**APPROVED**

Position

\_\_\_\_\_\_\_\_\_\_\_\_FULL NAME

«\_\_\_\_\_» \_\_\_\_\_\_\_\_\_\_\_ 20 г.

TERMS OF REFERENCE

**FOR THE CREATION OF AN AUTOMATED MODULE OF THE KEY PERFORMANCE INDICATORS MANAGEMENT SYSTEM**

**APPROVAL SHEET**

|  |  |  |
| --- | --- | --- |
| **Position** | **Signature** | **Comments** |
| Director of Business Process Automation Department |  |  |
| Director of Corporate Automated Systems Development and Support Department | . |  |
| Deputy Director of the Department of Development and Support of Corporate Automated Systems |  |  |
| Deputy Director of the Department of Development and Support of Corporate Automated Systems | . |  |
| Head of Information Security and Special Projects Department | . |  |

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# **GENERAL STATEMENTS**

This Technical Assignment (hereinafter referred to as TOR) defines the requirements to the composition and scope of work for the creation of an information automated control system for the Customer's purposes.

## **Name of works**

Full name of works: creation of the automated control system by objectives for the Customer's needs.

Short name of the management system for the Customer's purposes: IS "Management by Objectives".

Maximum price of the lot: ХХХХХХХХХХХХХХХХ RUB including VAT.

Lot 062-XXXXXXXXXXXXXX.

## **Purpose and objectives of the system**

The Customer has a system of management by objectives, which solves the tasks of controlling the achievement of strategic goals of the Company, but in its work faces such difficulties as:

* high labor costs of the Company's employees for collection, reconciliation and coordination of KPI data;
* peak workload of employees during reporting periods;
* the need to ensure the reliability of input data for KPI calculation;
* operational risks associated with formula and data input errors.

The objectives of implementing the automated system of management by objectives are:

* minimizing the workload of the Company's employees in routine operations related to KPI data collection;
* increasing the transparency of the entire data structure, formulas and reliability of source data;
* creation of a tool for comprehensive analysis of the Company's performance, including taking into account historical data.

The Contractor shall implement the System with the following main functionalities:

* maintaining a directory of indicators, formulas and calculation methods;
* formation and storage of the current directory of employees and positions, links between positions and indicators defined for them.
* visual display of KPI decomposition hierarchy by management levels;
* manual input of data on indicator values, import from external sources;
* accumulation of historical data on indicators;
* storage of images of primary documents;
* automatic reporting in terms of groups of indicators and reporting periods;
* distributed work of users on maintaining the directory of indicators, calculation methods, input of planned and actual values;
* ensuring secure access to data based on user roles.

## **Name of the Client's and Contractor's enterprises**

## **Customer**

**Contractor:** The Contractor is determined by the results of procurement procedures.

## **Terms, Definitions and Abbreviations**

The terms, definitions and abbreviations used in this document are summarized in Table 1.

Table 1: Terms, definitions and abbreviations

| **Term/ Abbreviation** | **Definition** |
| --- | --- |
| Customer, Company |  |
| System | Automated goal-based management system |
| Key Performance Indicator (KPI) | An indicator assessing the degree of achievement of the Company's goals as a whole, as well as the goals of individual functional areas and structural subdivisions. |
| Map of Key Performance Indicators (KPI map) | A set of performance goals and indicators of their achievement, balanced by the Company's development areas and taking into account the interests of the main stakeholders (shareholders, consumers, personnel), established for different levels of the Company's management. |
| Project | A set of joint works with the Customer's managers and specialists aimed at achieving the result described in this Technical Assignment. |
| User | An employee who performs operations in the System in accordance with his/her assigned role. |
| NSI | Normative reference information |
| Data showcase | A data warehouse slice representing an array of thematic, narrowly focused information, oriented, for example, to users of one workgroup or department. |
| ETL procedure | Procedures for extracting and transforming data, calculating target values. |
| AD | Active Directory |

# **INFORMATION ABOUT THE AUTOMATION OBJECT**

## **Characteristics of the automation object**

The object of automation is the process of management by objectives of the Customer.

The Customer's current goal management system is based on key performance indicators and includes:

* KPI maps of the CEO and top managers
* KPI maps of the heads of IA functional blocks, branches, heads of structural subdivisions of branches, RES /VES/ UCS/UE/UE/UWES.
* Procedures for planning KPI values for reporting periods and monitoring their fulfillment. Actual KPI values are recorded on the basis of the Company's management reporting data.
* Procedures for adjusting the composition of key performance indicators in KPI maps.
* Procedures for adjusting planned KPI values.

