INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL

REFERENCE: RFP No. UA-2023-000066	Date: February 26, 2024

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for the **Development of the Comprehensive Integrated Information System of the Prosecutor's Training Center of Ukraine**. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB,** be virus-free and consist of no more than two email transmissions. They must be free from any corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f1.	Bidder's Technical Proposal	Annex F1
f2.	Bidder's Financial Proposal	Annex F2

g.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex G
h.	**Technical Requirements to create a site Prosecutor`s Training Center of Ukraine**	**Annex 1**
i.	**Scheme**	**Annex 2**

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarification RFP NO. N_UA-2023-000066** in the subject section of your email.

Deadline for Submission of Proposals: On or before
Date: March 11, 2024
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,
International Development Law Organization | IDLO
Ukraine Country Office

IDLO

ANNEX A
INSTRUCTIONS TO BIDDERS

1.	General Considerations	In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
		The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.
2.	Cost of the Proposal	The Bidder shall bear all costs associated with the preparation and submission of the Proposal.
		IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.
3.	Currency of Proposals	Proposals shall be nominated exclusively in **EUR.** **Note:** the payment should be performed in the local currency (UAH) as per the exchange rate of the National Bank of Ukraine on the date of the invoice issuance.
		Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies
4.	Language of the Proposal	This bid is executed in both English and Ukrainian. In case of a discrepancy, the English version shall be treated as authoritative.
		While the Bidder may choose to respond to the Bid in Ukrainian, IDLO's correspondences, documents and Contract relating to the Bid shall be written in the English language
5.	Deadline for Submissions of Proposals	The Proposal shall be addressed to IDLO on or before **Date: March 11, 2024** **Time: 15:00 hours** Rome, Italy local time.
		Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.
6.	Delivery Term and Place	Services and Goods are to be provided to: The Office of the Prosecutor General (OPG) Public Reception Office, Kyiv, Ukraine.
		Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so. If there is a need to import the goods, please quote for custom clearance in the price – which shall be all inclusive.

7.	Documents comprising the Bidder's Proposal	The Proposal shall comprise the following components:
		1. Proposal Submission Form (see Annex D);
		2. Bidder Information Form (see Annex E)
		3. Bidder's Proposal divided into:
		    a. Technical Proposal (see Annex F1)
		    b. Financial Proposal /Price Schedule (see Annex F2)

8.	Contents of solicitation documents	Proposals must offer services for the total requirement, unless specified otherwise in this RFP. Proposals offering only part of the requirement will be rejected. The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.
9.	Clarification of solicitation documents	A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Proposals. Please mention **Clarification RFP NO. UA-2023-000066** in the subject section of your email. Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website. Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.
10.	Amendments of solicitation documents	At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment. All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents. In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.

11. Technical Proposal	The Bidder shall structure the Technical part of the Proposal as follows: Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements. The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration. It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response. Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.
12. Format, signing sealing, marking and submission of Proposals	The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal. The Proposal must be submitted using the format specifically detailed in Annex D, E and F. A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal. The Proposal will consist of two attached files named "**Technical Proposal**" and "**Financial Proposal**". The "**Financial Proposal**" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with

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	Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened. The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: **tenders@idlo.int** with the Subject: **"Technical Proposal for RFP No. UA-2023-000066"** and with the Subject: **"Price Proposal for RFP No. UA-2023-000066"** before the deadline stipulated in this RFP.
13. Joint Venture, Consortium, or Association	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture. After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO. The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal. The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO. A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between: a) Those that were undertaken together by the JV, Consortium or Association; and

	b) Those that were undertaken by the individual entities of the JV, Consortium or Association. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials. JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm. The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.
14. Only One Proposal	The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture. Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.

15. Late Proposals	Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause *Deadline for the submission of Proposals,* will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.
16. Validity Period of Proposals	All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals. The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals. No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.
18. Amendment of the proposal	At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders. If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
19. Bidders' conference	☒ **Yes (if required)** If bidders foresee the need of a public bidder conference to discuss the technical specifications, they can request a bidder conference by sending an email to <u>tenders@idlo.int</u> before 31st January 2023.

	All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on IDLO's website and shared by email to Bidders that attended. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.

24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following: a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
27. Responsiveness of Proposals	IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents. IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.
28. Evaluation of Proposal	A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the

	Technical Proposal being completed prior to Financial Proposal being opened and compared.
	The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.
	The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores: - Technical Proposal -70%, - 700 points maximum, - Financial Proposal - 30%, - 300 points maximum. **Technical Evaluation** The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. **Financial Evaluation** In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 300.
29. Right to Vary Requirements at the time of the Award	☒ **Yes – At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of goods and services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.**
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any,

	and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within **30 days** after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H. The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.
35. Liquidated Damages	☒ **Yes – For late delivery of <u>Services,</u> IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.** **If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.**
36. Partial Bid	☒ **Not permitted (All or Nothing)**

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A	Bidder B
1	**Establishment and experience**	20%	140		
	Proven history of successfully completed business projects in Ukraine and / or abroad. Proven track record of relevant projects designed and implemented in Ukraine or abroad, with special focus on deadlines met and clients' satisfaction with the product (solution) delivered.				
2	**Methodology**	65%	455		
	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget. The proposed methodology takes into account the assessment of the possible difficulties to be encountered - The inclusion of mitigation actions to address identified risks, in order to develop efficient and appropriate solutions, i.e. explanation how the Bidder will cope with multiple contracts/projects/assignments run in parallel with IDLO's. The proposed methodology provides information on quality assurance system for the Contract/Framework Agreement.				
	Adequacy of the extent to which the proposed methodology approach and work plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail				
	The overall engagement, management and participatory approach, and quality assurance on deliverables				
	Structure of the proposal				
	Clarity and conciseness of the language used in the proposal				
	Layout of the proposal including formatting				
	☐				

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3	**Reporting** Timely, clear and well-structured mechanism of keeping IDLO informed on the progress being made and confirming the delivery and full integration of the product in the beneficiary's ecosystem.	15%	105		
	☐				
	Total	100%	700		
	Minimum Score to determine Pass/Fail		490		
	Bidder's Score				
	Bidder Pass/Fail to proceed to opening of Financial Proposal				

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ANNEX C
TERMS OF REFERENCE AND ORGANIZATIONAL REQUIREMENTS
FOR BIDDERS OF THE TENDER FOR THE DEVELOPMENT OF THE COMPREHENSIVE INTEGRATED INFORMATION SYSTEM OF THE PROSECUTOR'S TRAINING CENTER OF UKRAINE

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

Within the framework of officially registered technical assistance projects for the State of Ukraine, International Development Law Organization (hereinafter referred to as IDLO) has been implementing the task concerning improvement of the management system and business processes in public authorities and institutions.

In the process of fulfilling one of such tasks, public institution Prosecutor's Training Center of Ukraine (hereinafter referred to as the PTCU) has requested assistance with determination and receipt of respective tools for automation of management and business processes in the PTCU. Pursuant to results of the audit, surveys, and preferences of the PTCU, IDLO has prepared a list of requirements for creation of the information system and subsequently it has been decided to use commercial products which are already available on the market and that can be improved (integrated) according to the PTCU's requirements.

