



REQUEST FOR PROPOSAL (RFP)

All interested	DATE: August 19, 2021
	REFERENCE: 486-2021-UNDP-UKR-RFP-RPP

Dear Sir / Madam:

We kindly request you to submit your Proposal for **The establishment of a comprehensive system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast to ensure equal access for all residents of Luhansk oblast to specialized and highly specialized medical care, through remote communication via specialized secure information transmission channels, and significantly reducing the risks of infection transmission, taking into consideration the COVID-19 pandemic.**

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

Proposals may be submitted on or before **11:59 PM (Kyiv Time, GMT +3) Sunday, September 05, 2021** via email to the address below:

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

Your Proposal must be expressed in **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: **“486-2021-UNDP-UKR-RFP-RPP”** and: **"The establishment of a comprehensive and integral system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast"**.

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

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

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

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

A two-stage procedure is utilized in evaluating 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 technical proposals.

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.

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 :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Ms. Agnes Kochan,
Operations Manager
UNDP Ukraine*

August 19, 2021



Annex 1

Description of Requirements

Context of the Requirement	The establishment of a comprehensive system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast to ensure equal access for all residents of Luhansk oblast to specialized and highly specialized medical care, through remote communication via specialized secure information transmission channels, and significantly reducing the risks of infection transmission, taking into consideration the COVID-19 pandemic
Brief Description of the Required Services	<p>Proceeding from Decree №681 of 19.10.2015 of the Ministry of Health of Ukraine, registered with the Ministry of Justice of Ukraine on November 09, 2015 , for №1400 / 27845 "On approval of regulations on the use of telemedicine in health care" creation of a comprehensive system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast enables accomplishment of the goals:</p> <ol style="list-style-type: none"> 1. Improvement of the availability of secondary and specialized health care through the provision of local services and increase in the coverage of primary health care through the inclusion of the remote areas. 2. Promotion of the continuity between primary, secondary, and tertiary health care. 3. The solution to the lack of diagnostic equipment at primary and secondary levels of health care. 4. Installation of an efficient frame on the patients' routs. 5. Running of an effective check-up campaign with the screening of non-communicable diseases. 6. Removal of the overall burden on medical facilities that are holding the line in the fight against COVID-19. <p>Therefore, UNDP is looking to contract an experienced organization, the institution with appropriate capabilities, capacity, and specialists who will be able to provide high-quality and duly performed tasks set out in ToR.</p>
List and Description of Expected Outputs to be Delivered	<p>As a result of the implementing of the Regional Telemedicine Platform (RTP), it is planned to achieve the following tasks:</p> <ul style="list-style-type: none"> - Holding as scheduled telemedicine consultation with all primary, secondary, and tertiary medical institutions in Luhansk oblast - Providing technical access to telemedicine consultations with specialists of the main profile medical institutions (maternal and child health, cardiovascular pathology, and cancer) of the national level (OHMADYT, N.M. Amosov National Institute of Cardio-Vascular Surgery of the Academy of Medical Sciences of Ukraine, National Cancer Institute, etc.) - Ensuring the functionality for holding emergency and urgent consultations - Providing options for interaction with all existing mobile diagnostic complexes of the region - Providing options for interaction with different medical information systems operating in health care facilities of Luhansk oblast - Compliance of the system with the existing standards of information protection and transmission

	- Providing a secure multi-channel video/audio conference call using built-in chat and maintaining an event log
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator (Local Governance and Decentralization Reform), UN RPP
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 TOR attached
Target start date	September 2021
Latest completion date	November 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)	According to TOR attached
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input type="checkbox"/> Euro <input checked="" type="checkbox"/> UAH
Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days

<i>(Counting for the last day of submission of quotes)</i>	<input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
A pre-proposal conference will be held on:	Pre-Bidding Conference will be held on the 23 rd of August 2021 at 10 am 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 (for bidders willing to participating via Skype Conference) at the following e-mail: procurement.rpp.ua@undp.org Attn: Procurement Unit Subject: 486-2021-UNDP-UKR-RFP-RPP – Pre-Bidding Conference Registration
Payment Terms	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. UNDP will pay the negotiated amount in 3 tranches as per delivery of outputs listed. Below is a description of the % of the total budget will be paid after receipt of the following deliverables: Delivery of Output 1 – 30% of the agreed payment Delivery of Output 2 – 60% of the agreed payment Delivery of Output 3 – 10% of the agreed payment UNDP shall pay the negotiated contract fees for the services within 30 days after the services have been delivered and approved in parts according with the above payments schedule. The payments will be processed upon the full completion and acceptance of contractual obligations whereupon the UNDP representative signs the certification of acceptance.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator (Local Governance and Decentralization Reform), UN RPP
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers

	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). 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	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Experience of the firm/organization submitting the proposal – 30% <input checked="" type="checkbox"/> Brief description of the assignment implementation 35% <input checked="" type="checkbox"/> Personnel 35% <u>Financial Proposal (30%)</u> 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:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed ToR and Evaluation Criteria (Annex 3) <input checked="" type="checkbox"/> Model Contract for Goods and/or Services (Annex 4) <input type="checkbox"/> Others
Contact Person for Inquiries (Written inquiries only)	<i>UNDP procurement Unit</i> <i>UNDP Ukraine</i> procurement.rpp.ua@undp.org , Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Documents to be submitted in proposal	<input checked="" type="checkbox"/> Dully filled in and Signed Form for Submission of Proposal (Annex 2); <input checked="" type="checkbox"/> Copies of Latest Business Registration Certificate (Copies of State/Tax registration documents) and other Certificates (if any); <input checked="" type="checkbox"/> A letter of interest/offer, which outlines previous experience in implementing similar projects and competitive advantages of the applicant company; <input checked="" type="checkbox"/> At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable); <input checked="" type="checkbox"/> At least 2 (two) reference letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant;

