

Request for Quotations LOT 2

Request for Quotations No. _____ **dated** ____ **2026**

Procurement: Administration and operational support services for the Automated Information System for Education Management (AIKOM 2) during the production operation period

Customer: Non-Governmental Organisation "Development of Citizenship Competences in Ukraine" (NGO DOCCU)

Recipient (service beneficiary): Ministry of Education and Science of Ukraine and/or the technical administrator of AIKOM designated by it

Project: Swiss-Ukrainian Project DECIDE, component "Support to Vocational Education Reform in Ukraine"

This Annex is an integral part of the Request for Quotations.

BID SUBMISSION FORMS

The quotation shall be submitted using the forms set out below. All forms shall be signed by the person authorised to sign on behalf of the Bidder.

The services are provided in stages: 6 (six) consecutive stages of 2 (two) calendar months each are envisaged (12 calendar months in total). Each stage involves the provision of the full range of services in accordance with Section 5 of the Technical Requirements. Acceptance and payment are made in stages on the basis of acceptance certificates for the services provided.

Letter of Offer

{Place, date}

To: Non-Governmental Organisation "Development of Citizenship Competences in Ukraine" (NGO DOCCU)

Dear Sirs,

We, the undersigned, offer to provide administration and operational support services for the Automated Information System for Education Management (AIKOM 2) during its production operation period in accordance with Request for Quotations No. _____ dated ____ 2026. By this letter we hereby submit our Quotation.

The total price of our quotation is:

Total price: [state the amount in figures and the currency] [state the amount in words], exclusive of VAT.

A detailed cost breakdown by service delivery stage is provided in Form 3.

By this letter we declare that:

1. all information and statements contained in our Quotation are true and accurate, and we agree that any misrepresentation contained therein may lead to our disqualification by the Customer;
2. our Quotation shall remain valid and binding upon us for 60 (sixty) calendar days after the deadline for submission of quotations;
3. we declare the absence of any conflict of interest in accordance with the terms of this RFQ and clause 9.5 of the Technical Requirements;
4. we undertake to comply with the anti-corruption legislation of Ukraine and the integrity policies of the donor and the Customer;

5. we, as well as our subcontractors, suppliers and service providers for any part of this contract, are not subject to sanctions imposed by Ukraine, the Swiss Confederation, the European Union, the United States of America or the United Nations Security Council;
6. we undertake to negotiate the conclusion of the Contract on the basis of the proposed specialists;
7. we confirm our ability to provide services in 8/5 mode and to respond to critical incidents in accordance with the service levels (SLA) defined in Section 6 of the Technical Requirements;
8. we agree that the unit of acceptance and payment is a service delivery stage lasting 2 (two) calendar months and that payment is made for the services actually provided during the relevant stage.

If our quotation is accepted and a contract is concluded, we undertake to commence the provision of services no later than the date specified in the Contract and to ensure their provision for 12 (twelve) calendar months.

We also understand that the Customer is not bound to accept any quotation received.

Yours faithfully,

Full name, position and signature of the authorised person: _____

Company name: _____

Attachments:

1. Form 1. Confirmation of Qualification Criteria and Requirements
2. Form 2. Composition of the Team of Specialists, Labour Input and CVs
3. Form 3. Total Price of Services by Stage
4. Form 4. Letter of Declaration on the Absence of Grounds for Rejection

In addition, the quotation shall be accompanied by the documents required under Section 10 of the Technical Requirements: copies of documents confirming the registration of the legal entity or individual entrepreneur (extract from the Unified State Register indicating KVED codes; copy of the Single Tax payer certificate, if available), evidence of experience (reference letters / references) and CVs of key specialists.

Form 1. Confirmation of Qualification Criteria and Requirements

The tender is open to all interested bidders that meet the following minimum qualification requirements (Section 9 of the Technical Requirements):

No.	Requirement	Description / supporting documents (to be completed by the Bidder)
1	Legal capacity and registration: the Bidder is a business entity duly registered under the laws of Ukraine, with the relevant types of economic activity (KVED codes) covering the subject of the procurement and with proper tax status (clause 9.1 of the TR).	
2	Financial capacity sufficient for the uninterrupted provision of services throughout the entire term of the contract, and absence of signs of insolvency; at the Customer's request — confirmation of sufficient annual turnover and/or absence of overdue debt (clause 9.3 of the TR).	
3	Experience in providing administration and/or technical support services for information systems (registries) and experience of working on the Registry Platform — at least 2 (two) similar contracts (projects) within the last 3 (three) years, with reference letters or contacts for obtaining feedback (clause 9.4.1 of the TR).	
4	Availability of qualified personnel (key specialists) sufficient to provide the services in the specified scope and mode, in particular specialists in registry administration on the Platform, database administration,	

No.	Requirement	Description / supporting documents (to be completed by the Bidder)
	integration support and technical support; a CV shall be provided for each key specialist using Form 2 (clause 9.4.2 of the TR).	
5	Availability of technical resources for the provision of the services, in particular a pre-production (STAGE) environment with a pre-prod function for verifying changes before their deployment to the production environment (clause 9.4.3 of the TR).	
6	Ability to provide services in 8/5 mode (Mon–Fri, 9:00–18:00 Kyiv time) and to respond to critical incidents in accordance with the agreed service levels (SLA), including outside working hours (Section 6 of the TR).	
7	Absence of a conflict of interest capable of affecting the objectivity of service provision, and a commitment to comply with integrity requirements, anti-corruption legislation and the policies of the DECIDE Project (clause 9.5 of the TR).	