According to the selected approach, IDLO produced a list of criteria and requirements to the software product and evaluated several products available on the market against those criteria and requirements to identify the most suitable one. Pursuant to the results of the in-depth research that included consultations with developers and integrators, one software product was selected, namely, ERP system by *Odoo Community*, that upon agreement with the PTCU has been determined as the basis for further development of the PTCU's information system. Terms and conditions of this tender for the integration of the software product seek competitive offers concerning this particular product (ERP system by *Odoo Community*).

C. Expected Output

IDLO aims to provide technical support efficiently, effectively, with accountability and transparency, and as such, the IDLO office in Ukraine issues this RFP for the purpose of soliciting quotations from Service Providers and to establish a Contract for Services for the established period to fulfil the assignment.

This document is intended only for participants of the tender on implementation of software product Odoo in the PTCU.

Given that all main functions and business processes in the PTCU may be automated with the use of specifically Odoo (which has been established at the stage of the software product evaluation), this document outlines only general requirements concerning the issue of "how it should be done", so that tender participants could realistically assess complexity, time, and other resources needed for the project implementation; based on that, each participant will prepare its price offer.

Separate requirements (some of them will be included into the contract with the tender winner) for the implementation of the software product Odoo (its versions) include:

- licensing conditions for the software product (its components, modules, etc.) shall not contain requirements regarding purchase of licenses for system users and further license payments;
- unlimited free use rights are given to the PTCU with respect to all modules that will be created, improved and/or complemented according to the project requirements;
- the tender winner concludes a contract which includes as the first requirement preparation of comprehensive terms of reference (in line with standards, regulations, and rules in Ukraine) and its approval with IDLO and PTCU. The terms of reference shall be drafted by the awarded bidder pursuant to the requirements set out in this document;
- the Service Level Agreement (SLA) will be signed once the software product is implemented, and the warranty period for the software product then begins, which is set for a period of 5 months; during the warranty period, the awarded bidder should correct errors, carry out the necessary update of the software product, etc., in accordance with the signed Service Level Agreement (SLA) at no additional implied cost.

Companies-integrators who IDLO consulted during the in-depth research aimed at identifying the most suitable software product available on the market are NOT restricted from the participation in the tender., It shall be emphasized that none of the previous interactions with those companies will have an impact on the tender. Moreover, assessments, comments, and documents produced for the in-depth research are considered invalid and inapplicable and/or unacceptable for the purposes of this tender (They will not be taken into account by the IDLO's tender committee during decision-making).

This document may not be considered as terms of reference or technical specifications for creation of the software product (in terms of the use of these notions in laws and standards of Ukraine). All technical terms (requirements) set out herein shall be applied by the tender winner (hereinafter referred to as the Contractor) during preparation of terms of reference and then during its respective implementation.

IDLO expects the following tender deliverables:

1. Compilation, design and agreement of the Terms of Reference for the implementation of the software product Odoo in accordance with the software requirements (its parts, modules) provided in this document.

2. Implementation of the software product Odoo, including refinement (modification) and adjustment in accordance with the business processes existing in PTCU in compliance with the requirements for the software product (its parts, modules) set forth in this document.
3. Training of administrators of the PTCU IT department on the software product management and maintenance.
4. Training of PTCU staff on the software product use and operation at workplaces in accordance with the roles defined in the requirements for the software product.
5. Software warranty service (5 months) in accordance with the signed SLA (Service Level Agreement) from the date of implementation.

IDLO expects the following actions to be taken by the awarded bidder (The list is not exhaustive):

- It is imperative to fulfill all the requirements (set forth in the relevant sections of this document) while drafting the Terms of Reference for the implementation of the software product Odoo and, if necessary, other software products;
- Determine the need to purchase individual Odoo software modules and/or software products of other developers to meet the requirements of the Customer and provide its/their evaluation;
- Provide an assessment and recommendations regarding the calculated power of the server equipment and the bandwidth of communication channels, which are necessary for the deployment of the complex information system being created;
- Provide a draft Service Level Agreement (SLA) together with the Terms of Reference;
- Determine and develop solutions regarding the transfer of user data of the existing information systems of the PTCU to the new comprehensive information system;
- To create in the interests of PTCU a new comprehensive information system built on the Odoo software product and, if necessary, with the addition of other software products;
- Integration of the software products existing in PTCU into the newly created comprehensive information system;
- Create and agree on functional testing scenarios of each module separately, the entire Odoo software product and the entire complex information system in general;
- Form a separate team of experienced professionals not involved in the project development and integration for carrying out unbiased product tests;
- Develop and provide technical documentation for the system administration of the software product(s) and relevant user manuals for each user role defined in the Terms of Reference.

Technical and organizational requirement for the software product (Odoo) implementation

Goals and Objectives (general vision of the Customer)

While selecting Odoo software product, it has been taken into consideration that this product is built according to the module principle, which allows quickly implementing respective services (realize functions) and accordingly setting up information exchange between modules. Tender participants should be mindful of the fact that the timeframe of the project implementation is limited, and based on that they should consider time needed for improvement of modules on their own (according to the project requirements) or resolve such issues by means of buying available solutions which comply with the project requirements the most.

For the purposes of this project it should be considered that nowadays the PTCU does not have a comprehensive information system that would satisfy requirements concerning automation of business

processes and management accounting. Currently, the PTCU has the following specialized software tools which are used and need to be integrated with Odoo:

- LMS Moodle system;
- electronic library;
- website.

The main purpose of the project consists in complete comprehensive automation of the main business process of the PTCU and related executive functions with simultaneous integration of existing software products into the newly created information system (integration means creation and implementation of the mechanism of information exchange between software products regarding events and/or documents).

In this project the Contractor shall create a comprehensive information system with mandatory creation of all requirements described herein concerning information exchange, links between software products, data storage and data use.

For the sake of complete and detailed description of project goals, this document groups separate tasks by modules that may not correspond to Odoo modules in terms of names (functions) – the Contractor should take this into consideration and should not perceive it as a requirement concerning modification of corresponding Odoo modules in terms of name or functions (unless stipulated as a requirement in the document).

Taking into account peculiarities of Odoo software product, requirements concerning means of implementation of separate functions given in this document may be different from the perspective of the Contractor and PTCU. Accordingly, the Contractor shall fulfil the task (requirement) in any reasonable way at its own discretion (the key criterion is fulfilment of the task). However, requirements which are the most important and with respect to which means of fulfilment may not be changed are marked separately in the document in the form of notes (it means that the PTCU will not compromise on fulfilment of the function, process, or such requirement and it shall be done as described herein only).

The PTCU's main activity (main business process) is training of employees of prosecutorial bodies and other public authorities and institutions.

In addition to the main direction, there are also some other activities which are not automated:

- temporary accommodation in a dorm (basically it corresponds to provision of hotel services);
- use of shooting range, gym, and library, etc.

Within the framework of this project, the final expected outcome is creation (implementation) of a new comprehensive information system which will consist of the following elements (combination of information systems):

Peculiarities of Training Organization in the PTCU

According to the delegated tasks, the PTCU organizes the process of training of prosecutors, civil servants of all levels and institutions, as well as employees of law-enforcement bodies and agencies. At the same time, the PTCU shall manage respective accounting regarding training completion by each user who used resources of the PTCU in the process, but this concerns only recording of training outcomes and does not apply to the

evaluation of the user's level and/or sufficiency of training in line with requirements stipulated by regulations of Ukraine.

At the same time, the PTCU's main task is systemic improvement of prosecutors' competence. Prosecutors are in the lime light of attention during organization of the learning process and distribution of access in the context of limited resources.