	<p><input checked="" type="checkbox"/> A Letter of Conformity to the requirements of Annex A and Annex B to Terms of Reference</p> <p><input checked="" type="checkbox"/> CVs of all the project team members (Team Lead/Project Manager and all other engaged Experts), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided);</p> <p><input checked="" type="checkbox"/> A proposed work plan with detailed list of key activities and vision of the establishment of a comprehensive and integral system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast security and social cohesion</p> <p><input checked="" type="checkbox"/> Financial proposal (Please do not provide password unless requested and don't include password to letter with technical proposal part).</p>
Other Information [pls. specify]	<p><u>Administrative Requirements:</u></p> <p>Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirement/s:</p> <ul style="list-style-type: none"> - Offers must be submitted within the stipulated deadline - Offers must meet required Offer Validity - Offers have been signed by the proper authority - Offers include requested company/organization documentation as mentioned above in « Documents to be submitted in proposal» Section - Offers must comply with general administrative requirements <p><u>Experience and Qualification Requirements</u></p> <p><i>For the Company:</i></p> <ul style="list-style-type: none"> - A company with a valid registration (for Ukrainian companies – the company should be registered in the territory controlled by the government of Ukraine). - At least 3 (three) years of experience in the development of software for Government Institutions; - At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable); - Confirmed experience in development and implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as an asset; - The Contractor must have a team of at least 4 (four) professionals with the following roles and required qualifications: <p><i>Team Leader/Project Manager:</i></p> <ul style="list-style-type: none"> - At least a Bachelor's (or equivalent) degree in Economics, Social Sciences, Management, Psychology, PR, Communications, Engineering, Electronic devices, systems and complexes or another relevant related field; - Minimum 3 (three) years of experience in project management and team management; - Experience in implementation of software solutions projects (at least 2 projects);

	<ul style="list-style-type: none"> - Experience in implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as a strong advantage; - Excellent knowledge of Ukrainian and Russian is required; knowledge of English on the working level is an asset. <p>Software Engineer/Developer:</p> <ul style="list-style-type: none"> - Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field; - Experience in development of software solutions implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 software solutions); - Engagement in development of at least one telemedicine software solution would be considered as an asset; - Excellent knowledge of Ukrainian and Russian is required. Knowledge of English would be considered as an asset. <p>System Administrator/Information Security Specialist:</p> <ul style="list-style-type: none"> - Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field; - Experience in information security in software solutions projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 projects); - Engagement in at least one telemedicine project implementation would be considered as an asset; - Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset. <p>Software Engineer/Testing Specialist:</p> <ul style="list-style-type: none"> - Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field; - Experience in software solutions testing in projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 projects); - Engagement in at least one telemedicine project implementation would be considered as an asset; - Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset. <p>Other information is available on http://procurement-notice.undp.org; For the information, please contact procurement.rpp.ua@undp.org</p>
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Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[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 486-2021-UNDP-UKR-RFP-RPP, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

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:

- *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- *A letter of interest/offer, which outlines previous experience in implementing similar projects and competitive advantages of the applicant company.*
- *At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable).*
- *At least 2 (two) reference letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant*
- *A Letter of Conformity to the Terms of Reference Annex A and B requirements.*
- *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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	

¹ This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

Legal status	If Consortium, please provide written confirmation from each member
Legal address	
Actual address	
Bank information	
VAT payer status	
Contact person name	
Contact person email	
Contact person phone	
Company/Organization's core activities	
Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (If any);	Please indicate here
Business Licenses – Registration Papers, Tax Payment Certification, etc	EDRPOU, ID tax number Copies of State registration and Tax registration should be attached
Track Record performed	Please indicate here the List of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; Brief description of previous products developed by the company (list);
Certificates and Accreditation	Please indicate here applicable including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
Please provide contact details of at least 2 previous partners for reference	Please attach the signed reference letters <i>if any</i> .
Company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.	Yes/No (Please choose)
Other relevant information	

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work including:

- *A proposed work plan with detailed list of key activities and vision of the establishment of a comprehensive and integral system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast*

C. Qualifications of Key Personnel

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

- *CVs of all the project team members (Team Lead/Project Manager and all the engaged Experts), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided).*

D. Financial Proposal

The Proposer is required to prepare the Financial Proposal separately 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 lease/rent 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.

Cost Breakdown per Deliverable*

The key steps and a description of the results that must be obtained in the specified time frames are listed above. The Contractor is invited to assess the complexity of work on the implementation by each of these stages and offer the customer the preferred percentage of the agreement's total proposed value.

Taking into account that purchase of services will be carried out within the project of international technical assistance Your price offers / invoices for payment must be presented without VAT.

No.	Activities / Costs	Percentage of Price (Weight for payment)	Price, excluding VAT, <i>please indicate the currency</i>
1	Deliverable 1: Surveying the software implementation facility, coordination of all issues with the Beneficiary and the preparation of results of the respective assessment. Action plan for all activities of the assignment is elaborated and presented.		
2	Deliverable 2: Installation of the comprehensive and integral system of telemedicine services. Licenses for Medical Information System, establishing a comprehensive and integral system of telemedicine services are provided to the Customer.		
3	Deliverable 3: Conducting a training session for the staff of the medical facilities on the operation of the comprehensive and integral system of telemedicine services.		
	Total, excluding VAT, <i>please indicate the currency</i>	100%	

**This breakdown per deliverables shall be the basis of the payment tranches*

Cost Breakdown by Cost Component

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Nº	Activity/Costs	Unit	Number	Cost per unit, excl. VAT, <i>indicate the currency</i>	Amount, excl. VAT, <i>indicate the currency</i>
1	Personnel				
1.1	Team Leader	month			
1.2	Software Engineer/Developer				
1.3	System Administrator/Information Security Specialist				
1.4	Software Engineer/Testing Specialist				
1.5	Other staff (as required)				
2	Cost of implementation/maintenance				
2.1	Telemedicine Software License	unit			
2.2	System warranty maintenance	Month	12		
3	Administration Costs (if necessary)				

3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
4	Travel and Lodging				
4.1	Travel costs				
4.2	Accommodation				
4.3	Daily Allowance				
5	Staff training sessions				
5.1	...				
5.2	...				
	Total (please indicate currency)				

*[Name and Signature of the Service Provider's
Authorized Representative]*

[Designation]

[Date]

**** Dear partners!**

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

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

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

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

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

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



Annex 3

TERMS OF REFERENCE

Terms of Reference

Project Name: Local Governance and Decentralization Reform Component of the United Nations Recovery and Peacebuilding Programme.