Interested Bidders shall provide documentary evidence of their experience and previous performance of similar assignments. Documentary evidence includes reference letters from previous clients, copies of previous contracts, certificates of services provided, etc. Quantitative indicators (number of similar contracts, team composition) are indicative and may be clarified by the Customer.

Full name, position and signature of the authorised person: _____

Company name: _____

Form 2. Composition of the Team of Specialists, Labour Input and CVs

The team proposed by the Bidder must ensure the provision of the full range of services in accordance with Section 5 of the Technical Requirements in 8/5 mode and response to critical incidents in accordance with the SLA. Minimum qualification requirements for key specialists:

S-1. Registry Administrator on the Registry Platform (at least 1) — practical experience in administering registries on the Registry Platform, working with Control Plane, OpenShift and Kong API Gateway, and configuring backup and disaster recovery. At least 2 years of experience.

S-2. Database Administrator (at least 1) — experience in administering, optimising and maintaining relational databases (PostgreSQL or similar), developing and executing scripts (SQL, PL/pgSQL), and performing data backup and recovery. At least 2 years of experience.

S-3. Integration Support Specialist (at least 1) — experience in configuring and supporting integrations of state information systems via REST API and the "Trembita" secure interoperability system (SOAP protocol). At least 2 years of experience.

S-4. Business Process Administration Specialist (at least 1) — experience in monitoring, analysing and debugging business process instances in Camunda BPM in a production environment. At least 2 years of experience.

S-5. CI/CD and Monitoring Support Specialist (at least 1) — experience in supporting continuous integration and deployment processes (Jenkins), monitoring metrics (Grafana, Prometheus) and analysing logs (Kibana, OpenShift console). At least 2 years of experience.

S-6. Technical Support Specialist (at least 1) — experience in processing requests and incidents in compliance with the SLA, diagnosing and resolving technical faults, and advising users of state information systems. At least 2 years of experience.

2.2. Rate Table

This form is used solely to demonstrate the basis for calculation should it be necessary to establish payment to the Contractor for possible additional work to be ordered by the Customer. This form is not used as a basis for payments.

No.	Specialist role	Number of specialists	Planned number of hours	Rate per person-hour, UAH (excl. VAT)	Total cost, UAH (excl. VAT)
Total costs, excl. VAT, UAH					

2.3. CV Form

Position title and No.: {e.g. S-1, Registry Administrator}	Citizenship / country of permanent residence:

Education: {indicate levels of education, name of educational institution, period of study, degree/diploma obtained}

Activities relevant to the assignment: {in reverse chronological order, starting with the current position; indicate dates, name of organisation, positions, functions and contact details for references}

Period	Name of employer organisation and position. Contact details for references	Country	Brief description of work performed relevant to the Assignment

Language skills: _____

Suitability of qualifications for the Assignment: _____

Tasks (clauses of Section 5 of the TR) in which the specialist will be involved:

Contact details of the specialist: (e-mail _____, tel. _____)

Full name, position and signature of the authorised person: _____

Company name: _____

Form 3. Total Price of Services by Stage

The Bidder shall state the price of the services for each stage separately. The sum of the stage prices must equal the total price of the quotation stated in the Letter of Offer.

The price stated in clause 3.1 is the basis for payment: acceptance and payment are made for each stage separately on the basis of acceptance certificates for the services provided.

3.1. Price by Service Delivery Stage

The price of each stage covers the full range of AIKOM administration, operational support and technical support services in accordance with Section 5 of the Technical Requirements (clauses 5.1–5.12).

Stage	Approximate period	Price excl. VAT, UAH
Stage I	September – October 2026	
Stage II	November – December 2026	
Stage III	January – February 2027	
Stage IV	March – April 2027	
Stage V	May – June 2027	
Stage VI	July – August 2027	
Total for 6 stages		

3.2. Notes on Completion

1. Prices shall be quoted in Ukrainian hryvnia, exclusive of all taxes and duties, exclusive of VAT.
2. The amount in the line "Total for 6 stages" of clause 3.1 must equal the total price stated in the Letter of Offer.
3. The price of each stage covers the full range of services under Section 5 of the Technical Requirements, including administration and operational support services (clauses 5.1–5.10), project technical support (clause 5.11) and programming services on the registry platform (clause 5.12).
4. The planned scope of labour input under clauses 5.11 and 5.12 is determined by the Bidder independently and stated in Form 2. The actual scope of programming services on the registry platform is agreed with the Customer and the Recipient within the relevant stage.
5. The unit of acceptance and payment is a service delivery stage lasting 2 (two) calendar months. Payment is made in stages (once every two months) for the services actually provided during the relevant stage, on the basis of an acceptance certificate and the report on services provided for the stage.
6. The stage periods indicated are approximate and shall be specified in the contract. A change in the stage periods does not alter the price of an individual stage or the total price of the quotation.
7. Prices are fixed for the entire term of the Contract and are not subject to adjustment.

Full name, position and signature of the authorised person: _____

Company name: _____