External Systems (Modules)
- **Web portal** (as of today there is only the PTCU's website which is outdated and needs to be replaced (creation of a new production with added functions) – this is the task of this project);
- **Remote learning system** (as of today it exists and is being developed thanks to efforts and means of the Customer at Moodle platform – the task of this project is to implement information exchange between LMS Moodle and Odoo).

Main Information System (Internal)
- **Module for accounting training programs and courses** (there is NONE currently – the task of this project is to create it);
- **Means of management of single entry point** (there is NONE currently – this project is tasked with creating and implementing means of unified authentication for LMS Moodle and Odoo);
- **Workflow model** (there is NONE currently – the task of this project is to create it);
- **Module for accounting and management of a dorm** (there is NONE currently – the task of this project is to create a respective function which corresponds to management of hotel services provision);
- **Module for accounting and management of gym and shooting range** (there is NONE currently – the task of this project is to create it);
- **Electronic library module** (currently, the PTCU has materials to be uploaded to the electronic library; the library is being developed through efforts and means of the Customer, but there are no management tools – the task of this project is to create respective management tools for the library content and its integration into the web portal);
- **Module for issuance of certificates** (currently certificates are issued by the PTCU's printing unit and are automatically issued in LMS Moodle – the task of this project is to implement respective tools for issuance and management of certificates).

Separate requirements of the Customer regarding creation of functions in "Electronic Library Module":

- storage of library materials in the form of separate files in a respective structured storage (catalogues with classification);
- implementation of tools for smart search of materials in the library under different directions (topics, key words, contextual search in the text, etc.) with the possibility for the user to add several search criteria at the same time in light of the selected search direction;
- provision of a high level of relevance during search, taking into account the possibility of users creating search requests with the use of regular expressions and complex searches (consisting of several elements) which will allow finding related materials as well (with related ISBN number, volume, author, etc.);
- implementation of tools for management of adding of materials to the library (creation of catalogues, titles, metadata for search, description with key words, etc.);
- implementation of levels of access to the library materials depending on the TA;

- the Customer is looking forward to getting from the Contractor suggestions regarding improvement of features and descriptions of the library materials which will allow introducing quality search.

The complete list of desirable metadata (their composition and separate features) will be provided by the Customer in the process of drafting of the terms of reference.

Separate requirements and explanations of the Customer regarding creation of functions of "Module for Issuance of Certificates":

The certificate is issued to users who have successfully passed training in the PTCU under specific programs and spheres. The obtained status of the user is reflected in the certificate which is the document subject to strict reporting. Currently certificates are produced in the form of printed (physical) materials. Upon the PTCU's request, the new system envisions the following changes:
- the PTCU will no longer produce hard-copy certificates (exceptions are described below);
- the PTCU will issue electronic certificates and store all respective records regarding holders of certificates, along with reflecting them in user's personal accounts.

Pursuant to these changes, the Contractor shall ensure the following functions:

- formation of the list of metadata for issuance of a certificate (linked to a respective description of the learning course (training);
- formation of certificate templates with links to metadata placement to the template according to approved printed templates;
- provision of the PTCU's employees with tools used to form certificate templates and add metadata to the respective description of the learning course (training);
- ensuring of automated issuance of respective certificates for users based on templates and related metadata and storage of formed overall data (along with reflection of data about such certificate in the user's personal account), including series and number, date of receipt);
- formation of the visual copy of the certificate and the possibility for users to download it following the respective request (from the personal account).

Information about users obtaining the status of the certificate holder (and accordingly the need to issue it) is received following the procedure of information exchange with LMS Moodle or is added to Odoo by the PTCU's employee – upon receipt of such information, Odoo should:

- automatically issue all certificates for all users according to specified templates and metadata;
- prepare a report on issued certificates with a breakdown by learning courses (trainings).

After introduction of the respective certificate module of Odoo, only this system will be used by the PTCU's employees as the sole mode for issuance and management of certificates – all other tools are secondary (the PTCU does not have a requirement to import certificates as visual products created by other systems into Odoo system).

In separate instances (offline trainings) a certificate should be issued for printing using the system interface tools (created for training managers) in line with the above described rules for certificate issuance (subsequently transferred to the PTCU's printing unit in the form of graphic files).

System Users

System users are divided into two groups: internal users (PTCU's employees – about 200 people) and external users (people who use the PTCU's services under specific circumstances – about 25,000 people) – the amount of users is determined based on the Customer's estimates. In turn, the target audience of external users is divided into 6 groups (the number of groups may be changed in the future) based on peculiarities of accounting and communication:

1. prosecutor (type V1);
2. civil servant from prosecutorial bodies (type V2);
3. intern prosecutor (civilian, type V3)*;
4. trainers (civilian, type V4);
5. HR specialist of prosecutorial bodies (type V5);
6. other (type V6)**.

*Other users mean all users of the system from other public, law-enforcement bodies (institutions) who will undergo training in the PTCU (NABU, SBI, BES, etc.).

Each external user shall register at the web portal (following some authentication rules) and have personal account.

Authentication methods are applied to each TA group in line with some rules (mandatory requirement):
  ● identification with electronic digital signature (authorized electronic signature) (only for group V1 and in some instances for V2);
  ● using login and password (system administrator creates the user profile and sends access data to the user's e-mail (for all other users).

*Profiles created for civilians from V3 group have limited period of use of 12 months and shall be blocked by the system automatically – data about such users and learning outcomes shall be stored on a permanent basis.

The PTCU's requirement to use authorized electronic signature issued by one accredited center for keys certification imposes some peculiarities on implementation of the final product (the notion of authorized electronic signature is used in the meaning stipulated by the current legislation of Ukraine), in particular:
  - use of some crypto libraries provided by the PTCU only in this project (mandatory requirement) – this requirement is related to the desire to preserve universal nature of the use of the authorized electronic signatures provided by the accredited center for keys certification of the prosecutorial service;
  - use of methods for management of groups of users, which means tracing of changes in authorized electronic signature certificates and preservation of integrity of related data regarding a specific person in case of replacement of the authorized electronic signature certificate under any circumstances (mandatory requirement);
  - signing of documents using authorized electronic signature by users is not implemented – authorized electronic signature is used exclusively as means of authentication and filtration of users and as means of collecting information about such user.

As a follow-up based on the above, any person with valid authorized electronic signature of prosecutorial bodies may register in the system on their own and without engagement of system administrators.

Crypto libraries are provided to the Contractor free-of-charge for use in this project; besides, the PTCU guarantees to the Contractor full technical support of the developer of crypto libraries.

Functions of the Web Portal

The web portal is created based on usual requirements to such product (taking into account requirements of state standards and requirements to creation of software products for public authorities); while drafting terms of reference under the project, the Contractor shall take into account the following:

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- style of the website shall comply with all requirements of the current legislation concerning creation of web resources of public authorities (from the perspective of style, the develop might use website of the Office of the Prosecutor General of Ukraine as a template: https://gp.gov.ua (mandatory requirement);
- structure and content of the PTCU's website https://ptcu.gp.gov.ua shall comply with requirements of document titled "Terms of Reference for Creation of the PTCU's Website" in terms of what does not contradict to other requirements of these technical terms (separate document attached hereto – Annex 1);
- addition of functions on ensuring registration, authentication for the external user's entry to his/her personal account (mandatory requirement);
- website CMS shall include website constructor with the opportunity to change the website by the PTCU's authorized personnel on their own (mandatory requirement);
- addition of functions for integration with one of the national payment systems (that will selected by the PTCU from the following list – LiqPay, UApay, Wayforpay etc.), along with ensuring cashless payment for services (products) of the PTCU by registered users and with further transfer and storage of data about completed transactions in a separate section (module) of the main system (mandatory requirement).