## **Project scope**

### **Organizational scope of the project**

The target user groups of the System are:

* Employees and units responsible for maintaining and classifying KPIs;
* Employees and units responsible for KPI harmonization and approval;
* Units providing data in the form of indicator values, summaries, etc. on a regular basis;
* Employees who receive information on the progress of goals fulfillment in the form of reporting forms and diagrams in the required sections.

Access of users to the System is carried out in accordance with the approved rules of interaction.

### **Functional scope of the project**

In the process of implementation of the System the following procedures are automated:

* Generation and maintenance of KPI classifiers, distribution by blocks and management levels;
* Planning, coordination and approval of KPIs and their target values for the reporting period;
* Storage and actualization of KPI documentation in the information base of the System (justifications, cover letters, methodologies and other documents);
* Automatic informing of responsible subdivisions and officials on periodic reporting with reference to the calendar;
* Collection of periodic reporting on execution from subdivisions in an automated mode;
* Performing KPI calculations with the possibility to customize rules and algorithms for calculating intermediate and target indicators.
* Generation of final reports on KPI fulfillment for the reporting period based on initial data;
* Providing analytical reporting on indicators for different reporting periods, including comparison of indicators for reporting periods, in accordance with the forms approved with the Customer

### **Methodological scope of the project**

Automatization of data collection, processing, analysis and reporting procedures is carried out in accordance with the methodological provisions existing at the Customer.

### **Planned start and end dates of the services**

Total period of services rendering -

Limit value of the lot -

# **BASIC REQUIREMENTS FOR THE INFORMATION SYSTEM**

## **Requirements to the System structure and architecture**

The Contractor shall implement the System of the following architecture: .... etc.

The structure of the System is determined by a set of basic technologies and system software underlying it. In general, a distinction is made between:

* a level responsible for the fulfillment of basic functions and data storage,
* service level, responsible for the logic of the system operation, calculations, information exchange between the components of the System,
* the level of data sources, responsible for information exchange with related systems;
* the level of client applications, responsible for providing an interface for performing system functions and publishing reports;
* search subsystem, which provides database search.

Information exchange within the System and with related systems shall be realized on the basis of open standards. Developments providing information exchange shall be documented (functional design, technical design, source code, description of installation procedure). When determining the model of information exchange, preference shall be given to the most automated mode with controls of data integrity and progress of loading/unloading procedures.

## **Software Architecture Requirements**

The system shall be implemented by the Contractor using the following software platform:

* Microsoft MS SharePoint Server 2013 in Enterprise edition;
* DBMS Microsoft SQL Server 2012 Enterprise ENG
* If necessary, MS Hyper-V shall be used as a virtualization platform.

The following MS SharePoint software components and services shall be installed and configured on the productive servers of the System:

* Excel Calculation Services;
* Power Pivot Services;
* Reporting Services;
* Secure Store Service;
* Search Service;
* User Profile Service;
* PerformancePoint Service.

## **Requirements to hardware architecture**

Implementation of the system by the Contractor is performed on the Customer's hardware complex. The requirements to the hardware composition shall be developed at the stage of preparation of the Technical Working Draft.

The architecture of software and hardware solutions developed by the Contractor shall provide:

* Fault tolerance through the use of modern technologies of clustering, redundancy and virtualization, component replacement without stopping the System operation, data backup and recovery.
* Reliability of software and hardware functioning.
* Reliability, operability of designed systems and high availability.
* Possibility of further increase of productivity, computing power and other resources of the System.
* Reliable storage of used data with protection from unauthorized input by means of distribution of access rights and audit of data input and modification.

## **Requirements to the System functions**

### **Generation and maintenance of KPI classifier**

The system should provide maintenance of KPI classifier, and the following functions should be provided:

* Generation and maintenance of the KPI register
* KPI classification, distribution by strategic perspectives, functional blocks, management levels, planning periods;
* Maintenance of KPI calculation formulas and methods by experts, introduction of changes in KPI formulas used by the system for calculations;
* Publication and joint work with primary documents on KPIs.

### **Planning, coordination and approval of KPIs**

The System shall provide for the formation of planned indicators for the next reporting period and sending the KPI map for approval according to the organizational structure.