Description of the Assignment: The establishment of a comprehensive system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast to ensure equal access for all residents of Luhansk oblast to specialized and highly specialized medical care, through remote communication via specialized secure information transmission channels, and significantly reducing the risks of infection transmission, taking into consideration the COVID-19 pandemic.

Expected Places of Travel: Ukraine, government-controlled areas of Luhansk oblasts.

Primary Supervisor's Name and Functional Post: Vadym Sharko, Health Governance Specialist (Local Governance and Decentralization Reform).

Secondary Supervisor's Name and Functional Post: Olena Ruditch, Programme Coordinator (Local Governance and Decentralization Reform)

Starting Date of the Assignment: September 2021

Duration of the Assignment: up to 3 months

1. Background

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

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

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

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

Component 1: Economic Recovery and Restoration of Critical Infrastructure

Component 2: Local Governance and Decentralization Reform

Component 3: Community Security and Social Cohesion.

The United Nations Recovery and Peacebuilding Programme (UN RPP) is being implemented by four United Nations agencies: the United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the

Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).

Twelve international partners support the Programme: the European Union (EU), the European Investment Bank (EIB), the U.S. Embassy in Ukraine, and the governments of Canada, Denmark, Germany, Japan, the Netherlands, Norway, Poland, Sweden & Switzerland.

In October 2018, four UN agencies (UNDP, UN Women, FAO and the UNFPA) have countersigned a new joint project document, funded by the EU. The overall objective of the project is to restore effective governance 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. It will contribute to peace build 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 to 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 promotion of civic initiatives.
4. To support sector reforms and structural adjustments in health, education, and critical public infrastructure to mitigate direct impacts of the conflict.
5. To support the implementation of the Early Recovery Programme in cooperation with the European Investment Bank.

The main goal of the fourth objective is to build capacity at the local level during gender-responsive healthcare reforms.

On 19 of October 2017, Ukraine's Parliament approved draft law No. 6327 "On state financial guarantees for the provision of medical services and medicines," which gave a start to important and long-awaited health reform in Ukraine. The implementation of the reform at the level of specialized and highly specialized medical care began on April 1, 2020. Throughout its putting into practice, the authorities faced several political, economic, and technical problems, aggravated due to the backdrop of the coronavirus pandemic that came to Ukraine. In connection to the abovementioned, the deployment, continuity, and permanence of the results of the reform remain threatened. Medical assistance is still in high demand within the considered territories of action of UNDP in the East of Ukraine, with the sound lack of interoperability between the primary medical care, namely family doctors, and the secondary and tertiary medical care, presented by profile specialists.

Under the present circumstances prevention, early detection of non-communicable diseases, which are the main causes of premature deaths in Donetsk and Luhansk oblasts, shortening of the path of the healthcare services consumers to specialized care in the meaning of both a distance and a timeframe are the state of necessity.

Proceeding from Decree №681 of 19.10.2015 of the Ministry of Health of Ukraine, registered with the Ministry of Justice of Ukraine on November 09, 2015. for №1400 / 27845 "On approval of regulations on the use of telemedicine in health care" creation of a comprehensive system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast enables accomplishment of the goals:

1. Improvement of the availability of secondary and specialized health care through the provision of local services and increase in the coverage of primary health care through the inclusion of the remote areas.
2. Promotion of the continuity between primary, secondary, and tertiary health care.
3. The solution to the lack of diagnostic equipment at primary and secondary levels of health care.
4. Installation of an efficient frame on the patients' routs.
5. Running of an effective check-up campaign with the screening of non-communicable diseases.
6. Removal of the overall burden on medical facilities that are holding the line in the fight against COVID-19.

Therefore, UNDP is looking to contract an experienced organization, the institution with appropriate capabilities, capacity, and specialists who will be able to provide high-quality and duly performed tasks set out in this document.

2. Main objectives of the assignment

The goal for creating a regional telemedicine system is to ensure equal access for all residents of Luhansk oblast to a highly qualified medical care, which should be achieved through the use of remote communication facilities with specialized secure information transmission channels.

The introduction of this system has a significant relevance at the time of the epidemic of coronavirus infection, as it significantly reduces the infection transmission risks, both among vulnerable categories and among the population of the region as a whole.

3. Scope of work

As a result of the implementing of the Regional Telemedicine Platform (RTP), it is planned to achieve the following tasks:

- Holding as scheduled telemedicine consultation with all primary, secondary, and tertiary medical institutions in Luhansk oblast
- Providing technical access to telemedicine consultations with specialists of the main profile medical institutions (maternal and child health, cardiovascular pathology, and cancer) of the national level (OHMADYT, N.M. Amosov National Institute of Cardio-Vascular Surgery of the Academy of Medical Sciences of Ukraine, National Cancer Institute, etc.)
- Ensuring the functionality for holding emergency and urgent consultations
- Providing options for interaction with all existing mobile diagnostic complexes of the region
- Providing options for interaction with different medical information systems operating in health care facilities of Luhansk oblast
- Compliance of the system with the existing standards of information protection and transmission
- Providing a secure multi-channel video/audio conference call using built-in chat and maintaining an event log.

The functionality of the RTP should provide access of any hospital specialists within the region (the government-controlled areas of Ukraine) to telemedicine consultations regardless of the Medical Information System (MIS) used. Without any limits of hospitals, working points numbers and duration of the license. It must be installed on a Windows and/or Linux operating system or any cloud or server (at the request of the Beneficiary) and comply with the following functional characteristics:

Accounting for patients

- Registration and accounting for patient medical records (including general patient data, medical documents, list of examinations, additional medical papers, etc.)
- Convenient and quick search for patients with a combination of wide range of parameters, including contextual search by the patient's name, first name, patronymic, date of birth, residence address (region, district, settlement, street, and building), etc.
- The system must provide the user access to patient data in accordance with the user's functional responsibilities and the level of access provided by the administrator.
- The system must provide control of the record uniqueness for each patient.
- The system must ensure the work with urgent patients: the registration of undefined persons with subsequent addition of missing data.
- The system must provide tools for depersonalizing the patient to get opinion of third-party physicians.