<u>Some comments regarding functions of the web portal:</u>

- the PTCU does not impose restrictions on the Contractor regarding the choice of means for creation of the web portal (framework, creation method, etc.);
- the Contractor shall guarantee to the PTCU that functions of separate pages (elements of the website) may be changed upon the wish of the PTCU in the process of drafting detailed terms of reference.

Personal Accounts of External Users

In this project the personal user account is intended for showing to external users accumulated data about their interaction with the PTCU – primarily these are data about completion of trainings (courses, scores, certificates, etc.), as well as data about requested materials, transactions under orders, etc. From the perspective of organization of the personal account it shall comply with the following requirements (mandatory requirements):

-   personal user account is created by the system automatically upon first entry to the system (registration) using data received from the authorized electronic signature or by the system administrator in case of using another registration method;

-   personal account is available only after successful authorization – respective communication sessions shall be limited in terms of duration;

-   personal account shall contain separate sections for reflection of specific information (personal data separately, training separately, orders separately, etc.);

-       the user shall have an opportunity to change personal and official data in the future. All changes shall be preserved by the system with respect to each user (the user shall see the most recent personal data and all accumulated data overall with respect to all related identities);

-       the personal account reflects learning materials selected by the user in the electronic library which is a part of the PTCU's information system;

-       the personal account has the function of exchange of messages between parties – the user shall have the opportunity to send messages (files) and requests to the PTCU; in turn, the PTCU shall be able to send messages (files) to users directly into the personal account of each user (user notification system);

-       training courses (directly placed at LMS Moodle learning platform) can be accessed only from the personal account following the respective link and only with respect to courses selected by the user and confirmed by the PTCU.

The HR specialist (in the respective role) uses the personal account to get information about training of employees of prosecutorial bodies.

According to the current rules, the Contractor shall ensure functioning in the following manner:

- create hierarchy of access with two levels – OPG specialist and regional specialist;
- OPG specialist has the opportunity to get data about any employee of prosecutorial bodies;
- regional specialist has the opportunity to access data of employees of his/her respective region only.

The HR specialist may receive information in the form of a report formed upon his/her request (as of specific date or period):

-       with respect to a specific person;
-       with respect to the unit of the regional prosecutor's office;
-       with respect to all employees of the region.

The report is prepared by the system automatically and based only on those data which are controlled by Odoo (report features will be provided by the PTCU in the process of drafting of terms of reference) with the opportunity
to download it and/or print it (locally from the computer of the HR specialist).

With respect to the user notification system, during development of the interface for organization of training managers' work it is necessary to set out the possibility to send messages to personal emails of users (and/or with
the use of other channels of messages dissemination) with the opportunity to choose a specific course (training)
and further selection of the category of recipient(s) of the message:

- to all users related to this course (training);
- or only some categories (prosecutor, civil servant, trainer, etc.);
- or several selected categories.

After authorization completion each user shall initially have access to information resource (default source) like "notice board" or "info board", the purpose of which is allow the PTCU to publish information about trainings, announcements, list of available courses, schedule according to the calendar, general messages, etc. (new functions which have to be created). Such resource will be used by users to select courses and further register for courses. From the perspective of information and access organization, the system will

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show to the user only that information which is applicable to this particular user (personalized information). Personalized information is formed according to the following principles*:

- for messages from the PTCU (filtered by features of belonging to a respective group of users);
- for announcements from the PTCU (filtered by features of belonging to a respective group of users);
- for the schedule of learning courses – upon the user's request the system shall calculate which particular courses (from the list published by the PTCU) in terms of features correspond to the user's current status (affiliation with organization, direction of work, position, etc.) and it shall show courses to the user in two forms: courses applicable to the user, but no longer available, which is why these courses are not active for the user (for example, marked in grey); course applicable to the user and for which he/she can register now (for example, marked in green and with a hyper link to registration).

(This list is not exhaustive and may be adjusted by the PTCU in the process of drafting of the terms of reference by the Contractor)

We would like to separately draw attention to the user's data which shall be collected in the process of registration, stored by the system and subsequently used during analysis and in reports (in case the user is registered by the system administrator, the list of data might be slightly different).

Feature	Description
Organization or civilian	General feature (selection from the catalogue in case of belonging to some organization)
Full name	
Individual taxpayer number	Main feature of the person which unites all identities (passport series, if there is no individual taxpayer number)
Prosecutor's office	System catalogue which contains such feature as respective hierarchy of units in addition to the title of the unit of the prosecutor's office
Position	
Direction of work	System catalogue. Multiple choices are allowed according to rules (several directions for one person)

While using the authorized electronic signature as the identification means, data (some data) are obtained from the respective certificate.

The table provides a non-exhaustive list of data from the authorized electronic signature (the list of data may be further expanded during drafting of the terms of reference).

In the process of registration the user shall fill in (or change some data in case of inaccuracies) additional fields with their personal data (email, mobile phone, position, date of appointment to the position, etc.) – this concerns data which are not available from the authorized electronic signature and/or constitute a requirement from the PTCU.

Accordingly, the set of data will be different for different TAs (it is necessary to use templates of data for specific categories of users).

The process of the personal account creation and provision of personal data by the user starts only once the user grants explicit consent to the PTCU with respect to the composition of personal data and purpose of their processing.

Module for accounting training programs and courses

For administration of the process of organization and conduct of training courses (creation of descriptions, announcements, schedules, etc.), the PTCU needs to have a specialist toolkit that should be properly linked with other modules (from the perspective of automation of the work of the PTCU's users). We would like to separately emphasize that this toolkit is used only to create description of courses and not to create courses as such.

Generalized and consistent practice of the PTCU regarding organization of preparation for training is the following:

1. planning of the event;
2. creation of the event description;
3. publication of respective information;
4. receipt of registration applications;
5. processing of applications and their analysis (confirmation or denial in registration for the event).

Within the framework of this project the task of the Contractor is to completely automate processes under cl. 2 – cl. 5. From the perspective of automation, the most complicated step is cl. 5, which is primarily related to the existing complex algorithm of evaluation. From the perspective of automation, the leading process is cl. 2 regarding creation of description which in advance contains some features that might further be used by the system for automatic processing of registration applications (along with accumulated data about users).

Each created course description is a separate object with its own set of features and information that shall be stored for further automated processing. From the perspective of management organization, each course description has mandatory and optional features (the list of features regarding each specific course is either selected by a respective specialist of the PTCU, or entails the use of template prepared in advance). Some features shall be created (added, removed) by the system automatically without human involvement (automatic algorithm like "automatic prediction assist").