The System shall implement a linear process of approval of KPI indicators. The harmonization process should proceed sequentially through the following stages:

* approval within a functional group or subdivision according to the organizational structure;
* approval by supervisors in the areas;
* approval by the Company's management.

The system should be able to customize the route and add addressees when performing coordination.

The KPI subsystem should provide users with the following capabilities during the approval process:

* harmonization of target values of indicators;
* adjusting values on the form;
* sending the form to the initiator of the approval for revision;
* reflection of changes;
* rejection of the form with indication of the reason.

### **Document management**

The functions of the module shall provide for the storage of documents, including:

* Maintaining document libraries with division by topics, catalogs, indicators, etc.;
* Document management - export, import, version control;
* Storage of images of primary documents;
* Context search of documents by details of document cards, as well as by document content (only MSOffice files - Word, Excel, PowerPoint, etc.);
* Joint work with documents in the System within a subdivision or functional group;

Documents should be stored with reference to a specific reporting or planned KPI or a group of KPIs.

### **Generation of initial data for calculation**

Formation of initial data for calculation should be performed:

* Automatically, using data download services from external sources;
* Manually, using data input forms in the System.

Automated loading of data from the following sources shall be provided:

* Financial and HR information systems (ASFU, 1C, 1C "ASUP&RZP");
* Production information systems (automated process control systems, etc.);
* Local data storages and files (Excel, XML, etc.).

As part of Phase 1. System design the composition of data loading sources should be specified and fixed in the Terms of Reference.

The data loading service shall perform the following functions:

* Reading data from Web services or databases of related corporate systems, as well as groups of files of a specified format;
* Conversion of data formats from sources to SQL Server database format;
* Allocation of reference values on the basis of one or more source data fields, recoding in accordance with the NSI codes of the centralized storage;
* Loading NSI from master systems;
* Transfer of prepared data to the Data Warehouse for calculation of indicators;
* Manual entry of indicator values not loaded from external sources required for KPI calculation.

### **Calculation of indicators and KPI reporting**

When creating the System, the required set of data showcases should be implemented to optimize data storage, reporting and calculation of indicators.

When forming the showcases, the possibility of setting user rules for reporting and calculation of indicators shall be provided. Data showcases are formed with the use of ETL procedures, during the execution of which the preliminary loading of cleansed data and calculation of analytical indicators according to the specified algorithms is carried out.

The composition of data showcases will be determined after specifying the composition of dimensions and a set of indicators in the data warehouse at the stage of preparing the terms of reference.

The System shall provide the possibility to reuse formulas for calculation of KPIs. The Contractor shall implement the System with the following functions:

KPI reporting functions shall perform:

* Formation of executive dashboards to display KPIs by reporting periods;
* Distinguishing by access rights to data and showcases for user groups and individual users.
* Formation of analytical reporting (at the request of users) on the available information
* Creation of reports in the form of graphs, diagrams, structural schemes, tables, etc. based on calculated values of indicators.

### **Maintaining normative-reference information**

The module functions should perform work with NSI, including:

* Maintaining basic classifiers and directories
* Maintaining the directory of the organizational structure of the organization
* Maintaining analytical dimensions for the formation of statistical reporting
* Maintaining a directory of indicators and normative values
* Maintenance of metadata for calculation of intermediate and target indicators

### **Administration and access rights management**

The functions of the module shall perform:

* Authorization and authentication of users on the basis of AD.
* Maintaining employee directories based on information from AD
* Delimitation of access rights in accordance with the role model of access to functions, documents, reports, catalogs, etc. developed during the project.
* Differentiation of access rights to data by department, including allocation of roles of security administrators and system administrators with different access rights.

## **Requirements for information control in the system**

Information control during data collection and processing procedures is performed by internal means of MS SharePoint 2013 platform.

The integrity of the data stored in the internal database of the System shall be automatically maintained at the database level using the built-in standard DBMS Microsoft SQL Server 2012.

The order and methods of diagnosing the System are determined by the internal tools of the MS SharePoint 2013 platform. In general case, a set of the following diagnostic elements is required - event log, error log, error messages, audit of user actions.

## **Requirements to the System operation mode**

Operating modes of the System are established at the stage of documentation formation - technical project and/or functional design of the System. In general, the following modes should be described - basic mode, mode of technological works, pre-emergency mode, emergency mode.

## **System reliability requirements**

Technical means of the System in terms of reliability shall comply with the recommendations of GOST 27883-88.