Maintaining system-wide directories and classifiers

- The system must support the following directories:
 - directory of departments;
 - directory of users;
 - directory of employees;
 - directory of positions of employees and physicians; the information about an individual must include both basic data and professional data; and
 - directory of the consulting physicians' specialties.

Administering access rights

- The system must provide users with an access to the institution's data in accordance with their functional responsibilities and the level of access granted by the administrator.
- The system must provide the following options:
 - Creating a user and editing his/her data
 - Locking the user's access to the system
 - Performing the following operations with user passwords:
 - create an initial password; and
 - change passwords;
 - Creating user roles by combining different access rights to system functions (editing rights, viewing system maps, performing certain functions, and printing reports and forms)
 - Managing access rights to one's own functions by assigning roles to certain users (several roles provided to the same user)
 - Dividing users into institutions and divisions in which they work, and, accordingly, grant each user access rights only to the data of his/her institution or department, or to the data that only a certain user has access to
 - Organizing a hierarchical access to the institutions that can provide telemedicine counseling

Options for preparing and holding a telemedicine consultation

- Setting up the list of medical institutions and consultants who can provide telemedicine consultations by a specialty
- Preselecting, coordinating, and appointing consultants or advisory conferences
- Organizing the consultation process either on the scheme of centralized coordination and planning of consultations or on the scheme of direct interaction between the physician and consultant
- Sending to the consultant (participants of the conference) the initial information about the patient, his/her medical data (if necessary) and the results of medical tests in a particular format and according to an agreed protocol
- Ensuring clear formulation of questions put to the consultants by means of formalized consultation requests and consultants' responses by means of formalized conclusions, as well as executing the medical documentation in accordance with the requirements of the "Procedure for the organization of medical care at primary, secondary (specialized), and tertiary (highly specialized) levels with the use of telemedicine" approved by the Order of the Ministry of Health of Ukraine, No. 681, dated October 19, 2015
- Providing additional information before the consultation at the request of the consulting physician
- Providing an option for a separate accelerated optimized process for urgent cases
- Ensuring an objective assessment of the results of the consultation, taking into account the customer's opinion and a set of automatically calculated parameters (data sampling)
- Providing notification to the consultation parties about changes in the status of the consultation by system tools and e-mail
- Limiting the deadline for requesting a telemedicine consultation
- Limiting the minimum delay for the desired date of the telemedicine consultation
- Limiting the deadline and time for creating the consultant's opinion
- Adjusting the cost of telemedicine consultation services
- Exclusion of test data from statistical and analytical reports
- Configuration the required data in the telemedicine consultation depending on the nosology for which the application is made
- Depersonalizing the data that are sent to the consultant for review

Options for reviewing the examination results

- Providing an option for viewing the files attached to the patient's medical record using the operating system tools

Options for creating and accounting for medical documents

- Creating, configuring, and using templates of medical documents using the built-in designer
- Accounting for templates of medical documents
- Automated generation and filling of medical documents
- Accounting for medical documents
- Printing documents in accordance with the approved forms of the Ministry of Health
- Creating printed forms of documents in PDF format

Video/audio module options

- Conducting video/audio conferences (including multichannel communication if sufficient technical resources are available)

- Setting technical parameters of video/audio communication
- Using built-in chat to exchange text messages between the participants of the conference
- Keeping the event log of the video/audio conference system
- Sharing the conference participant's desktop during a communication session
- Integrating the video/audio conference system with an electronic consultation card
- Locking the user's audio/video call reception

Options for managing work schedules and fixing an appointment/consultation

- Managing the electronic work schedule of physicians (offices) taking into account their specialty and the attendance discontinuity
- Keeping the physician's work schedule for a day/week
- Making changes in the work schedule
- Marking "non-working days" (in the physician's schedule) or "non-working hours" (in the working day of a particular physician) with indication of the reason (e.g. "Lunch break")
- Displaying the week schedule for a particular institution with an option to filter the data by the department, specialty, or a physician and in a detailed view by the selected day and physician
- When registering for a consultation, the system must provide the following options:
 - fixing the time of registration;
 - fixing the patient;
 - fixing the type of consultation;
 - fixing the reason for visiting a doctor; and
 - providing an option for a quick search for free time to hold a consultation

Options for interacting with mobile diagnostic complexes

- Integrating with mobile diagnostic complexes of all manufacturers and fixing test results in the patient's consultation card, as well as fixing a physician, who examined the patient, using the functionality for depersonalizing a patient when transmitting data through communication channels
- Obtaining mobile test results revealed by means of diagnostic devices:
- reviewing test results revealed by mobile telemedicine complexes using the relevant imaging systems;
- accounting for mobile tests; and
- keeping a general log of mobile tests.
- Maintaining a personalized archive of diagnostic results obtained by means of portable diagnostic complexes

Options for conducting an activity audit

- Auditing user actions
- Auditing attempts to access the system (including invalid passwords)

Options for archiving files

- Importing and attaching external files in any format to the electronic consultation card

Options for processing reports and medical statistics

- Generating reports according to the approved forms of the Ministry of Health, in particular, No. 003/tm "Register of Telemedicine Consultations", filtering consultations by nosology, as well as maintaining the outpatient log, etc.
- Using built-in graphical and tabular tools to analyze quantitative and qualitative signs of the current condition and dynamics of telemedicine consultations by the following sections:
 - consultation participants;
 - consultants' specialty;
 - consultation dates;
 - consultation status;
 - the level of health care provided by the institution; and
 - uploading consolidated data on the number, quality, and cost of consultations for a certain period.

The Contractor must demonstrate the specified functionality of the RTP at the request of the Customer.

In order to achieve these outputs, the Contractor shall provide the following services:

- Conducting survey of the software implementation facility, coordination of all issues with the Beneficiary;
- Installation of the System on the Beneficiary's server hardware (or another location);
- Customization (configuration) of the System based on survey results;

- Putting the System into operation and its beta testing;
- Troubleshooting on the results of beta testing;
- Launching the System into operation.
- Training (instruction) of system users

The Contractor shall provide software implementation services in the following stages:

Stage 1. Preparatory works

- Provide a complete methodology and calendar plan for the implementation of the Regional Telemedicine Platform, including a description of the method and its mechanism.