The list of features, their description, purpose, and use are set out in a separate table*:

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Feature	User's role				Mandatory use	Use in case of analysis	Purpose
	Prosecutors	Civil servants	Trainers	Other			
Name	*mandatory*	*mandatory*	*mandatory*	*mandatory*	*Yes*	*Yes*	Course name (manual entry of data – data like plain text)
Description	*mandatory*	*mandatory*	*mandatory*	*mandatory*	*No*	*No*	Expanded information about the course (manual entry of data)
Program type ()	*mandatory* (one-level/ multilevel (access to the next level is obtained in case there is a certificate from the previous level)	*mandatory* 5 types of programs according to requirements of the National Agency of Ukraine on Civil Service	*mandatory*	*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of the program type according to the user's role (data are selected from the system catalogue with the multilevel architecture)
Program level	*mandatory*	*mandatory*	*mandatory*	*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of the program level (Basic / Advanced / Specialized)
Target audience	*mandatory*				*Yes*	*Yes*	Purpose of the course in terms of the group of users (for everyone, only for prosecutor's office, for specific public authority, etc.) (District / Regional / OPG / other) (data are selected from the system catalogue)

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Category	*mandatory* (Managers/ prosecutors)	*mandatory* (B / V / all (envision subcategories divided into B1, V1)	*mandatory* (prosecutors / other)	*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of category according to the user's role (data are selected from the system catalogue with multilevel architecture)
Level	*mandatory*			*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of the level of the prosecutor's office (data are selected from the system catalogue of the organizational structure of prosecutorial bodies (District / Regional / OPG / other), taking into account not only the unit, but also its region – it is possible to add some levels)
Direction	*mandatory* (Procedural management/ representation)	*mandatory* (approved list by the NACS)	*mandatory* (General / Specialized)	*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of direction according to the user's role (data are selected from the system catalogue with multilevel architecture)
Competence / competencies	*mandatory* Interrogation / speech delivery / planning / etc.	*mandatory* according to the approved ones	*mandatory* according to the approved ones	*NOT mandatory*	*Yes*	*Yes*	Purpose of the course in terms of competences according to the user's role (data are selected from the system catalogue with multilevel architecture)

Scores/ credits	*mandatory* points	*mandatory* credits (hours)	*mandatory* points (only for trainers-prosecutors)	*NOT mandatory*	*Yes*	*Yes*	Scores/credits that will be received by the prosecutor / civil servant in case of course completion (manual entry of data). For category 'other' scores are not accrued. The prosecutor as the trainer is specified separately.
Trainer(s)	*mandatory*				*No*	*Yes*	Data of the involved course trainer or trainers (data are selected from the system catalogue)
Restriction policy	*mandatory*				*No*	*Yes*	Use of some restriction policy (set of separate rules applicable to the course)
Receipt policy	*mandatory*				*No*	*Yes*	Use of some receipt policy (set of separate rules applicable to the course)
Learning form	*mandatory*				*Yes*	*Yes*	Form of training – Online/ Offline/ Mixed
Venue	*mandatory*				*No*	*Yes*	Information about venue where the training under this program will be held (depending on the learning form) – Kyiv regions (offline), Zoom (for online), remote learning platform (for mixed), etc.

Course identifier	mandatory	Yes	No	Created automatically by the system
User identifier	mandatory	Yes	No	User who created course description (automatically added by the system)
Privacy feature	mandatory	No	No	Selection of a feature that allows not to publish about the course
Postponed publication	mandatory	No	No	Selection of a feature and date of the publication
Meter	mandatory	Yes	No	Registration meter – Number of available spots
Date and time of start and end of registration for the training	mandatory	Yes	No	Period of registration for the course
Training start and end dates	mandatory	Yes	Yes	Period of training which is used to make it impossible for the user to register for several programs during one learning period
Moderator	mandatory	No	Yes	Information about program moderator (selected from the system catalogue)

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Free / paid trainings	*mandatory*	*Yes*	*Yes*	Feature of policies of limitations and access to the training
Own (conducted by the PTCU) training / together with partners	*mandatory*	*Yes*	*Yes*	Information about conduct of the training by the PTCU on its own or together with partners

(*The list of features given in the table is not exhaustive and may be changed by the PTCU in the process of drafting of the terms of reference by the Contractor).

Use of a large number of features is explained (in the future) with complex tasks on collection of statistics, creation of reports and analytical documents; accordingly, it is not allowed to enter text like "plain text" during creation and use of features (except for instances which are explicitly discussed herein).

Given some peculiarities of the learning process in the PTCU, it is necessary to set out the possibility of cloning (duplicating) descriptions of courses directly with the system interface means – a created new object preserves without changes only feature "Name" (forced blocking by the system), but all other features of the description may be changed (they need to be transferred and there should be set out the editing possibility).

After creation of the course (other event) description, the system automatically places a publication that becomes available in the respective section of notice board (info board) in terms of functions of personal accounts, as well as in the respective section at the PTCU's website (some peculiarities will be described below). Overall, after publication of the respective message the system shall automatically open registration. In some cases, based on peculiarities of the PTCU's business processes, it is necessary to postpone publication to some later date or not publish information about the event at all when the respective course description is formed for users following separate lists prepared in advance without the use of any restrictions (such process excludes users' registration for the event). From the perspective of provision of additional possibilities regarding information management, we consider it important to use the mechanism of forming and disseminating respective hashtags in the system.

Distribution of resources and accounting

According to the "Regulation on the System of Advanced Training" (hereinafter referred to as the Regulation), preference is given to prosecutors who have not completed training in the PTCU within the current year in the process of forming the list of participants of the training course/training. According to requirements of the Regulation, prosecutors are obliged to undergo training and advanced training, obtaining at least 60 credit points during 48 months.

According to the tasks set by the PTCU, resources are allocated as follows:

-   some courses and learning programs are available at LMS Moodle platform in the "remote learning" format (without involvement of trainers and employees of the PTCU), which allows prosecutors to get the number of points required by regulations (relatively fixed process) – this is the so-called "relatively fixed" component of courses and learning programs;

-   trainings and learning programs in online and offline formats (training takes place on the premises of the PTCU and/or its territorial branch) with involvement of trainers and employees of the PTCU (relatively flexible process).

Due to a large number of employees of prosecutorial bodies and need to ensure balanced approach to a specific number of prosecutors completing training in the PTCU within the year (taking into account the PTCU's administrative and technical capacities), there emerges the issue of restricting access to courses and learning programs in online and offline formats. Therefore, the PTCU has introduced a limitation for registration of prosecutors for courses and learning programs in online and offline formats – this limitation is used within each

calendar year (from January 01 to December 31) and amounts to 40 points or participation in no more than 2 (two) events.

In view of the above, it is necessary to take into consideration peculiarities of accounting and set limitations during creation of the system algorithms:

- points received from remote courses are only accounted in the system and do not influence restriction of the prosecutor's access to other forms of learning;

- accounting of mandatory points according to requirements of the Regulation (60 points) is performed as follows: it is counted since the date of being appointed to the position in prosecutorial bodies (specified by the user during registration) and is accumulated within 48 months, and then the system puts it back to zero automatically and the new 48-month period starts;

- limitations concern only courses and learning programs in online and offline formats – or achievement the threshold of 40 points or participation in two events. Such limitations are used during each calendar year and are put back to zero at the beginning of each new calendar year;

- use of limitations concerning courses and learning programs in online and offline formats does not influence (does not restrict) the prosecutor's opportunity to get points with the use of remote learning;

- all points received by the prosecutor (under all learning forms) are added and accepted for the credit.