The software and hardware complex shall have protection measures:

* against unauthorized personnel actions;
* against sudden disconnection of power supply voltage to the equipment;
* from interferences and distortions during data transmission;
* from the influence of deviations of temperature parameters, humidity, electromagnetic fields under the conditions of equipment operation;
* from accidental changes and destruction of information and programs;
* from unauthorized interference.

Intensity of restarts (reboots) and their duration should be used as indicators of reliability of the System software.

Estimation of values of intensity and duration of restarts (reboots) of the software should be made based on the results of observation of the System operation during pilot operation.

Data storage of measurement results should be carried out within 3 years.

Reliability of technical means of different levels of the system in conditions and modes of operation, established in the present ToR, should be characterized by the following values of indicators:

|  |  |  |
| --- | --- | --- |
| **N/N** | **PARAMETER** | **MEANING** |
| 1 | Maximum acceptable downtime | 24 h |
| 2 | Required time for system recovery, hour | Hardware - 12 hours  System software - 8 hours  Application software - 4 hours |
| 3 | Data recovery in case of data loss | 24 h |

## **Requirements for protection of information from unauthorized access**

The procedure for creating the information security subsystem, the stage of work, as well as the development of technical and working documentation shall comply with the recommendations of GOST R 51583-2014 "Information Protection. Procedure for the creation of automated systems in a protected version. General provisions".

Processed information has a high degree of possible damage in case of violation of integrity, confidentiality, availability of information.

Within the framework of work performance it is necessary to provide not less than:

* 3rd level of personal data security (according to the order of the Federal Service for Technical and Export Control of Russia No. 21 dated 18.02.2013 "On approval of the composition and content of organizational and technical measures to ensure the security of personal data during their processing in personal data information systems");
* Protection class 1G in terms of ensuring information integrity and access delimitation (in accordance with the guidelines of the State Technical Commission of Russia "Automated Systems. Protection against unauthorized access to information. Classification of automated systems and information protection requirements" and "Special Requirements and Recommendations for Technical Protection of Confidential Information (STR-K)");
* 4th level of control of undeclared capabilities of information protection means (in accordance with the guiding documents of the State Technical Commission of Russia "Protection against unauthorized access to information Part 1. Software for information protection means.

When creating the System, the following information security issues shall be resolved:

* conditions and criteria of attestation of user workplaces from the position of fulfillment of requirements of information protection from unauthorized access;
* adaptation and selection of methods and means of software and hardware protection of information resources at the stages of collection, processing, transportation of information within the system levels and upper level management commands with ensuring the degree of its security, adequate value and confidentiality of its content;
* differentiation of access to the System resources for different groups of users.

Means of information protection against intrusion shall provide for:

* protection of System resources from intrusion from external and internal threats;
* registration of system events and attempts of intrusion into protected resources by regular and additional means;

means of information protection against intrusion shall integrate:

* regular means of protection against intrusion of network operating systems;
* in-house means of protection against intrusion of applications in use;
* means of protection against intrusion of servers.

Control, management and identification means for access to the System shall provide procedures for user identification, connection control and management of their access to the System resources.

Screening means in the System shall provide secure connection to open networks (Internet) and isolation of separate network segments within the System itself. They shall ensure access differentiation between the System segments and control of information flows to and from the System.

Access of employees to work in the System shall be on a strictly regulated basis in accordance with their functions and powers.

When using the System, employees shall strictly comply with the applicable information security requirements for handling key information and passwords.

Information protection in the System shall be based on a role model and organizational hierarchy.

User authorization shall be performed using user accounts from Active Directory.

# **INTERACTION WITH EXTERNAL INFORMATION SYSTEMS**

The Contractor shall implement in the System mechanisms of interaction with the following information systems:

* Active Directory domain forest 2000;
* MSExchange 2003 mail server;
* 1C Enterprise AS FEU (financial accounting system)
* 1C "ASAP&RZP "Personnel system
* 1C Enterprise AIS UTP (system of technical connections accounting).

Interaction with Active Directory provides carrying out of procedures of authorization of users at work with the system by means of SSO mechanism. Authorization of users in the system is performed using credentials stored in Active Directory.

Interaction with MSExchange 2003 mail server provides distribution of notifications and tasks to the system users in accordance with the rules of coordination, as well as the schedule configured in the System.