Stage 2. Installation of the Regional Telemedicine Platform

- Install the Regional Telemedicine Platform for its operational use on the Server or Cloud Storage and give the access rights to the Beneficiary and users (Department of Health of ODA and hospitals in Luhansk oblast, the list of which will be determined by the Department of Health of Luhansk ODA). All necessary technical documents, Warranty and other relevant certificates must be provided by the Contractor on the delivery date.
- The System must be installed in full compliance with applicable national standards and regulations.
- The system must be tested and adapted to the conditions of the Beneficiary's work.

*Add-ons made to the software and other additional services provided during the testing phase should not change the cost of the software.

Stage 3. Conducting a training session for the hospitals staff on the operation of an Regional Telemedicine Platform.

- Ensure technical staff training for the operation of the Regional Telemedicine Platform.

The contractor must develop and conduct training for all hospitals representatives from Luhansk oblast who will have a wiliness to study the work on Regional Telemedicine Platform (at least 2 hours with the practical aspects of using, online).

This training should contribute to achieving the following objectives:

- to get information about how the platform works;
- to learn how to use the Platform;
- expand knowledge on how to maintain and operate a newly established Regional Telemedicine Platform;
- to raise users' awareness of the management of electronic documents in general;
- to develop practical skills necessary for users to work with the Regional Telemedicine Platform;
- to analyze particular errors and their effects that arise when use of the Platform;
- to have clear understanding of a level of automation, full use of functionality and high quality information and services provided;
- at the end of training to provide a user manual (electronic version).

4.Deliverables

Table: Deliverables timeline

Deliverable #	Task description	Deadline
1	<p>Stage 1. Preparatory works. A schedule of works has been prepared, a methodology with an implementation map.</p> <p>Stage 1 progress report is submitted and approved by UN RPP Specialist.</p>	2 weeks from the beginning of the contract

2	<p>Stage2. Install the Regional Telemedicine Platform for its operational use on the Server or Cloud Storage.</p> <p>The system is installed and tested.</p> <p>Stage 2 progress report is submitted and approved by UN RPP Specialist.</p>	10 weeks from the beginning of the contract
3	<p>Stage 3. A staff training and conducting a training session on the operation of the Regional Telemedicine Platform for regional hospitals representatives. Training program is submitted and approved, minimum 3 (three) Online trainings are carried out, online recordings of trainings are submitted, feedbacks from trainings participants are collected and submitted, a user manual is shared among users.</p> <p>Final report is submitted and approved by UN RPP Specialist.</p>	12 weeks from the beginning of the contract

5. Monitoring and Reporting Requirements

The Contractor will directly report to UN RPP Health Governance Specialist on weekly or any other agreed basis. The Contractor will participate in the Project meetings (by ZOOM) and will share work progress.

The Contractor should adhere to the system of monitoring, evaluation and quality control implemented by the UNDP and provide the necessary information, reports and statistics according to the present schedule or as soon as possible (within a reasonable time).

All reports UNRPP shall be transmitted electronically (Formats of: * .docx, * .xlsx, * .pptx, * .pdf) on electronic source or in the form of electronic communication. The reports should be written in Ukrainian.

6. Acceptance of works

The Regional Telemedicine Platform is considered accepted after the Programme and the Beneficiary has checked and approved the Contractor's work completion report. The fact of acceptance must be confirmed by the signing of the relevant acts by authorized representatives of the Parties.

The software of the Regional Telemedicine Platform is supplied electronically via the Internet.

The implementation and configuration of the Regional Telemedicine Platform Software will be performed by the Contractor in separate stages according to the calendar plan agreed by the Parties in compliance with the technical requirements.

During the Assignment the Contractor shall provide the Beneficiary with comprehensive and relevant documentation for the benefit of the Department of Health (DOZ) Luhansk OSA, which the latter may need for effective use and maintenance of the system, i.e. a description of the implemented Regional Telemedicine Platform, user manual.

Contractor shall provide at the request of Beneficiary:

- 1) Document confirming the Contractor's rights to use of software, which must be transferred to the Beneficiary as part of the Regional Telemedicine Platform. Such document can be, in particular, a certificate of copyright issued by an authority, contract on the creation and transfer of an intellectual property object, an agreement on the transfer of copyright, an agreement on the distribution of rights to an intellectual property object, a license agreement.
- 2) Names, phone numbers and email addresses of the authors (developers) of the software which must be transferred to the Beneficiary as part of the Regional Telemedicine Platform.
- 3) A license or other document confirming the Beneficiary's right to use intellectual property objects transferred to the Beneficiary by the Contractor as part of the Regional Telemedicine Platform.

7. Requirements for the system warranty maintenance

The Contractor shall provide quality assurance in the form of warranty maintenance (technical support) within twelve (12) months from the date of signing the final act of acceptance of the services rendered including technical support, troubleshooting, software failure recovery, advisory support provided as well during the configuration of software subsystems in the Beneficiary's divisions opened within the warranty period.

Warranty technical maintenance does not provide additional financial costs for the UNDP and the Beneficiary.

The period of warranty maintenance means the period of time starting since the completion of services provided under the Contract, during which the Contractor shall provide another services for the operation of the implemented software to eliminate identified technical errors (defects), resolve emergency situations (faults and failures) due to incidents occurred with the Beneficiary's software. The warranty maintenance will include:

- Organizing a "hot line" by phone and e-mail to receive and process the information on incidents (technical errors, defects) and emergency situations in the system operation on working days from 9 a.m. to 6 p.m;
- Analyzing and classifying the information on incidents (technical errors, defects) and emergency situations in the system operation; development of proposals on terms and ways of their elimination with the responsible employee of the software implementation facility;
- If necessary, making changes to the System in order to eliminate identified technical errors (defects) and providing the Beneficiary's with system updates according to the requirements of these Terms of Reference;
- If necessary, replacing low-quality software supplied by the Contractor (including its non-compliance with the requirements of these Terms of Reference).