NB!!! In view of the limitations described above and the PTCU's adopted policy, it is necessary to complement the algorithm description with showing of courses to the user in "notice board" ("info board"), in particular: to separate "relatively fixed" courses and programs of remote learning in LMS Moodle without links to start dates (publication) — if the user has not completed such courses, they should be available to him/her quickly with minimal search efforts. Courses that the user has not completed should not be showed to him/her.
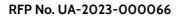
Restriction means

An important and complex tool is automation and creation of means for the PTCU to process applications for booking spots at courses (basically, this is either permission, or denial). As specified in the previous section, the PTCU has to impose some restrictions on access to courses and learning programs (it does not have the capacity to satisfy the existing demand) in view of its current operational activities. Therefore, two business policies which complement each other are used as restriction means:

- restriction policy;

- receipt policy.

Currently, while choosing a respective course, the user cannot (in most instances usually) receive confirmation automatically. The PTCU's employee needs to manually confirm or cancel each application, using available statistical information concerning the user (large excel file).

According to purposes of this project, the restriction policy and receipt policy are formed out of several features which directly correlate with the features used in other modules (schemes of features correlations and respective policies are added separately – Annex 2). Both policies shall be used by the system during processing of applications for registration automatically

and are basically filters, based on which the system take a decision (including in the process of forming personalized information for the user). Processing of exceptions is performed by the PTCU's employee manually.

Titles of policies are somewhat notional, but distribution of features in policies corresponds to important business rules, on which the PTCU's business process is based. Policies correspond to the main rule that "the user shall be restricted in his/her wish to attend the unlimited number of courses and learning programs when such courses are limited in duration and there are not enough of them for all other users who need to undergo these particular courses and learning programs". Lots of problems are resolved by the PTCU by means of creating relatively fixed courses and learning programs with unrestricted access to them – this way, the problem of prosecutors receiving mandatory 60 points during 4 years is resolved. However, this way does not resolve the problem of receiving systemic topical knowledge on some specialized topics relating to prosecutor's work. This is resolved through custom-made courses on specialized topics with involvement of trainers and creation of respective content – such courses are not required by all prosecutors, but at the same time there is high competition for participation in them. In view of the above, there have been developed restriction and receipt policies described below.

The system processes policies following the rule of comparing features of each policy taken with respect to a specific course and data of the respective feature of the user who has applied for registration. Firstly, the system checks correspondence of the application with the restriction policy, secondly, the application is checked against the receipt policy (we would like to remind that this is not applied to remote learning). The decision on denial is taken by the system in case at least one of conditions of one of the policies is not met.

The restriction policy is used for each course without exceptions; its full version contains the following features that are directly used by the system to compare compliance:

- maximum number of participants (direct limitation of the number of users in this course; restriction may be set as a specific number, or the parameter without limitation of the number may be selected);
- target audience (if "For all" is selected, the check is passed automatically);
- user's role (if "For all" is selected, the check is passed automatically);
- prosecutor's level (correspondence of data about the level of the user's prosecutor's office in his/her most recent identity).

The receipt policy is applied to each course without exceptions; its full version contains the following features which are directly used by the system to compare compliance:

- maximum number of the user's points (credits); this value is fixed (corresponding value from the catalogue), used by the system automatically and by default and cannot be changed only for a specific course (here is meant the sum of all points received by the user for courses during the current calendar year that cannot be higher (taking into account new registration) than the established restriction);
- maximum number of trainings for users; this value is fixed (corresponding value from the catalogue), used by the system automatically and by default and cannot be changed only for a specific course (here is meant that the user cannot register for the training if he/she has exceeded the limitation concerning the number of trainings available to him/her during the calendar year);

- coincidence of the user's registration dates (the system checks whether there is no coincidence in registration dates for other courses as compared to the current one);
- date and time of the start/end of registration for the training.

The system shall store complete history of creation of all descriptions and processing of all applications of users for registration.

After confirmation from the system (or employee of the PTCU), there shall appear a respective entry in the user's personal account (message, link to the course (event)), and the user shall be automatically informed with the use of respective communication channels (email and/or through messengers, etc.).

The system shall automatically service the process of registration of users, along with informing all parties (both user and system administrator) in view of the following events: stop of registration (expiration of the registration period or no more available spots), message about rejection of application, emergence of available spots for registration in case of user's refusal, etc.).

From the perspective of registration and filtration of users, there are only three possible scenarios:

- publication for all with the use of respective policies for filtration (automatically processed by the system);
- no publications for events created following lists (registration is not needed and accordingly filtration policies are not used – more detailed information is given below);
- hybrid solution similar to "additional selection" in terms of its features, when at first the event description is created and lists of people prepared in advance are added (but there remain available spots) and only then there is publication and usual registration with the use of filtration policies.

In some instances when the respective course description is formed in case registration is not needed at all (lists of users prepared in advance), restriction and receipt policies are not applied. For these instances it is necessary to implement a separate (simplified from the perspective of the number of feature) mechanism for description creation in which the PTCU's employee can at first form the list from previously registered users and the final result of such description creation will be automatic notification of each user in his/her personal account.

In any of the selected scenarios the sequence of actions of the PTCU's employees shall remain: a separate employee creates the event description and only the system administrator can add lists of people upon request of the latter.

Separate requirements to management of the process of creating descriptions and processing of users' applications:

- after publication of the event description it cannot be changed by the PTCU's employee who has respective rights to create such description – only the system administrator can change such description;

- distribution of access rights shall set out that control over catalogues, parameters of restriction and receipt policies cannot be provided simultaneously to employees who have rights to create descriptions — only the system administrator;
- it is necessary to set out the function of general notification of users registered for the course (event) that may be applied directly from the object of "description" type at the same time for all users registered for the course.

Import of Data and Storage of Learning Outcomes

Learning methods selected by the PTCU set out simultaneous use of several forms (offline, online) and means (LMS Moodle system, web seminar, etc.) which causes some peculiarities from the perspective of scores (points, credits) generation with respect to the used means. According to these technical terms, for each learning event there is created the event description and determined the list of features which among others include the feature(s) corresponding to scores in essence. In case of using LMS Moodle as the learning means, scores are formed in such system and then are transferred to Odoo using the created import mechanism.

From the perspective of learning events created in the system, they are divided into "completed" and "ongoing". In terms of completed events, these include all events which are offline because they have to be completed during the set timeframe; besides, these are also all events with a clearly determined duration that coincides with the start date. On the other hand, most events concerning learning courses (trainings) at LMS Moodle are ongoing.

If the PTCU chooses learning methods without the use of LMS Moodle, there is a need to create a universal means for evaluation of learning participants. Such interface shall provide the possibility to give scores for completed events (simultaneous scoring, selective scoring, etc.).

The Contractor shall clearly understand that scores for trainings (courses) in LMS Moodle may appear at different points in time for different events, and this shall be taken into consideration while creating the mechanism for import of data from LMS Moodle (online courses are available on a regular basis and the user can complete them when it is convenient for him/her, which is why scores are generated all the time and at different courses).

Tools for Management of the Single Entry Point

According to existing rules, all links to training courses (learning programs) of LMS Moodle are published by the system only in users' personal accounts. The user receives a link to a specific course with respect to which he/she has completed registration and only in the form of a link from the system to LMS Moodle.

The user receives access to materials of the electronic library (or other materials purchased in the electronic form) only after authorization and only from the personal account.

In view of the above rules of the system use, the Contractor shall ensure cross-cutting authorization of the user between the system and LMS Moodle with the use of SSO technologies (the respective requirement may also be used in case the PTCU decides putting the electronic library storage under management of a separate software product).