Interaction with the systems of ASFU, 1C "ASUP&RZP", ASUTP, etc. provides unloading of initial data used for calculation of indicators.

More detailed requirements for interaction with related corporate systems should be specified at the stage of formation of the engineering design.

# **REQUIREMENTS TO THE COMPOSITION, TYPE OF WORKS AND TERMS OF THEIR FULFILLMENT.**

| **№** | **Contractor's work stage / documents to be developed by the Contractor** | **Duration**  **(working days)** |
| --- | --- | --- |
| 1 | 2 | 3 |
|  | **Phase 0: Project preparation:**   * Conducting a kick-off meeting. Presentation and clarification of the project objectives and scope * Formation of the project work plan * Formation and approval of the project team * Development and approval of the Project Charter | **6 days from the signing of the contract** |
|  | **Phase 1: System Design:**   * Working meetings to collect and clarify the requirements for **the System:** * analysis of the existing business process of the area being automated; * analysis of the composition and structure of data contained in the existing corporate information systems. * Development and coordination of the Technical Working Draft * Development of a protocol for integration interaction with related corporate information systems | **31 days from the moment of Phase 0 completion** |
|  | **Phase 2. System development:**   * Preparation and customization of software and hardware infrastructure * Development and testing of functional modules * Development of project documentation | **95 days from the completion of Phase 1** |
|  | **Phase 3. Development of System documentation:**   * Creation of technical documentation * Creation of user documentation | **18 days from completion of Phase 2** |
|  | **Phase 4. Implementation and pilot operation of the System:**   * Solution deployment and integration customization * Training of end users of the system * Preliminary testing of portal functionality * Pilot operation | **20 days from the completion of Phase 3** |
|  | **Phase 5. Putting the system into operation:**   * Conducting acceptance tests * Approval of system acceptance certificate | **10 days from completion of phase 4** |

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# **PROCEDURE OF CONTROL AND ACCEPTANCE OF THE SYSTEM**

Upon completion of the work, the Contractor shall carry out tests of all subsystems in accordance with the test methodology developed by the Contractor.

Upon completion of works on System development, the Contractor together with the Customer shall carry out complex tests in accordance with the "Program of acceptance tests".

To conduct comprehensive tests, the Contractor shall deliver to the Customer:

* User manuals according to their roles in the System;
* System Passport;
* Matrix of Roles and Authorizations;
* Administrator's Manual;
* Acceptance Test Program.

The results of acceptance testing of the System shall be reflected in the protocol. According to the results of complex tests the Act of putting the System into pilot operation shall be drawn up.

In case of any remarks the Contractor and the Customer shall jointly draw up a protocol of remarks elimination, in which the list of remarks and terms of their elimination shall be fixed.

Pilot operation of the System shall be carried out in accordance with the "Pilot Operation Program" developed by the Contractor.

Upon completion of pilot operation of the System, the Act of putting the System into commercial operation shall be drawn up.

# **USER TRAINING REQUIREMENTS**

To work in the System, the User must have basic knowledge and skills of working with a personal computer, MS Windows operating system, Web-browser and e-mail client.

The User shall be additionally trained to work in the System in accordance with the roles he/she performs.

To ensure quality training, the Contractor shall:

* Develop and agree a training program with the Customer.
* Train the Customer's employees

The scope of training includes training of up to 3 groups of employees in the demonstration mode for up to 4 hours. Including, if necessary, training of regional employees remotely in conference mode.

The premises and equipment for training are provided by the Customer.

Decision making on admission of the User to work in the System shall be assigned to representatives of the Customer's and Contractor's working groups.

Training of the Customer's personnel shall be carried out by the Contractor in the process of the System development within the framework of the System launching into pilot operation before the acceptance tests.

# **PROCEDURE OF WORKS ON THE SYSTEM CREATION**

## **Requirements for work on creation and implementation of the System**

It is recommended to carry out the work taking into account the requirements of GOST 34.601-90 "Automated Systems. Stages of creation".

## **Requirements to the stages of work on creation and implementation of the System**

The work shall be performed by the Contractor in several stages with closing of each stage upon completion of the work, execution of reporting documentation in the form agreed by the Customer.

The Contractor shall submit the work plan in tabular format, including the following information:

* Stage name
* Works
* Duration, working days
* Work result.