Warranty maintenance will include the following services:

- a) Clarifications on:
 - General approaches to the software installation;
 - General approaches to the software administration;
 - General approaches to user experience with the software.
- b) Advisory support:
 - General recommendations on software configuration;
 - Services for checking the correctness of filling in software settings.
- c) Individual consultations of the technical support analyst on filling the installed software with the following information:
 - Setting up the process of providing services;
 - Description and filling in manuals and software classifiers (general recommendations).
- d) Remote software administration, in case of problems with its functioning, if these problems could not be solved by consulting a technical support engineer (remote access must be provided by the Beneficiary's representative responsible therefore); the Contractor's duties do not include the system and third-party software administration;
- e) Individual consultations with the Beneficiary's specialists to finalize a solution that does not allow changing the operation mode of the System as a whole.

During the entire period of technical support, the Contractor shall consider the Beneficiary's comments to the System (under the requirements set out in this document) and take measures to eliminate software errors or settings entered during the execution of the Contract and occurred due to the poor quality of services provided by the Contractor.

If there are failures in the software operation within the warranty period, the Contractor shall eliminate the errors specified by the Beneficiary within 10 (ten) days and restore its operability, if technically possible, within 24 (twenty-four) hours from the moment following the system error.

8. Experience and Qualifications Requirements

Documents to be submitted with the offer:

1. A company with a valid registration (for Ukrainian companies – the company should be registered in the territory controlled by the government of Ukraine)
2. At least 3 (three) years of experience in the development of software for Government Institutions.
3. At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable);
4. Confirmed experience in development and implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as an asset;
5. The Contractor must have a team of at least 4 (four) professionals with the following roles and required qualifications:

Team Leader/Project Manager:

- At least a Bachelor's (or equivalent) degree in Economics, Social Sciences, Management, Psychology, PR, Communications or another relevant related field;
- Minimum 3 (three) years of experience in project management and team management;
- Experience in implementation of software solutions projects (at least 2 projects);
- Experience in implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine would be considered as a strong advantage;
- Excellent knowledge of Ukrainian and Russian is required; knowledge of English on the working level is an asset

Software Engineer/Developer :

- Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field;
- Experience in development of software solutions implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 software solutions);
- Engagement in development of at least one telemedicine software solution would be considered as an asset;
- Excellent knowledge of Ukrainian and Russian is required. Knowledge of English would be considered as an asset.

System Administrator/Information Security Specialist:

- Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field;
- Experience in information security in software solutions projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 projects);
- Engagement in at least one telemedicine project implementation would be considered as an asset;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.

Software Engineer/Testing Specialist:

- Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field;
- Experience in software solutions testing in projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (at least 2 projects);
- Engagement in at least one telemedicine project implementation would be considered as an asset;
- Excellent knowledge of Ukrainian and Russian. Knowledge of English would be considered as an asset.

9. DOCUMENTS TO BE SUBMITTED WITH THE OFFER

<input checked="" type="checkbox"/>	Copy of Latest Business Registration Certificate
<input checked="" type="checkbox"/>	A letter of interest/offer, which describes company's profile (date of creation, size, number of staff/consultants, description of key staff) and outlines previous experience in implementing similar projects and competitive advantages of the applicant company.
<input checked="" type="checkbox"/>	At least 2 (two) examples of similar products successfully implemented and launched (to be provided in organization's profile or in a separate document; links are acceptable)
<input checked="" type="checkbox"/>	At least 2 (two) reference letters from previous clients/customers/partners reflecting the nature of the implemented projects, their results, and the role of the applicant
<input checked="" type="checkbox"/>	A Letter of Conformity to the Annex A requirement
<input checked="" type="checkbox"/>	CVs of all the project team members (Team Lead/Project Manager and all the engaged Experts/Specialists), including information mentioned in the EXPERIENCE AND QUALIFICATION REQUIREMENTS section (references and relevant information should be provided).
<input checked="" type="checkbox"/>	A proposed work plan with detailed list of key activities and vision of the establishment of a comprehensive and integral system of telemedicine services with coverage of all levels of medical care health care facilities of Luhansk oblast security and social cohesion
<input checked="" type="checkbox"/>	Financial Proposal

10. EVALUATION CRITERIA AND EVALUATION METHOD

Evaluation and comparison of proposals

A two- stage procedure is utilized in evaluating the proposals, with the 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 a minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with the cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights of 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 the financial part (i.e. 490). All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 490 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.

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum score	Company / Organization			
1	Experience of the firm/organization submitting the proposal	30%	210				
2	Brief description of the assignment implementation	35%	245				
3	Personnel	35%	245				
	Total Score	100%	700				
	Notes						

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. Brief description of the assignment implementation

Form 3. Personnel

Evaluation of the Technical Proposal Form 1		Maximum score	Company/other organization		
			A	B	C
The experience of the company/organization submitting the proposal					
1.1	Experience in the development of software. (90 points – more than 5 years, 80 points – 4-5 years, 75 points – 3 years)	90			
1.2	Examples of similar products successfully implemented and launched (at least 2 examples). (90 points – 5 and more examples; 80 points – 3-4 examples, 77 points – 2 examples)	90			
1.3	Confirmed experience in development and implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine. (Availability of such an experience – 30 points; No experience – 0 points)	30			
	Total score on Form 1	210			

Evaluation of the Technical Proposal Form 2		Maximum score	Company/other organization		
			A	B	C
Brief description of the assignment implementation with an indication approach to the performance of each stage.					
2.1	Does the submitted technical offer sufficiently meet the objective and scope of work? The Technical Proposal generally meets the objectives and scope of work – 95 points; The Technical Proposal corresponds well to the task, but	120			

	workload overstated/understated – 105 points; The Technical Proposal is logical and details the algorithm of the task which is corresponding to the volume of work – 120 points				
2.2	How well developed, reasonable and reliable is the proposed work plan? The description of the working plan was developed with an incomplete understanding of the purpose of assignment and compliance with the tasks – 90 points; Work plan includes main components required as per Terms of Reference, but the lack of details demonstrates overall approach – 100 points; Work plan is detailed and includes necessary stages required to meet all goals and fulfill the tasks as per Terms of Reference – 125 points	125			
	Total score on Form 2	245			