Within the framework of this project, the Contractor shall create mechanism and interface for management of information exchange between the system and LMS Moodle, in particular:

- use of unique identifies for comparison of respective course descriptions in the system and courses placed in LMS Moodle;
- ensuring import of data from LMS Moodle in the form of structured records about users completing courses (attendance, score, points, etc.);
- ensuring automated processing of imported data and creation of respective records in users' personal accounts (according to received information).

Workflow Module

Within the framework of this project the Contractor shall integrate the workflow module based on the following requirements:

- it is necessary to ensure exchange messages only between the PTCU's employees and common business rules of workflow (routing of documents and messages; determination of statuses and resolutions; control over fulfillment of instructions, passage of documents and limited time; production of paper documents on respective official letterheads, etc.);
- it is necessary to ensure creation (integration) of the respective interface for receipt of data and reports about performance discipline, analysis of time spent on tasks, etc.

Module of Accounting and Management of a Dorm

Based on actual actions regarding management of property in the PTCU and essence of services, it is possible to state that dorm management is close to hotel management in terms of its peculiarities. Within the framework of this project the Contractor shall create a complete set of functions which is usually typical for a hotel:

- interface for management and accounting for the PTCU's employees (including acceptance of card payments);
- electronic booking of accommodation (only for registered users);
- possibility to get an account and/or pay for accommodation directly from the web portal;
- ensure exchange of data with the accounting system (export of data).

Module for Accounting and Management of Gym and Shooting Range

Within the framework of this project the Contractor shall create the following functions:

- booking, electronic booking, and registration with some depth of time planning (only for registered users);
- possibility to pay for services directly from the web portal;

- management and accounting interface for the PTCU's employees (including acceptance of card payments);
- ensure data exchange with the accounting system (export of data).

Some Points to Note

A separate and very sensitive issue for the PTCU is creation of reports on training conducted and analytical reports using accumulated data. In this respect, it is extremely important for the Contractor to understand possible problems related to the management of users' identities which might emerge if errors are made during planning. For the purposes of this project it is important to understand that the user is an individual who has some unique features for some period of time which make him/her different from others. However, such features may change under some circumstances, while the user will remain the same individual. What can change in case of the system user:

- authorized electronic signature as access identifier (data in the certificate);
- position and/or level of the prosecutor's office;
- direction of work;
- role;
- full name.

In case of any changes of these features, the system shall preserve separate identities and open (link) a new identity with transfer of all previously accumulated data of such individual. While preparing analytical reports, it will allow receiving complete and accurate information, using the data with a breakdown by users' identities.

Another very sensitive issue is related to the one above – and this is accumulation of personal data of employees of law-enforcement bodies. Given the data composition, the Contractor shall ensure an enhanced system for protection of such data and strict access limitations even for system administrators, as well as additionally ensuring functions of complete login for all users' requests to the personal data storage. Besides, functions of the web portal is involved during registration of users, shall have a "safeguard" in the form of a separate window in which before the start of registration the user receives information which particular data are requested and will be used subsequently. The user either agrees (by explicitly clicking on a respective button and it will be the user's consent for the PTCU), or refuses. The user shall also be given an opportunity to familiarize himself/herself with rules of the system use immediately before the start of registration and it will be necessary to get the user's explicit answer to continue with the registration.

Within the project the Contractor shall ensure the level of system information security that will not lower than the one stipulated by respective requirements of regulations regarding information resources of public authorities. Besides, while building roles of internal system users, it is necessary to ensure clear division of authorities and access between user groups, which will make it impossible to grant administrative powers to users whose work is not related to administration and support of the system. Similarly to the above described requirement of cross-cutting login of users' actions regarding personal data, it is necessary to envision a similar mechanism for all operations concerning creation of descriptions and processing of users' requests (including actions of system administrators and automatic actions of the system).

During calculation of the cost estimate for the tender, the Contractor should provide its suggestions and specify requirements concerning existence of essential conditions for the project implementation of the Customer (separate positions for decision-making by the tender committee):

- evaluation of the amount of expenses on works on integration and programming by the Contractor;
- evaluation of the need to purchase separate software modules of Odoo and/or software products of other developers for fulfilment of the Customer's requirement (similarly to licensed systems of SQL transact and other similar ones).the Customer also expects to get from the Contractor estimate and recommendations concerning estimate capacity of server equipment and transmission-channel capacity (may be considered as the counter-requirement from the Contractor to the Customer).

In view of the PTCU's intention to make Odoo the single system for accumulation of data and the single point for users' access to the PTCU's resources (and accordingly abandon the use of other tools), it seems to be especially important to transfer all data of users which will exist as of the moment of implementation of Odoo, in particular:

- transfer of data of existing users of LMS Moodle (full name, email, position, scores, certificates, etc. specified in the LMS Moodle profile);
- transfer of users' data accumulated by the PTCU in the form of structured data available in the table form (Excel file).

Being aware of the complexity of this task, the PTCU expects from the Contractor to clearly resolve the task regarding transfer of data, since requirements described herein above may not be violated or distorted for the sake of fulfilling the task on data transfer. In case the Contractor admits to the technical inability to ensure direct transfer of data (or part of data) and their subsequent automatic synchronization in the process of creation of users' personal accounts, the PTCU expects from the Contractor to implement a separate mechanism which will allow to significantly decrease the loss of data (inability to synchronize them during the user's registration in Odoo system) and time spent on repeated entry of data into Odoo. Description of the respective mechanism of data transfer shall be a part of the terms of reference for the system implementation (described in the separate chapter).

All additional documents (annexes) provided by the PTCU, including document titled "Terms of Reference for Creation of the PTCU's Website", may be partially or completely used by the Contractor while developing the terms of reference for implementation of the software product Odoo .

D. Institutional Arrangement and Duration of Work
The Contractor is expected to deliver the assignment within the following Phases and within the required Timelines:

1. Compilation, design and agreement of the Terms of Reference for the implementation of the software product (written approval from PTCU and IDLO, expected time for review and approval 10 working days).

   Expected Timeline: 6 weeks
   Reporting to: IDLO and PTCU

2. Implementation of the software product in accordance with the Terms of Reference agreed by all parties.

   Expected Timeline: 30 weeks
   Reporting to: IDLO and PTCU

3. Training of administrators of the PTCU IT department on the software product management and its maintenance. Acceptance of the technical documentation for system administration.

   Expected Timeline: 10 working days
   Reporting to: IDLO and PTCU

4. Training of PTCU staff on the software product use and operation at workplaces. Acceptance of the user manual documents for the end users.

   Expected Timeline: 15 working days
   Reporting to: IDLO and PTCU

5. Software product warranty service (5 months) and provision of the SLA (Service Level Agreement) from the date of implementation. *

   Expected Timeline: 10 working days
   Reporting to: IDLO

   *The integrator provides a document (SLA) that describes the problems that may arise in the system during operation and the time during which he will be able to solve these situations. Order of appeals. Availability of support. Liability for poor quality service provision.

   This document is a guarantee obligation for the free correction of emerging or detected errors in the operation of the provided system.

   In the future, after the completion of the 5-month period, at the request of the parties, this document can be used as a basis for signing the provision of these services on a paid basis.

E. **Work Location**
The Work will be performed at the PTCU's premises, Kyiv, Ukraine. The Contractor shall be available to attend meetings at the IDLO Ukraine office as IDLO may reasonably request. Implementation (deployment) of a system that is ready for operation is carried out at the premises and on means of PTCU/OPG, Kyiv, Ukraine.