# **SYSTEM DOCUMENTATION REQUIREMENTS**

As part of the project, the Contractor shall develop and deliver the following documentation to the Client:

1. Technological project
2. Protocol of integration interaction with related corporate information systems
3. Test program and methodology
4. User Manual
5. Administrator's manual containing, among other things:
   * System administrator instructions
   * Application administrator instructions
   * Instructions of the security administrator

The documentation shall contain a description of the developed subsystems and shall not contain a description of the operation of the standard functionality of the used software products within the System.

The content of the documents provided by the Contractor upon completion of the work shall meet the following conditions:

* Completeness.
* Consistency.
* Stylistic homogeneity.

# **REQUIREMENTS FOR THE CONTRACTOR**

1. The Tenderer shall have civil legal capacity to the full extent necessary for conclusion and execution of the Contract (it shall be registered in accordance with the established procedure and have the relevant valid licenses for performance of activities under the Contract).
2. The Bidder shall be registered as a legal entity for at least 5 years on the territory of the Russian Federation.
3. The Bidder must not be insolvent or bankrupt, be in the process of liquidation, the property of the Bidder, in the part essential for the contract, must not be seized, the economic activity of the Bidder must not be suspended.
4. The Bidder shall not be included in the Register of Unfair Suppliers maintained in accordance with Federal Law No. 223-FZ dated 18.07.2011 "On Procurement of Goods, Works and Services by Certain Types of Legal Entities" or in the Register of Unfair Suppliers maintained in accordance with Federal Law No. 94-FZ dated 21.07.2005 "On Placement of Orders for the Supply of Goods, Works and Services for State and Municipal Needs".
5. The bidder shall not act as an applicant, initiator of judicial and non-judicial processes, claims, complaints and sanctions imposed or related to the execution of contracts (agreements) with public sector organizations, including energy companies.
6. The statutory activities reflected in the constituent documents shall correspond to the subject matter of the work performed in accordance with this ToR.
7. The Bidder shall not have losses for the last three completed financial years (page 190 of Form 2 "profit and loss statement").
8. The Contractor shall have no debts on accrued taxes, levies and other mandatory payments to budgets of any level or state off-budget funds for the past calendar year, the amount of which exceeds twenty-five percent of the book value of the E-Auction Participant's assets according to the accounting statements for the last completed reporting period, which is confirmed by the reconciliation act issued by the Federal Tax Service on the status of settlements with budgets of all levels and off-budget funds for the last reporting period, with a tax stamp.
9. The participant must have a positive experience in the software development market.
10. The Contractor must be a member of the Microsoft Partner Network program and have the Gold Collaboration and Content status. The statuses must be confirmed by providing copies of the relevant certificates.The Contractor must confirm its qualifications to perform the work under this tender:
    1. The Supplier shall have experience in automation of business processes and automation of KPIs, including development and implementation of information systems on Microsoft SharePoint platform (at least 5 projects for the last 3 years). It is necessary to confirm by providing a certificate of experience;
    2. Vendor has at least 10 qualified professionals to perform this work. Must be confirmed by providing a statement of resources.
    3. Provider shall have at least 3 positive feedbacks from clients on completed projects on Microsoft SharePoint platform. c. Provider shall provide appropriate authorization documents for the work.
11. The Contractor shall provide appropriate authorization documents for activities related to the performance of the contract, the right to conclude which is the subject of this tender, including:
12. Copy of the extract from the register of accredited organizations carrying out activities in the field of information technologies
13. Copies of certificates confirming that the participant has a functioning quality system certified in accordance with ISO 9001/GOST R ISO 9001.
14. Certificate of Conformity "Installation, commissioning and maintenance of automated systems software"
15. Certificate of accreditation in the field of personal data

The Contractor may provide other documents (licenses, certificates), which, in the Contractor's opinion, confirm its competence to perform these works.

1. Availability of own technical support service
2. The Contractor shall provide
3. Detailed data on the availability of labor and qualifications of in-house engaged specialists.
4. Detailed justification of the price proposed in the commercial offer. At the same time, the detailed justification of the price shall be consistent with the information provided by the Bidder in the bid on the quality of work and labor resource information.
5. Detailed cost estimate for the services to be rendered, calculate the cost based on the projected labor costs in man-hours and tariff rates of the engaged specialists for each qualification, as well as indicate the key parameters for calculating the cost of the work.
6. Detailed description of process automation
7. Requirements for warranty support of the System
8. The period of quality warranty for the System developed by the Contractor shall be one year from the date of signing the Certificate of acceptance of the System into commercial operation