Evaluation of the Technical Proposal Form 3		Maximum score	Company/other organization		
			A	B	C
Personnel					
	<i>Team leader/Project Manager</i>				
3.1	At least a Bachelor's (or equivalent) degree in Economics, Social Sciences, Management, Psychology, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field (20 points – Bachelor's Degree; 22 points – Master's degree; 24 points – Ph.D.)	24			
3.2	Experience in project management and team management (19 points – at least 3 years; 21 points – 4-7 years; 24 points – 8 years and more).	24			
3.3	Experience in implementation of software solutions projects (29 points – at least 2 projects; 31 points – 3-6 projects; 33 points – 7 projects and more).	33			
3.4	Experience in implementation of software solutions in the capacities of healthcare facilities and/or government institutions of Ukraine (15 points - Availability of such an experience; 0 points – no such experience)	15			
3.5	Excellent knowledge of Ukrainian and Russian is required; knowledge of English on the working level is an asset 9 points - Excellent knowledge of Ukrainian and Russian and at least working knowledge of English; Excellent knowledge of Ukrainian and Russian – 6 points.	9			

	Interim score by criteria 3.1-3.5	105			
	<i>Software Engineer/Developer</i>				
3.6	At least a Bachelor's (or equivalent) degree in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field: (10 points – Bachelor's Degree; 11 points – Master's degree; 13 points – Ph.D)	13		400	
3.7	Experience in development of software solutions implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (12 points – at least 2 projects; 14 points – 3-6 projects; 17 points – 7 projects and more).	17			
3.8	Engagement in development of at least one telemedicine software solution. (10 points – engagement in at least one telemedicine project implementation; 0 points – no such an experience)	10			
3.9	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 6 points, fluent in Ukrainian, Russian and at least working knowledge of English – 8 points)	8			
	Interim score by criteria 3.6 – 3.9	48			
	<i>System Administrator/Information Security Specialist</i>				
3.10	Educational and qualification level - Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field: (9 points – Bachelor's Degree; 10 points – Master's degree; 12 points – Ph. D.)	12			
3.11	Experience in information security in software solutions projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (11 points – at least 2 projects; 13 points – 3-6 projects; 16 points – 7 projects and more).	16			
3.12	Engagement in at least one telemedicine project implementation (10 points - engagement in implementation of at least 1 telemedicine project; 0 points – no such an experience).	10			
3.13	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 6 points, fluent in Ukrainian, Russian and at least working knowledge of English – 9 points)	9			

	Interim score by criteria 3.14 – 3.17	47			
	<i>Software Engineer/Testing Specialist</i>				
3.14	Educational and qualification level - Bachelor's degree or higher in Economics, Finance, Mathematics, Social Sciences, Computer Studies, Management, PR, Communications, Engineering, Electronic devices, systems and complexes or another related field: (8 points – Bachelor's Degree; 9 points – Master's degree; 11 points – Ph.D.)	11			
3.15	Experience in software solutions testing in projects implemented in the capacities of healthcare facilities and/or government institutions of Ukraine (11 points – at least 2 projects; 13 points – 3-6 projects; 16 points – 7 projects and more).	16			
3.16	Engagement in at least one telemedicine project implementation (10 points - engagement in implementation of at least 1 telemedicine project; 0 points – no such an experience).	10			
3.17	Excellent knowledge of Ukrainian and Russian (fluent in Ukrainian and Russian - 6 points, fluent in Ukrainian, Russian and at least working knowledge of English – 8 points)	8			
	Interim score by criteria 3.18- 3.21	45			
	Total score on Form 3	245			

11. PAYMENT SCHEDULE

Payments will be linked to deliverables and made upon completion of the above stages and submission of respective reports. Payments will be made according to the following schedule:

- Delivery of Output 1 and submission of the initial report – 30%
- Delivery of Output 2 and submission of the interim report – 60%
- Delivery of Output 3 and submission of the final report – 10%

The payment is made by UNDP within 30 (thirty) calendar days from the date of respective deliverable acceptance by UNDP and submission of originals of the invoice, act of acceptance, and a tax invoice (if applicable).

12. FINANCIAL PROPOSAL

Bidders shall submit their proposals according to the form given below. All costs associated with the provision of services must be included in the proposal (e.g., travel costs, business trips, staff salaries, accommodation, etc.). The price offer of the bidder to be awarded the Contract is fixed and cannot be revised during its execution.

Taking into account that the purchase of services will be carried out within the project of international technical assistance, price offers/invoices for payment must be presented without VAT.

A. Cost breakdown per deliverables

No.	Activities / Costs	Percentage of Price (Weight for payment)	Price, excluding VAT, <i>please indicate the currency</i>
1	Deliverable 1: Surveying the software implementation facility, coordination of all issues with the Beneficiary and the preparation of results of the respective assessment. Action plan for all activities of the assignment is elaborated and presented.		
2	Deliverable 2: Installation of the comprehensive and integral system of telemedicine services. Licenses for Medical Information System, establishing a comprehensive and integral system of telemedicine services are provided to the Customer.		
3	Deliverable 3: Conducting a training session for the staff of the medical facilities on the operation of the comprehensive and integral system of telemedicine services.		
	Total, excluding VAT, <i>please indicate the currency</i>	100%	

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 price reasonability assessment purposes as well as for calculating the price in the event that both parties have agreed to add new deliverables to the scope of Services.

Nº	Activity/Costs	Unit	Number	Cost per unit, excl. VAT, <i>indicate the currency</i>	Amount, excl. VAT, <i>indicate the currency</i>
1	Personnel				
1.1	Team Leader	month			
1.2	Software Engineer/Developer				
1.3	System Administrator/Information Security Specialist				
1.4	Software Engineer/Testing Specialist				
1.5	Other staff (as required)				
2	Cost of implementation/maintenance				
2.1	Telemedicine Software License	unit			
2.2	System warranty maintenance	Month	12		

3	Administration Costs (if necessary)				
3.1	Communication (Internet/Phone/etc.)				
3.2	Other (if any - to define clearly activities/costs)				
4	Travel and Lodging				
4.1	Travel costs				
4.2	Accommodation				
4.3	Daily Allowance				
5	Staff training sessions				
5.1	...				
5.2	...				
	Total (please indicate currency)				

Annex A. MINIMUM FUNCTIONS REQUIREMENTS OF REGIONAL TELEMEDICINE PLATFORM

Task (requirement)	Was the function implemented? (yes/no)
System is developed in the form of Web application	
Automatic exchange DICOM documents	
Cross-platform solution	
No limit on the number of access users	
Centralized data storage and processing	
Backup system	
Not overloaded interface; a user-friendly system software	
Fast navigation, 3-4 transitions to the required option	
Interface in Ukrainian	
Internal database of document templates	
The Contractor must have the rights for distribution the system	
Simple, user-friendly, and intuitive design	
High-speed operations	
Five hundred users at a time	
User management system	
Universal integration with different medicine information systems	
User Action Logs	
User authorization	
Case searching	
Accounting (register) of customers	
Search by customer base	
No duplications of customer records	
Document database for printing	
Independence of the system from any medical information system	

Option to independently update the forms and templates of documents if there are regulatory changes	
Quick adding necessary files to a case	
Adding scanned data	
Register of specialists	
Option to set high priority cases	
Generation of reports by activities	
Storage of additional information on a case/person	
Case operational standard	
Control of case deadlines and its separate stages	
Control and verification of necessary tasks at each stage of case administration	
Working with case documents	
Creation of documents by a template	
Review of workloads and tasks for a current period	
Work planning	
Accounting and control of additional tasks in a case	
Accounting and control of personal tasks	



Annex B. REQUIREMENTS OF APPLICABLE LAW

The System must comply with requirements of the following applicable regulatory documents:

- Constitution of Ukraine;
- Law of Ukraine “On Social Services”;
- Law of Ukraine “On Citizens’ Appeals”;
- Law of Ukraine “On Information”;
- Law of Ukraine “On Personal Data Protection”;
- Law of Ukraine “On Electronic Documents and Electronic Document Management”;
- Law of Ukraine “On Electronic Digital Signature”;
- Law of Ukraine “On Access to Public Information”;
- Law of Ukraine “On Information Protection in Information and Telecommunication Systems”;
- National Security and Defence Council of Ukraine On Threats to the State’s Cyber security and Urgent Measures for their Neutralization” dated December 29, 2016;
- Order #681 of MOH "Procedure for the organization of medical care at the primary, secondary (specialized), tertiary (highly specialized) levels with the use of telemedicine" dated 19 of October, 2015;
- 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”.

Annex 4

Model Contract

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

Факс: Email:	Fax: Email:
14. Ім'я контактної особи ПРООН: Посада: Адреса: Тел.: + Email:	14. UNDP Contact Person's Name: Title: Address: Telephone number Email:
15. Банківський рахунок Підрядника, на який будуть перераховуватись платежі: Отримувач: Назва рахунку: Номер рахунку: Назва банку: МФО ЄДРПОУ	15. Contractor's Bank Account to which payments will be transferred: Beneficiary: Account name: Account number: Bank name: Bank address: MFO EDRPOU
Даний Договір складається з наступних документів, які, у разі виникнення конфлікту між ними, мають перевагу один перед одним у наступному порядку: <ol style="list-style-type: none"> 1. Дана лицьова сторінка («Лицьова сторінка»). 2. Загальні умови ПРООН для договорів – Додаток 1 3. Технічне завдання (ТЗ) - Додаток 2 4. Графік надання послуг, що включають опис послуг, результати надання товарів та/або послуг, планові показники, терміни, графік здійснення платежів, та загальну суму договору – Додаток 3. 5. Технічна та Фінансова пропозиції Підрядника від _____; причому ці документи не додаються, але відомі Сторонам і знаходяться у їх розпорядженні, і є невід'ємною частиною цього Договору. 6. Реалізація даного Контракту відбувається в рамках виконання проекту міжнародної технічної допомоги між Урядом України та відповідними Донорами та Виконавцем та, згідно з умовами пункту 197.11 Податкового Кодексу України, операції звільнені від ПДВ. 7. Все вищезазначене, включене до цього документу за допомогою посилання, містить увесь обсяг домовленостей («Договір») між Сторонами, при цьому усі інші переговори та/або угоди, незалежно від того, виконані вони в усній або ж у письмовій формі, що	This Contract consists of the following documents, which in case of conflict shall take precedence over one another in the following order: <ol style="list-style-type: none"> 1. This face sheet ("Face Sheet"). 2. UNDP General Terms and Conditions for Contracts – Annex 1 3. Terms of Reference (TOR) – Annex 2 4. Schedule of Services provision, incorporating the description of services, deliverables and performance targets, time frames, schedule of payments, and total contract amount – Annex 3 5. The Contractor's Technical Proposal and Financial Proposal, dated _____; these documents not attached hereto but known to and in the possession of the Parties, and forming an integral part of this Contract. 6. This Contract implementation is conducted within the framework of the of international technical assistance project between the Government of Ukraine and the relevant Donors and the Executor and is concluded without VAT, in accordance with paragraph 197.11 of the Tax Code of Ukraine. 7. All the above, hereby incorporated by reference, shall form the entire agreement between the Parties (the "Contract"), superseding the contents of any other

<p>відносяться до предмету даного Договору, втрачають силу.</p> <p>Даний Договір вступає в силу з дня проставлення належним чином уповноваженими представниками Сторін останнього підпису на Лицьовій сторінці і припиняє свою дію в Дату завершення Договору, яка зазначена на Лицьовій сторінці. Внесення змін та/або доповнень до даного Договору можливе лише у разі оформлення належним чином уповноваженими представниками Сторін письмової угоди.</p> <p>НА ПОСВІДЧЕННЯ ЧОГО, нижчепідписані, належним чином уповноважені на це представники Сторін, підписали цю Угоду від імені Сторін у місці та в день, що вказані нижче</p>		<p>negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.</p> <p>This Contract shall enter into force on the date of the last signature of the Face Sheet by the duly authorized representatives of the Parties, and terminate on the Contract Ending Date indicated on the Face Sheet. This Contract may be amended only by written agreement between the duly authorized representatives of the Parties.</p> <p>IN WITNESS WHEREOF, the undersigned, being duly authorized thereto, have on behalf of the Parties hereto signed this Contract at the place and on the day set forth below.</p>	
Від імені Підрядника / For the Contractor		Від імені ПРООН / For UNDP	
Підпис / Signature:		Підпис / Signature:	
Ім'я / Name:		Ім'я / Name:	
Посада / Title:		Посада / Title:	
Дата / Date:		Дата / Date:	