F. **Qualifications of the Successful Contractor**

1. Be officially registered with the relevant authorities in Ukraine as a legal entity.
2. The Contractor is expected to have a minimum of 3 years of professional and relevant experience in the integration of ERP/CRM system to inter-governmental, national, international organizations or foreign diplomatic missions.
3. The Contractor is expected that the contractor to have a minimum of 3 years of commercial experience in the implementation and deployment of information systems based on ERP Odoo.
4. The Contractor is expected to provide at least two examples of successful integration of the information system based on ERP Odoo in Ukrainian companies/authorities (name of the company, year of integration, website).
5. The Contractor is expected to provide Odoo software partner certificates or other document confirming partnership relations with Odoo S.A.
6. Be able to deliver good practical and theoretical knowledge of implementing and modifying existing modules and developing new modules for the Odoo system.
7. Be fluent in Ukrainian and have basic knowledge of English.
8. Employ staff with relevant educational and professional background, expertise and experience related to the implementation and integration of information system based on ERP Odoo.

G. Scope of Tender Price and Schedule of Payments

The following products must be delivered, which must be approved by IDLO and the PTCU:

1. Terms of Reference (workplan and work schedule is a mandatory part of the Terms of Reference).
2. Determination of requirements for hardware and additional software, which are required for the successful implementation of the system.
3. Presentation of the methodology of testing and functional verification of the system that will be applied in the process of the system implementation.
4. Preliminary and final proposal for the purchase of Odoo modules and any other software that will be used to implement the system.
5. Implementation of the system in accordance with the agreed Terms of Reference.
6. Testing period and functional verification of modules and the system in general.
7. Training processes:

    ✓ Training of administrators of the PTCU IT department on the software product management and its maintenance as well as the technical documentation for system administration.
    ✓ Training of PTCU staff on the software product use and operation at workplaces as well as acceptance of the user manual documents for the end users.

8. Warranty service (5 months) and provision of the SLA (Service Level Agreement) during 5 months from the date of implementation.
9. Final Acceptance by the Beneficiary for this assignment. Payments will be made after completion of each activity by submitting an invoice in accordance with the following schedule below.

NR	PRODUCT	DEADLINE	PAYMENT
1	**Terms of Reference (workplan and work schedule is a mandatory part of the Terms of Reference)** Determination of requirements for hardware and additional software, which are required for the successful implementation of the system. Presentation of the methodology of testing and functional verification of the system that will be applied in the process of the system implementation. Preliminary and final proposal for the purchase of Odoo modules and any other software that will be used to implement the system.	6 weeks	**5%**
2	**Implementation of the system in accordance with the agreed Terms of Reference, including:** - expenses on works on integration and programming by the Contractor - expenses of the purchase of the separate software modules of Odoo and/or software products of other developers for fulfilment of the Customer's requirement (similarly to licensed systems of SQL transact and other similar ones).	30 weeks	**30%**
3	**Testing period and functional verification of modules and the system in general.**	10 working days	**15%**
4	**Training processes:** - Training of administrators of the PTCU IT department on the software product management	15 working days	

	and its maintenance as well as the technical documentation for system administration. - Training of PTCU staff on the software product use and operation at workplaces as well as acceptance of the user manual documents for the end users.		25%
5	**Software warranty service (5 months) in accordance with the SLA (Service Level Agreement) from the date of implementation.**	10 working	
6	**Final Acceptance by the Beneficiary for this assignment. Payments will be made after completion of each activity by submitting an invoice in accordance with the following schedule below.**	5 working days	25%

H. Annexes to the TOR (Appendix 1)
     Annexes to the TOR (Appendix 2)

ANNEX D
PROPOSAL SUBMISSION FORM

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: _____
Name: _____
Title: _____
Date: Select date
Signature: _____
Duly authorized to sign this Proposal

ANNEX E
BIDDER INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]		Date:	Select date
RFP reference:	[Insert RFP Reference Number]			

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you an IDLO vendor?	☐ Yes ☐ No
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Quality Certificate for goods (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if relevant ▪ Odoo software partner certificates or other document confirming partnership relations with Odoo S.A. ▪ Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder, if applicable ▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney, if applicable. ▪ Export Licenses, if applicable ▪ At least two examples of successful integration of the information system based on ERP Odoo in Ukrainian

	companies/authorities (name of the company, year of integration, website). ▪ Software partner certificates (if not the owner). ▪ Self-Attestation Letter that Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. ▪ Self-Attestation Letter that Vendor has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future. ▪ Self-Attestation Letter that there are no consistent history of court/arbitral award decisions against the Bidder for the last 3 years. ▪ Copies of two (2) contracts/ LPOs / Reference Letters from Inter-Governmental/National/International Organizations or Foreign Diplomatic Missions in Ukraine with contactable domain email addresses for verification ▪ Copy of Product Catalogues/Brochures/Website attesting compliance to Technical Specifications ▪ Financial Statements or Bank Statements for the past three (3) years ▪ CVs of the key personnel being assigned into the implementation/installation/training processes

ANNEX F1- TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope.
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations, Ukrainian companies/State authorities.
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	*[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]*
	[Insert]
Professional certifications	*[Provide details of professional certifications relevant to the scope of goods and/or services]*
	▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	*[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]*
	[Insert]

References	[Provide names, addresses, phone and email contact information for two (2) references]	
	Reference 1: [Insert]	Reference 2: [Insert]

B. Methodology
   1. This section should demonstrate the Bidder's responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points
   2. Explanation of the proposed overall methodology for producing the expected results of the TOR.
   3. Provide Detailed Project Implementation Plan showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed
   4. Please explain details of quality control points
   5. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

C. Reporting
   1. Please explain progress reporting and final schedule.

ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate document from the rest of the RFP response as indicated in the Instructions to Bidders.

IDLO is registered in Ukraine as an implementer of international technical assistance project and is free of VAT obligations. This means that the price in the quotation must be indicated without VAT and any invoice submitted in the future must include the phrase **«No VAT»**.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Note: the unit prices are fixed in EUR. However, the payment will be performed in the local currency (UAH) as per the exchange rate of the National Bank of Ukraine on the date of the invoice issuance.

Description of Activity/Item	Amount In EUR
Terms of Reference (workplan and work schedule is a mandatory part of the Terms of Reference) - Determination of requirements for hardware and additional software, which are required for the successful implementation of the system. - Presentation of the methodology of testing and functional verification of the system that will be applied in the process of the system implementation. - Preliminary and final proposal for the purchase of Odoo modules and any other software that will be used to implement the system.	
Implementation of the system in accordance with the agreed Terms of Reference, including: - expenses on works on integration and programming by the Contractor; - expenses of the purchase of the separate software modules of Odoo and/or software products of other developers for fulfilment of the Customer's requirement (similarly to licensed systems of SQL transact and other similar ones).	
Testing period and functional verification of modules and the system in general.	
Training processes: - Training of administrators of the PTCU IT department on the software product management and its maintenance as well as the technical documentation for system administration. - Training of PTCU staff on the software product use and operation at workplaces as well as acceptance of the user manual documents for the end users.	

Warranty service (5 months) in accordance with the SLA (Service Level Agreement) from the date of implementation.	
TOTAL COST (Without VAT)	

ANNEX G
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf