**:	7. **Contract Starting Date**: 8. **Contract Ending Date**:
9. **Загальна сума Договору**: 9а. **Передплата**: Не застосовується	9. **Total Contract Amount**: 9a. **Advance Payment**: Not applicable
10. **Загальна вартість Товарів та/або Послуг**: [ ] **менше 50 000 дол. США (лише Послуги)** – застосовуються Загальні умови ПРООН для базових (незначних) договорів [ ] **менше 50 000 дол. США (Товари *або* Товари та Послуги)** – застосовуються Загальні умови ПРООН для договорів [ ] **50 000 дол. США або більше (Товари *та/або* Послуги)** – застосовуються Загальні умови ПРООН для договорів	10. **Total Value of Goods and/or Services**: [ ] **below US\$50,000 (Services only)** – UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply [ ] **below US\$50,000 (Goods *or* Goods and Services)** – UNDP General Terms and Conditions for Contracts apply [ ] **equal to or above US\$50,000 (Goods *and/or* Services)** – UNDP General Terms and Conditions for Contracts apply
11. **Метод оплати:** [X] тверда (фіксована) ціна [ ] відшкодування витрат	11. **Payment Method:** [X] fixed price [ ] cost reimbursement
12. **Назва(Ім'я) Підрядника**:	12. **Contractor's Name:**
13. **Ім'я контактної особи Підрядника**: Посада: керівник Адреса: Номер телефону: Факс: Email:	13. **Contractor's Contact Person's Name:** Title Address: Telephone number: Fax: Email:
14. **Ім'я контактної особи ПРООН:** Посада:	14. **UNDP Contact Person's Name:** Title:

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

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Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	45
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	

Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
			45
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	